

Family-Directed Services Program Update Notification

To aid in communicating operational changes to the Children’s DD Family-Directed Services (FDS) Program, an *FDS Program Update Notification* will be e-mailed to Support Brokers when operational changes occur. *FDS Update Notifications* will be stored on the FDS Website. This will make it easier for Support Brokers to make and track operational adjustments. Please direct comments or questions to neserd@dhw.idaho.gov.

Plan Review Process Change

In order to streamline processes and assure consistency in the program, the FDS program has moved to a system in which two Case Coordinators will be authorizing plans statewide. Children’s *Support and Spending Plans* and *Plan Change Forms* will be routed to either Jennifer Funk or Noralee Fitch. Children’s paperwork will be directed alphabetically by their last name:

A-K will be served by Jennifer Funk

L-Z will be served by Noralee Fitch

Contact Information: FunkJ@dhw.idaho.gov or (208) 798-4118
FitchN@dhw.idaho.gov or (208) 475-5091

Every region will continue to host Guide Meetings and Support Broker Trainings. The Guide Trainings and Support Broker Trainings will continue to be provided in the current locations by local staff.

Support Broker Manual and FDS Forms

The *Support Broker Manual* and FDS forms are revised periodically as a result of federal regulation and program procedure changes. The *Support Broker Manual* and FDS forms on the DHW FDS website are the current versions. Below is the link to the FDS website:

www.familydirected.dhw.idaho.gov

Please use the current version of the

Support Broker Manual and FDS forms. To assure the manual you have is a current version, please refer to the version date on the document.

Outdated forms (or forms from other programs such as Self-Direction) can not be processed as they may not contain all of the necessary information to meet program guidelines.

FDS Support and Spending Plans

To prevent authorization delays due to incomplete *Support and Spending Plans (SSP)*, a *SSP Checklist* has been created and is attached. Effective immediately, *SSPs* are required to have a *SSP Checklist* attached and completed when submitted to the FDS Case Coordinator. Incomplete *SSP* packets will be returned.

As the number of children participating in the FDS program is growing rapidly, submission of complete plans will result in faster authorization and *SSP* implementation.



FAMILY AND COMMUNITY SERVICES

Family-Directed Services Program

www.familydirected.dhw.idaho.gov

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Quality Improvement Team

The Department must have quality improvement measures in place to assure Idaho meets federal and state requirements. This includes a system to monitor services provided to assure services are delivered in accordance with these requirements.

Our quality improvement strategy is comprised of assurances around eligibility, qualification of providers, service plan implementation and health and welfare of participants.

As a parent and/or provider you may be chosen to participate in a quality assurance review. If you are selected, you will receive a letter explaining the review process.

If selected, a review will be completed of employer or provider records, such as employee records, receipts for goods purchased and documentation of services provided. The goal is to assure and improve the quality of services delivered to children with developmental disabilities.



FAMILY AND COMMUNITY SERVICES

Family- Directed Services Program

REMINDERS

Support Broker Qualification

All participants in the FDS program must be represented by a qualified Support Broker at all times. If a Support Broker does not complete the requalification process timely,

he or she is no longer qualified to provide Support Brokers services. This applies to both paid and unpaid Support Broker services.

Vendor Payment Reminder

Vendor pre-payments can only be made for a maximum of 3-month periods.

The FDS Case Coordinator can authorize up to 12-months of services on the SSP, but Support

Brokers can only submit *Vendor Payment Requests Forms* to request payment for services and goods for 3-months at a time.

The overall process of requesting vendor payments has not changed.

Plan Writing Reminder

When completing the SSP, please be specific in what type and model of good you are requesting.

For example, please don't request an augmentative communication device and "accessories" rather, specify the make and model of the good and necessary accessories.

Whenever possible, submit a picture of the requested good from the company or catalog from which it will be purchased. This may save

a few phone calls between you and the Case Coordinator.

Annual SSPs must be submitted by a qualified Support Broker 45 days before the expiration of the previous plan. SSPs are reviewed in the order in which they are received.

It is the parent or legal guardian's responsibility to have a qualified Support Broker at all times.