Missouri Division of Developmental Disabilities: Self-Directed Services Rate Study Feedback

On November 30, 2023, there was a meeting about self-directed services. The Missouri Division of Developmental Disabilities (DDD) and Mercer Government Human Services Consulting (Mercer) were the hosts. The main topic discussed during the meeting was the self-directed services rate study process. The Division and Mercer also answered questions during the presentation.

The information presented is available here: [SDS Rate Study Stakeholder Meeting Presentation November 2023 | dmh.mo.gov](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023).

DDD and Mercer are asking for feedback on this presentation. Please use the tables below to provide your feedback and submit it to [ddmail@dmh.mo.gov](mailto:ddmail@dmh.mo.gov) by **Friday**, **February 16th, 2024**.

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| **Background Information** | **Stakeholder Response** |
| Stakeholder Name: |  |
| Stakeholder Email Address: |  |
| Stakeholder Role (see examples below):   * + - * 1. Individual receiving self-directed services         2. Designated representative         3. Other — please describe |  |

Below are 8 questions about the rate study presentation. Each question includes background information. Each question also lists the slide number from the presentation where more detail is available. Please give your answers in the boxes that say “Stakeholder Feedback”.

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| **1a. Background Information:** [**Cost Components (Slide 13)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| The costs being considered in the rate study for delivering Self-Directed Services are:   * 1. Wages: wages paid to employees who are providing self-directed services to individuals   2. Employee Benefits: insurance benefits, retirement benefits and paid time off   3. Productivity: staff training time and non-billable staff time   4. Other Service Related Costs: costs related to transportation, training session registration costs, and other miscellaneous costs   5. Employer Taxes and Insurance |
| **1b. Stakeholder Feedback** |
| **Are you aware of any other costs for Self-Directed Services? If yes, please describe.** |
| **2a. Background Information:** [**Employee Wages (Slide 16)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| The rate study looks at wages for employees who deliver self-directed services. The rate study developed the following wage range assumptions:   1. Personal Assistant, Self-Directed and Personal Assistant, Medical Exception, Self-Directed  * Hourly Wage: $17.02 - $21.41 * Annual Salary: $35,402 - $44,533  1. Community Specialist Service, Self-Directed  * Hourly Wage: $23.97 - $30.31 * Annual Salary: $49,858 - $63,045   *These wage assumptions do not consider other costs like taxes, benefits, training time, etc*. |
| **2b. Stakeholder Feedback** |
| **What feedback do you have on these wage assumptions?** |
| **3a. Background Information:** [**Employee Wages (Slide 16)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| Agency providers are able to pay wages and provide benefits to their employees. Self-Directed service employers cannot provide benefits to their employees, but they have the option to pay employees higher hourly wages than agencies. A higher wage may help self-directed service employees cover benefits, paid time off, mileage reimbursement, etc. |
| **3b. Stakeholder Feedback** |
| **If you are a self-directed services employer, what hourly wage(s) are you paying to your employee(s)?** |
| **4a. Background Information:** [**Employee Benefits (Slide 17)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| Self-directed service employers can't offer benefits or paid time off to their employees like agency providers can. DDD plans to consider this by including the benefit cost assumptions on slide 17 in the rate study. This could allow self-directed service employers to pay employees a higher wage than agency providers. |
| **4b. Stakeholder Feedback** |
| **What is your feedback on this?** |
| **5a. Background Information:** [**Employee Productivity (Slide 19)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| In self-directed services, employers can only pay employees for time providing services. This is different from agency providers. Agency providers can also pay employees for the time they spend attending training sessions and other portions of their workday when they are not delivering services. This is referred to as “productivity costs”.  DDD plans to include the “productivity costs” outlined on slide 19 in the self-directed services rate study. This could allow self-directed service employers to pay employees a higher wage than agency providers. |
| **5b. Stakeholder Feedback** |
| **What feedback do you have on this?** |
| **6a. Background Information:** [**Other Service-Related Costs (Slide 20)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| The 5% assumption for other service-related costs covers other costs such as transportation costs, training session registration and book costs, and other service-related costs. |
| **6b. Stakeholder Feedback** |
| **What feedback do you have on this approach?** |
| **7a. Background Information:** [**Next Steps (Slide 24)**](https://dmh.mo.gov/media/pdf/sds-rate-study-stakeholder-meeting-presentation-november-2023) |
| 1. DDD and Mercer propose the following:  * Stakeholder Meeting #2 * March 12, 2024 * Will present the feedback received through this request * Stakeholder Meeting #3 * May 16, 2024 * Will share the modeled rate ranges |
| **7b. Stakeholder Feedback** |
| **What feedback do you have on these next steps and dates?** |
| **8. Stakeholder Feedback** |
| **Is there any other feedback you would like to share?** |