Granite State Independent Living

gsil

Bringing Independence to Life

Hello and Welcome!

Thank you for choosing Granite State Independent Living (GSIL) as your care provider. GSIL is proud to be New Hampshire's only Center for Independent Living (CIL), providing numerous programs, services and assistance to individuals with disabilities throughout the State of New Hampshire.

At GSIL, we have been advocating the Independent Living (IL) philosophy for over 40 years and fully understand the importance of you wanting to manage your own program. Our consumer directed program offers you the flexibility to choose your employees and to manage the services they will provide for you. It allows you to schedule your employees when you need them, giving you the ability to live independently in your home, in your community. GSIL values our consumers and their right to inclusion, independence, dignity, choice, and flexibility.

This consumer-directed skills training guidebook is a comprehensive tool to manage your program. While we have tried to be as thorough as possible in creating this guidebook, we also understand there might be topics you need additional assistance with. GSIL has a full support team available to provide you with the necessary information, skills training and assistance to allow for your program to be successful. As you know, sometimes it takes a team; we here at GSIL are part of your team and look forward to helping you as needed.

Welcome once again to your consumer directed program and thank you for choosing Granite State Independent Living, where your ability to live your life independently is our first priority.

Sincerely,

Deb Ritcey, CEO

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About Granite State Independent Living

41 years ago, a small group of 4 people living with a new disability sat around a kitchen table trying to figure out how to regain control of their lives. They started dreaming of an organization created with the mission ofassisting individuals with disabilities - individuals like themselves. This was the seed of Granite State Independent Living (GSIL). GSIL began in l980 as a not-for-profit organization that provides services throughout New Hampshire communities and currently serves as the only Independent Living Center in the state. GSIL's mission is to promote life with independence for people with disabilities and seniors as they begin to experience disabilities and the needfor support.

More than 51% of GSIL Board Members and employees have a disability, allowing for more involvement and the creation of opportunities for individuals with disabilities than possible at most other organizations. While a requirement under GSIL's federal funding this is a statistic GSIL is proud to have.

What is a Center for Independent Living?

An **independent living center** is a consumer controlled, community based, cross disability, nonresidential nonprofit agency that is designed and operated within a local community by individuals with disabilities (or at least >50%). This all came about in the early 1960's when deinstitutionalization was being implemented and people with disabilities were allowed to live in community settings.

Independent Living philosophy took hold nationally and the Disability Rights Movement gained acceptance and political influence, a grassroots movement for a comprehensive disability rights law (the ADA) was implemented (July 26th, 1990).

Known as the Father of Independent Living Ed Roberts helped this independent living philosophy take off.

- https://www.youtube.com/watch?v=ZxidR5SZXxA
- http://www.foundsf.org/index.php?title=Ed_Roberts:_The_Father_of_Independent_Living

The Independent Living Philosophy

The philosophy at GSIL and all CIL's across the country is for consumers to have the freedom to make choices and the ability to live in the community is a **basic** civil right that should be extended to all people, regardless of age and disability. The freedom to make choices, including mistakes, empowers people to further their involvement in their life and community.

How Can an Independent Living Center help Individuals Live their lives on Their Terms?

It can help connect individuals to local services, assist with job searches, provide skills training on local transits routes, helps with assistive technology, peer support, nursing home and student transitions, self-advocacy, housing options and much more…..

Mission Statement

Granite State Independent Living is New Hampshire's only Independent Living Center. We are a statewide nonprofit organization whose mission is to promote quality of life with independence for people with disabilities through advocacy, information, education, support and transition services.

At GSIL we believe in the importance of mutual **RESPECT,** and we celebrate diversity. We believe all individuals should have **CHOICES.** W**e** believe in individual **EMPOWERMENT.** We believe that all individuals have the right to define their own level of **INDEPENDENCE**. We believe in **COLLABORATION** and everything we do is done with **INTEGRITY.**

What is Consumer Direction?

The term “Consumer Direction” describes a program that offers maximum choice, indivdual empowerment, independence, and control for people with disabilities who use services and other supports to help with activities of daily living. It helps people of all ages with all types of disabilities maintain their independence at home by choosing the services and supports that work best for them. It is living life on your terms.

