

## Self-Directed Supports

Commonly abbreviated as “SDS”, this refers to members actively directing the supports and services they receive.

Members can choose how involved they want to be with SDS and how much they want their MCFC Team to assist in the process. Often SDS is simply choosing who you want as your paid caregiver, but it can also be as involved as controlling a budget and interviewing and supervising personal employees. Most members choose to self-direct their in-home care, but SDS can be used outside of the home as well as for services such as transportation and supported employment.



## ***Advancing Choice and Control by Improving Self-Directed Supports for MCFC Members***

Each year, we choose a project to improve the lives of our members and the care they receive. A few previous topics have included managing hypertension, cognitive screening, reducing behavioral restraints, and empowering members to navigate advance care planning. These projects are approved and reviewed by a third-party external quality organization and reported to the State of Wisconsin.

## Project Accomplishments

1. 2.03 percent increase in the number of MCFC members who chose to self-direct some or all of their services
2. Expanded utilization of SDS, beyond in-home care, by focusing efforts on transportation services
  - Increased the number of MCFC members self-directing transportation services
  - Developed a more versatile budget tool
  - Streamlined the SDS paperwork process
3. Enhanced the screening and on-boarding process for caregivers to decrease risk to members in a proactive manner
  - Developed a more intensively structured SDS caregiver onboarding and screening process
  - Implemented a revised caregiver skills checklist
  - Created an improved back-up plan form