

Assessing the Performance of Consumer Directed and Tailored Services within Home & Community Based Services

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The Hilltop Institute Symposium
Home and Community-Based Services:
Examining the Evidence Base for State Policymakers
June 11, 2009



The Evolving State Role in Managing Consumer-Directed Care, Part 2

Lessons for Policy and Practice

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Reasons New Jersey Implemented the Personal Preference Program:

- ❑ Demographics
- ❑ Prudent Purchasing/Effective Use of Resources
- ❑ Consumer Empowerment
- ❑ Increase Personal Responsibility
- ❑ Address Consumer Complaints & Lack of Flexibility
- ❑ Support of Family Caregivers



Reasons Why This Approach Makes Sense in the Current Economic Times:

- ❑ Offers employment opportunities for non-traditional and displaced workers
- ❑ Helps maximize the use of limited public dollars (state & federal)
- ❑ Reduces the amount of “overhead” cost so more money can be used for services
- ❑ Increases tax paying workforce & participants are purchasing goods



Landmines & Bombs

- ❑ Fraud & abuse are inevitable
- ❑ Program will afford no consumer protection
- ❑ The “Woodwork” effect
- ❑ State costs will skyrocket
- ❑ Traditional provider agency resistance & sabotage
- ❑ Operating within Medicaid constraints



Landmines & Bombs (continued)

- ❑ IRS & state taxation provisions
- ❑ Need for specialized infrastructure development
- ❑ Paying family members
- ❑ Developing and performing monitoring, quality assurance, oversight & evaluation
- ❑ Public Perceptions ! ! ! ! ! ! ! !



Some Policy & Practice Implications

- ❑ Family caregivers benefit and feel rewarded
- ❑ Community integration is enhanced
- ❑ Participants are prudent purchasers and use fund wisely
- ❑ Does not increase administrative burden to government agencies
- ❑ Helps prevent or delay institutional care



More Policy & Practice Implications

- Safeguards are available to detect & deal with potential fraud and abuse
- Is a personal “values-driven” model and permits the ability to serve linguistically and culturally diverse populations in a responsive way
- Creates a climate of partnership between individuals needing care and the systems charged with helping secure the care



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