Consumer Direction is a national term for programs that are designed to help consumer with their needs.

Consumer Direction is also referred to as “Self Determination” or “Independent Living”. Under a consumer directed model, the person with the disability is the “driver” of their services, making all decisions that affect their care in accordnace with GSIL requirements. Consumer choose who they want for an Attendant Care Employee (ACE) to work with them. This will include but not limited to interviewing, hiring, training, managing, supervising and dismissing their ACE. .

As a consumer, on a consumer directed program you are able to determine a schedule that suits your needs. You have the 4 W’s:

Who: You choose who come into your home and provides you services
When: You choose what time of day your attendant care worker will come in and provide you the services you need.
What: You choose what tasks will be completed in accordance with the Medicaid regulations (please refer to billable versus non-billable tasks)
Where: You choose where services will be provided; I.E. home, work or school

Personal Care Services

GSIL offers two consumer directed programs which provide hands on assistance for our consumers to remain independent in the community.

PCA (Personal Care Attendant) Services focus on a preventative wellness model with RN oversight that concentrates on a consumer directed- person centered approach with ongoing skills training for individuals who use a wheelchair for mobility, are at least 18 years of age, are their own person and who requires medically oriented services of at least 2 hours of personal care assistance per day.

This medically oriented services could include assistance with bathing, dressing, toileting, personal hygiene, transfers, meal prep, light housekeeping, laundry, grocery shopping, range of motion (ROM) exercises, assistance with medications, bowel and bladder programs and other tasks outlined by NH Medicaid.

Some tasks your PCA **can not** perform for you are companionship, playing games, yard work, washing windows, pet care (unless the animal is a service animal and the care is on the Care plan), babysitting, doing household tasks for other family members in the home (remember the PCA is there for you), or errands (other than a PCA can go grocery shopping).

PCSP (Personal Care Service Provider) Services are consumer directed-person centered approach with ongoing skills training for individuals who have a significant disability and require assistance with their Activities of Daily Living (ADLs) to remain in the community. A PCSP consumer is at least 18 years of age, are their own person or have a Personal Care Representative.

PCSP services could include assistance with bathing, dressing, toileting, personal hygiene, transfers, meal prep, light housekeeping, laundry, grocery shopping, errands, ROM exercises, assistance with medications, and other tasks outlined by NH Medicaid.

Some tasks your PCSP **can not** perform for you are companionship, playing games, yard work, washing windows, pet care (unless the animal is a service animal and the care is on the Care plan), babysitting, doing household tasks for other family members in the home.

Responsibilities of GSIL under the PCA and PCSP Programs

GSIL is your co-employer, which means we are responsible for:

- Providing consumers with an RN Coordinator to assist consumers in managing their PCA program or a Long-Term Support Coordinator (LTSC) to assist consumers in managing their PCSP program.
- Ensuring payroll taxes, workman's compensation insurance, liability insurance and all other payroll functions are provided to your ACE.
- Ensuring compliance with all NH and federal labor laws.
- Processing all ACE new hire paperwork.
- Fostering a healthy and safe work environment.
- Maintaining a Registry of ACEs looking for additional hours.
- Providing online support through GSIL.org

Responsibilities of the RN Coordinator or Long-Term Support Coordinator (LTSC)

Each consumer will be assigned a coordinator to assist them with managing their PCA/PCSP services. The coordinator is required to:

- Complete the necessary documentation for a consumer to be opened to services through GSIL.
- Assist the consumer in creating their care plan, which is a list of billable tasks an Attendant Care Employee (ACE) can provide.
    - The PCSP care plan is created with the consumer in accordance with the parameters of CFI's allowable tasks.
    - The PCA program utilizes a Self-Care and Functional Evaluation (SCFE) tool which is completed in conjunction with the consumer and their needs.
- Provide training to each consumer on how to manage their PCA/PCSP services.
- Meet Face to Face with each consumer at least four (4) times a year.
- Have contact with your consumers at least every 60 days.
- Meet face to face with each consumer to complete the required annual paperwork.
- Assist consumers in managing their PCA/PCSP services as much as needed in between the required Face to Face visits.

