



## **Personal Options Resource Consultant**

### Position Description

#### Purpose

Provide information, resources and supports to senior citizens and adults with physical disabilities participating in *Personal Options* (the self-directed service option within West Virginia's Medicaid Aged & Disabled Waiver Program) to assist them with the responsibilities of self-direction, including the responsibilities of being an employer.

#### Reporting Relationships

The Resource Consultant will report to the West Virginia Program Manager. The Resource Consultant will receive programmatic guidance and direction from the Program Specialist / Senior Resource Consultant.

#### Minimum Qualifications

Bachelor's Degree in human services field from an accredited institution **And** One year experience working with individuals with disabilities and/or senior citizens and their families (knowledge of Medicaid Waiver services strongly preferred)

**Or**

Associate's degree **And** two years experience working with individuals with disabilities and/or senior citizens and their families (knowledge of Medicaid Waiver services required)

#### Duties and Responsibilities

##### Marketing and Outreach:

- Assist state agency representatives in marketing *Personal Options* to prospective participants, family members, representatives, service providers, and others through development, revision and distribution of program materials, and through individual and group presentations, home visits and telephone contacts.

- Explain the roles and responsibilities of self-direction in *Personal Options* to participants and their appointed representatives, including the responsibilities of serving as their own case manager (if applicable) and the responsibilities of being an employer.
- Explain the roles and responsibilities of PPL in providing Financial Management and Resource Consultant services to participants/representatives, including responsibility for payroll processing and payment, and responsibility for tax withholding and reporting.

Participant Enrollment, Orientation and Training:

- Assist interested and eligible participants to enroll in *Personal Options*, including completion and submission of enrollment packets, employer packets and employee packets.
- Enter participant/representative information into automated systems utilized by the Bureau for Medical Services and PPL for project management and reporting.
- Provide participants/representatives with practical skills training as needed in areas such as: developing the spending plan; recruiting, selecting, hiring, training and supervising employees; and, purchasing other goods and services.

Assist Participants to Develop the Spending Plan:

- Assist participants/representatives as needed to develop and revise their individual spending plan, including assessment of their individual service/support needs, scheduling employees, purchasing agency/contractual services, and saving funds for Participant-Directed Goods and Services.
- Assist participants/representatives as needed to submit spending plans to BMS for approval in accordance with established policies, procedures, and timelines.
- Assist participants/representatives to develop the Resource Management Plan as needed and as available.

Assist Participants to Recruit and Retain Employees:

- Assist participants/representatives as needed to identify, recruit, select, hire, train, schedule, manage/supervise, and terminate employees. Collaborate with PPL staff to ensure that all employees have completed required background checks prior to provision/payment for services.
- Assist participants/representatives as needed to provide mandatory training required of all employees prior to providing paid services. Collaborate with PPL staff to verify that all employees have completed required training prior to provision/payment for services.
- Assist participants/representatives as needed to provide ongoing annual training required of all employees. Collaborate with PPL staff to verify that all employees have completed required ongoing annual training.
- Assist PPL management and staff to develop and maintain a directory of personal assistance services and supports, including a registry/directory of potential workers.

- Assist participants/representatives as needed to identify and provide benefits to employees (if applicable).

#### Assist Participants to Purchase Other Goods and Services

- Assist participants/representatives as needed to identify and retain the services of qualified agencies and/or individuals for services such as Case Management services, Homemaker RN services, agency-directed Homemaker services, and Transportation services.
- Assist participants/representatives as needed to purchase Participant-Directed Goods and Services, such as assistive technology, personal emergency response systems, appliances, and home modifications.

#### Monitoring and Reporting

- Monitor participant health, safety and welfare through enrollment and initial planning processes, and through frequent contact including at a minimum, monthly phone contact and six-month home visits.
- Maintain participant and employee files and records including participant notifications in automated systems.
- Document and report evidence and observation of participant/representative inability to self-direct.
- Report and respond to all participant/representative complaints regarding PPL services using required reporting processes and systems.
- Report and respond to all participant/representative grievances using required reporting processes and systems.
- Mandated Reporter - Report and respond to all simple and critical incidents, including any and all allegations or reports of suspected abuse, neglect, and exploitation.
- Assist participants/representatives as needed to be reevaluated for eligibility for services, request a level of care change, request dual service provision, and request transfer to traditional agency-directed services.