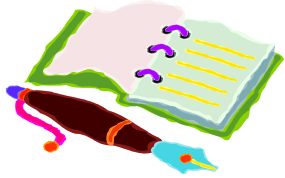


## How is Consumer Directed (CD) Services different from Agency Services?



- CD Services allows the consumer to choose and hire their own employees to provide services or supports.
- Consumer direction allows the consumer to train his/her worker and control when and how they will work, and what work they will do.
- Ultimately the worker is employed by the consumer! There is **NO AGENCY** employing the worker.
- The services available under the Consumer Directed option are:
  - Chore
  - Personal Assistance/Habilitation Level 1 (PAB 1)
  - Personal Assistance/Habilitation Level 2 (PAB 2)
  - Respite

## Case Management Branch

### Mission Statement

The Case Management Branch is dedicated to the support of persons with intellectual and developmental disabilities to choose and achieve their individual goals.

*\*\*We provide access to our activities without regard to race, color, national origin (including language), age, sex, religion, or disability. Write or call our Affirmative Action Officer at Box 3378, Honolulu, HI 96801-3378 or at (808) 586-4616 (voice) within 180 days of a problem.*

David Y. Ige, Governor  
Virginia Pressler, M.D., Director of Health



## DOH Developmental Disabilities Division

Case Management Branch  
3627 Kilauea Avenue, Room 104  
Honolulu, HI 96816

Case Manager Name:

Phone #:

January 2015

## DOH Developmental Disabilities Division



## Consumer Directed (CD) Services



# Consumer Directed (CD) Services










Consumer Directed (CD) Services allows the individual and/or their designated representative to be the employer of the service worker.

This service is for individuals using the DD/ID waiver who are interested in directing their chore, personal assistance/habilitation (PAB), and respite services.









The services are based on the individualized service plan (ISP) that identifies ways to meet the individual's goals.

People interested in using CD Services should contact their case manager.

## ▶ How to start using Consumer Directed (CD) Services.

-  1 If interested contact your case manager to learn more.
-  2 Your case manager will explain how Consumer Directed Services works and what you or your designated representative will be responsible for.
-  3 You decide whether or not Consumer Directed (CD) Services is right for you.
-  4 You and/or your designated representative will receive training on employer role and responsibilities, coordinated by your case manager.
-  5 You and/or your designated representative will fill out the necessary forms to begin CD Services.
-  6 Forms are then sent to the Consumer Directed Specialist who will check to verify that all forms are completed.
-  7 You or your designated representative will be informed of the date you may begin using CD Services by your case manager.

## Responsibilities involved with CD Services.

-  1 Find a worker/employee: advertise, interview, do background checks, etc..
-  2 Offer employment to the worker/employee. Have them fill out the necessary paperwork.
-  3 Send in completed worker/employee paperwork to the Consumer Directed Specialist.
-  4 Consumer Directed Specialist or your case manager will let you know what date the worker/employee may begin to work.
-  5 Give the employee/worker the Employee Handbook and go over it with them.
-  6 Train your employee and give them feedback on their performance. Monitor performance regularly.
-  7 Send in vouchers at the end of each month to get your employee/worker paid.
-  8 You will also need to hire and train, and possibly terminate employees.