Responsibilities of the GSIL Consumer under the PCA and PCSP Programs

As a co-employer with GSIL, the consumer is responsible for the following:

- Assisting with the creation of their care plan.
- Screen, interview and hire your ACE with the assistance of your coordinator as needed.
- Support your ACE in completing and submitting the New Hire paperwork.
- Set the schedule for your ACE.
- Train and supervise your ACE.
- Develop an emergency back-up plan.
- Ensure a safe work environment for your ACE.
- Review the weekly Timesheet Approval Report verifying the hours worked by your ACE(s).
- Have Face to Face contact with your coordinator at least (4)times a year.
- Have contact with your coordinator at least every 60 days.
- Abide by GSIL's policies and procedures.
- If needed, choose an Authorized Representative or Personal Care Representative to assist you in managing your services.

Consumer Eligibility For PCA Services

The Long Term Support (LTS) RN will go meet with you (consumer) and determine your eligibility and continual eligibility based on He-W 552.03. A consumer will be determined eligible if they meet the following criterias, which is a must for Personal Care Attendant Services eligibility:

- Be at least 18 years of age
- Be his/her own legal guardian
- Is chronically wheelchair-mobile
- can participate in activities of daily living
- can self-direct: I.E. makes informed choices about PCA services and have the willingness to select, direct, supervise and manage the personal care attendant in the implementation of a plan of care or you may choose to use an Authorized Representative to assist as identified.
- Lives in a non-institutional setting
- Requires at least 2 hours per day of medically necessary PCA services.
- Has a demonstrated need for PCA services, including at least 2 of the 7 following activities of daily living (ADL's): bathing/grooming; dressing /undressing; eating; mobility; passive range of motion exercise; taking medication; and toileting.

Authorized Representative (AR)

A person designated by the consumer (recipient) who will assist consumer (recipient) with selecting, interviewing, scheduling, and directing the personal care attendants in collaboration with the consumer. This person cannot be a personal care attendant worker employed by GSIL, nor can they have any financial relationship with another home health agency providing intermediary services or have any financial interest in GSIL.

All consumers under the Personal Care Attendant (PCA) program, can assign an Authorized Representative (AR) to assist them with selection, directing, or scheduling attendant care employees (ACE). The appointment of an AR can be revoked at any time by either you or the AR. The RN Coordinator will assure the contact information is updated at a minimum, on an annual basis at the time of the Care Plan renewal unless changes occur prior.

The responsibilities of the AR is to assist with tasks identified by consumer and does not give the AR authority to make decisions for consumer. Some tasks may include but limited to:

- Assist consumer with selecting, directing, scheduling attendant care employees (ACE).
- Provide ongoing assistance as needed/requested by consumer that will assist consumer gain greater control over his or her life.
- Assist consumer with the time sheet approval report.

Any person that you identify can be an AR as long it is **NOT** an ACE working for you, nor anyone with a financial relationship with GSIL or any other home care agency.
If you would like to learn more please contact your RN Coordinator to discuss.

Consumer Eligibility for PCSP Services

In order to be eligible for GSIL's PCSP program you need to be at least 18 years of age and eligible for CFI services. Once you have been approved for CFI services you will be assigned a case manager from a case management agency that is separate from GSIL. Your case manager will provide you with the options available to you. One of those options is GSIL's PCSP program.

In order to utilize GSIL's PCSP program you must be able to direct your own PCSP services. If you are unable or do not want to direct your own care, you may choose to have a Personal Care Representative (PCR) assist you with managing your PCSP services.

Personal Care Representative (PCR)

According to RSA 161-I, a PCR may be anyone acting on behalf of a consumer. This means you can select a family member, neighbor, friend, or other individual who is actively involved in your life and is willing to assist you with managing PCSP program and your Attendant care Employee (ACE). However, the PCR may not be an ACE.
The PCR is designated through a written document signed by the consumer or his/her legal guardian or by the person granted power of attorney.

When a PCR is selected, the consumer or his/her guardian or the person granted power of attorney must:

1. Notify GSIL in writing of the PCR's name and scope of authority by completing and submitting the Verification of Personal Care Representative Form; and
2. Notify GSIL in writing of any changes in representation by completing and sending in an amended Verification of Personal Care Representative Form to GSIL within 30 days of the date that the change occurs.

The following are the required tasks of a PCR:

1. The PCR will have weekly face to face contact with you and your attendant care employee (ACE).
2. The PCR will monitor and approve the Time Sheet Approval Forms.
3. The PCR will have contact with the GSIL Long Term Support Coordinator (LTSC) at least every 60 days.
4. The PCR will ensure the ACE is taking the consumer's care preferences into consideration.
5. The PCR will communicate concerns or satisfaction to GSIL as needed.
6. The PCR will participate in training and evaluation of the ACE's performance, including termination of the ACE.

Backup Plan

A back up plan describes how a consumer would have their needs met if their ACE were unable to provide the necessary services.

A back up plan is required for PCA/PCSP consumers. Your coordinator will assist you in completing a current backup plan.

It is recommended to create your schedule in such a way that one ACE isn't performing all key tasks where your other ACEs may not be trained. We recommend cross training your ACEs and using more than one ACE so you have a backup ACE.

Other options for back up plans would be family, friends or neighbors who could step in to perform critical services in the event your ACE is not available, i.e. they are sick, there is a bad storm, or they are on vacation.

Depending on your critical services a "non-human" backup plan could also be in place, i.e. accessible phone, meals on wheels, laundry service.

Your back up plan will be reviewed during your 60-day visits with your coordinator. However, if you have changes in between please contact your coordinator to update your back up plan.

Supplemental Autonomic Location Indicator (SALI form)

Most people know that when you dial 9-1-1 from your home phone, the enhanced computer screen is filled in with the caller's name, address and telephone number. Most people don't know, however, that your telephone number is technically known as ANI (Automatic Number Identification) and the location of the phone (aka your address) is known as ALI (Automatic Location Identification). ANI gives us ALI. New Hampshire 9-1-1 has the unique ability to add supplemental or additional information about permanent medical conditions or hazardous materials specific to YOUR location or address. The supplemental ALI database is reserved for permanent medical conditions and hazardous materials on site. It is driven by the person's phone number. If a person wanted to add information to the database, they would fill out the Supplemental ALI form . The form asks for the person's name, address, telephone number and either the permanent medical condition (to be described in a few brief words) or the hazardous material information associated with the person's address. Once the form goes through the appropriate processing steps, the information is entered into the database. From that point forward, if a 9-1-1 call were to be placed from that person's telephone, this supplemental information will pop-up on the 9-1-1 screen and they would be able to pass this important information along to the local responders.

Granite State Independent Living (GSIL) provides this form at the time of intake and annually as needed. Filling this out could save a person's life. If you haven't already completed one and want to do so please talk to your LTS Coordinator.

Managing your ACE

1. How do I find an ACE?
   Under consumer directed services, the consumer is responsible to recruit, interview and hire their ACE. However, many of our consumers have never hired or managed staff before. This is where your coordinator will step in to assist you.
   - Under the PCA & PCSP programs, you can hire a family member, as long as they are not your Power of Attorney (activated or not) or your guardian.
   - Look at your circle of friends, neighbors, and acquaintances, i.e. members of your book club or your church.
   - Your GSIL LTSC can assist you with placing ads and fliers in the community.
   - GSIL's recruitment department can run ads on your behalf in newspapers and on social media sites.
   - GSIL has a registry on our website that list ACEs who are looking for more hours.
2. How do I interview?
   Even experts get nervous prior to an interview. Meeting someone for the first time, not knowing them or their background can be stressful. However, being prepared can reduce the stress.
   - Telephone Prescreen
     This is one of the best timesaver's available and allows you to narrow the field of applicants you wish to interview in person.
     This is where you can vet the applicant's availability and skill set to access if they can meet your needs.
   - In Person Interview
     Once you have determined via phone that the applicant has the availability and skill set to meet your needs, you then set up an in-person interview. This will allow you to give more details about your needs and schedule as well as learn more about the applicant and if they would be a good fit.

   There are certain questions You CANNOT ask during an interview:
   -Questions about marital status, i.e. are you married?
   -Questions about children, i.e. do you have any children?
   -Questions about where they live, i.e. do you own your home or rent?
   -Questions about criminal record, i.e. have you ever been in jail?
   -Questions about military service, i.e. what type of discharge did you receive?
   -Questions about national origin, i.e. of what country are you a citizen?
   -Questions about age, i.e. how old are you?
   -Questions about ethnic background, i.e. are you Spanish?
   -Questions about religion, i.e. what is your religious affiliation?

3. How do I hire an ACE?

   Once you have offered the position to an applicant and they accept, the next step is for them to complete the hire packet either on-line or paper.

   As part of the hire process, GSIL will do a criminal record check, a check through the Bureau of Elderly and Adult Services and a check with the Inspector General's Report. Under the PCSP program, the applicant must also complete a 2 step TB test.

   If all other necessary items have been received by GSIL's Human Resource Department(HR), the applicant can start working after the first negative TB test, however they must get the second one to continue working.

   Once GSIL's HR Department has confirmed ALL necessary documentation has been received, a representative from HR will contact the applicant to give them their employee PIN number. The applicant CANNOT start working until they received their employee PIN number from HR. The employee PIN number can only be given to the applicant and cannot be shared with anyone else.

4. How do I schedule my ACE?

   Every consumer has their own particular needs, so we cannot chart out all the possible schedules. However, the best way to schedule your ACE is to look at what tasks you need completed and when you want them completed. Although this is a consumer directed program and your schedule should reflect your unique needs, being flexible with your ACE will help to retain good staff.

   For example, if you need assistance with bathing, housekeeping and errands, you should look at if you prefer to take a bath/shower in the morning or at night. If you prefer to bath in the morning, then scheduling your ACE for the morning hours will allow them to assist you with bathing at your preferred time and then complete the housekeeping and errands.

5. How do I train my ACE?

   GSIL will provide you with an Employee Manual that includes the policies and procedures that you and your ACE are required to follow.

   Under consumer directed programs, we believe you are the best person to train your ACE on how you like your tasks completed.

   A copy of the care plan you created will be left in your home and is a valuable tool to train your ACE on the tasks they will be performing.

6. Is there other training available?

   The state licensing requirements for PCA/PCSP services require all new ACEs to attend a Mandatory ACE training within 30 days of their first day worked.

   This training is offered in several locations and at different times statewide to accommodate all ACEs.

The ACE will be scheduled to attend this training when they are contacted by HR with their employee PIN number.

The ACE will be paid by GSIL to attend this mandatory training.

7. How do I supervise my ACE?

   It is important you treat your ACE with dignity and respect, as you would like them to treat you.

   - If you have issues to discuss, it is best to set aside a separate time and talk open and honestly about your concern.
   - You will document your conversation on an employee conversation form or an Employee Warning form, depending on the severity of the issue and send the form to GSIL's HR department. You can obtain these forms from your LTSC.
   - You will receive an evaluation form for each ACE on the annual anniversary of their hire with GSIL. It is important you complete the form, review it with your ACE and return it to GSIL.
   - If you have an ACE that has gone above and beyond, you can submit a recognition form (see your LTSC for the form) and your ACE will be entered into a monthly drawing for a gift. They will also be sent a certificate of recognition.

8. What are Boundaries and how do I avoid crossing them?

   When you hire someone to assist you with your activities of daily living, it can be a challenge to stick to professional boundaries.

   Some tips:

   - If you have hired a friend or someone you know, set boundaries in advance, i.e.
   - ACEs cannot accept gifts.
   - ACEs cannot ask for money.

9. How do I terminate my ACE?

   If you are unable to resolve an issue with your ACE you can reach out to your coordinator for support.

   If you still feel your ACE should be terminated, you must complete the following:

   1. Contact your ACE via phone or in person to let them know you want to terminate them.

   2. Complete the Change of Employment State Form (you can obtain these forms from your coordinator or on the GSIL website) and submit it to GSIL's Human Resource Department as soon as possible. When an ACE is terminated, the Department of Labor Requires that GSIL pay them for any hours worked within 72 hours.

Termination of GSIL PCA/PCSP Services

A consumer's PCA/PCSP services may be terminated for a number of reasons including, but not limited to the following:

1. The consumer chooses to terminate their services.
2. The consumer is no longer eligible for CFI services (PCSP only).
3. The consumer is not able to self-direct his or her ACE and does not have an AR or PCR.
4. The consumer and/or the AR/PCR is unable to manage the program.
5. The consumer does not abide by the roles and responsibilities as detailed in the Verification of Consumer's Roles and Responsibilities form; or
6. The consumer's care plan is found to be unsafe due to the level of services available to the consumer.

If the PCSP services are terminated by GSIL, a letter will be sent to the consumer and/or their PCR, DPOA or guardian informing them of the date in which services will be discontinued. The Human Resource Department at GSIL will also contact the ACE(s) to let them know the date on which they will be terminated as an employee for the consumer.

Who to Contact

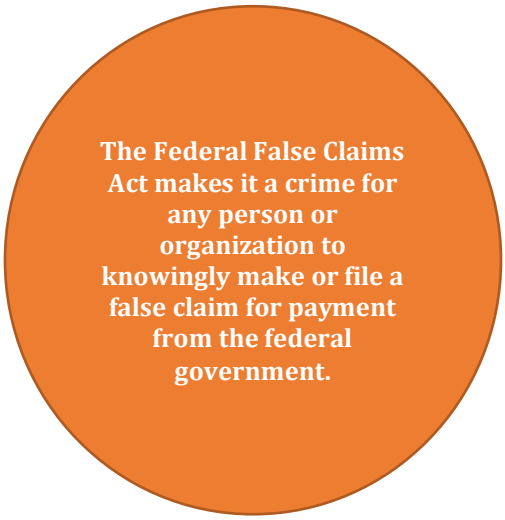
Granite State Independent Living has a large staff available to assist you when needed.

Your first contact should be your RN Coordinator or Long-Term Support Coordinator (LTSC), however, the following are also available depending on your need, by calling our main number, 603-228-9680:

1. Senior Director of Personal Care Services
2. Statewide PCSP Director
3. Human Resources
4. Payroll Department

Compliance

Fraud, Waste and Abuse



GSIL has adopted policies and procedures to prevent, detect, deter, and correct fraud, waste, and abuse in accordance with federal and state laws, such as the Federal False Claims Act and the NH False Claims Act, prohibit false claims and other fraudulent activity. Violations of these laws can result in civil actions and penalties. Other laws and regulations governing the integrity of the Medicaid/Medicare Programs are in place to reduce fraud, waste, and abuse. **Civil actions and penalties can be brought against the individual committing the crime and the organization.** Actions may include loss of all federal/state assistance to the individual committing the crime or allowing the crime to take place.
If you know or suspect activity of this nature, it must be reported immediately to Compliance or the hotline. If you are uncertain whether an activity is fraudulent, reach out to Compliance or the hotline. We do not discriminate or retaliate against any whistleblower, who files in good faith, a report for false claims or participates in a GSIL investigation.

- GSIL takes all reports of fraud seriously, completes an internal investigation and cooperates with the office of the New Hampshire Attorney General.

Examples of false claims include:

- Billing of items or services that were never rendered.
- Billing for hours that are not authorized
- Billing for tasks that are not authorized in the care plan.
- Billing for hours while consumer is in the hospital or rehab.

Reporting Compliance Concerns

Granite State Independent Living's Compliance and Ethics Hotline is a simple, confidential, risk-free method for us to report compliance concerns. Your concerns can be reported by calling **1-844-951-5162** or logging onto:

Web Intake Site: https://gsil.ethicspoint.com

Mobile Intake Site: https://gsilmobile.ethicspoint.com

The Compliance and Ethics Hotline is available 24 hours a day, seven days a week and is hosted by a third party to ensure the integrity of compliance and ethics reporting. Calls and web reports are not recorded, and confidentiality is protected up to the limits of the law and to the greatest extent possible. You are encouraged to submit reports relating to violation, misconduct, or areas of concern, as well as asking for guidance related to policies and procedures and providing positive suggestions and stories. Some concerns may be referred to Human Resources.

You should report concerns and suspected misconduct that could violate state or federal laws or GSIL's policies.

Maintaining the high ethical standards of GSIL is everyone's responsibility. If we become aware of or suspect a situation that might jeopardize the ethical integrity of our organization, it is our obligation to report the circumstances.

This means we:

- Report any suspicious activity in good faith
- Provide true and complete information
- Keep matters under investigation confidential, unless otherwise required or permitted by law

These duties apply to all of us, including employees, board members, consumers, providers, students, vendor representatives, and independent contractors while carrying out their duties at or on behalf of GSIL.

<u>Boundaries</u>

Every consumer has different boundaries. What one person is comfortable with or thinks is appropriate may not be what someone else considers appropriate. It is important to talk about boundaries with any new ACE.

- Boundaries define the limits and responsibilities of the people with whom you interact with in the workplace. Different types of boundaries:
    1. Emotional Boundaries (ex. I don't want to discuss something that makes me uncomfortable).
    2. Time Boundaries (ex. I need this task completed by a certain time or length of time).
    3. Topic Boundaries (ex. I am not comfortable talking about a specific topic).
    4. Physical/Space Boundaries (ex. respecting your personal space or areas of the home).
- Remember, both parties hold the right and responsibility of maintaining boundaries and respect goes both ways.
- Keep personal life personal do not bring it into the workplace.

Once boundaries are crossed it's very difficult to go back. It's important to set boundary or expectations at the beginning of any working relationship.

You may want to establish some house rules. Here are examples of issues you may want to address when you meet with new ACEs:

- **Personal property:** ACEs should respect your personal property and ask permission if they want to use it. For instance, you may or may not want to share food and beverages with your ACEs.
- **Live-in ACEs:** There will be additional issues to discuss with ACEs who live with you. Issues can include free time, common spaces used by everyone, cleaning schedules, use of personal items, payment of bills. You may consider writing down your expectations so they are clear and you and your ACEs can refer back to them.

Payroll

Payroll Schedule

GSIL is a Biweekly employer and strongely encourages all ACE's to complete the direct deposit form to ensure payroll is automatically deposited in a bank account of their chosen.

Telephonic Time Sheets – Ankota is GSIL's Time & Attendance program

GSIL has implemented an Electrovic Visit Verification (EVV) system, Ankota, to comply with a Federal rule, set forth by The Center for Medicare and Medicaid for all Medicaid providers. This system needs to electronically record: the type of service performed; the individual receiving the service; the date of the service; the location of service delivery; the individual providing the service; and the time the service begins and ends.

To ensure compliance, GSIL has created an Ankota guide to provide you with an overview of Ankota and assist you in managing your services & your Attendant Care Employees (ACE). In addition, please reference the Attendant Care Employee Handbook, which also outlines Ankota.

Consumer Instructions for Travel

All ACEs that travel from one consumer's home directly to another consumer's will be paid their travel time. Acceptable mode of travel can be car, public transportation or walking.

How does this work and what do you need to know?

- If your ACE leaves your home to go directly to another consumer's home, generally taking less than 1 hour, the ACE is paid to travel to the next consumer. This is automatically calculated via Ankota and there is nothing you need to do.
- Travel time is not considered part of your weekly allotted authorized hours.
- The policy on overtime still stands; therefore, ACEs are not allowed to go over 40 hours in one week (including their travel time).
- Any further questions can be addressed to your LTS Coordinator or payroll department at GSIL.

Billing Consumers for Hours Policy

GSIL's consumer directed programs are based on the understanding that the consumer and/or their authorized representative (PCA program) or personal care representatives (PCSP program) direct and manage their personal care program(s) and by extension will abide by GSIL's Policies and Procedures. These policies include the agreement that:

- ACEs may not work more than 40 hours per week, including travel time, even if they work for more than one consumer unless approved by GSIL;
- Consumers and/or their PCR/AR will assure their employees do not exceed the number of hours for which the consumer is authorized.
- Consumer and/or their PCR/AR will assure ACEs only perform tasks listed on the consumer's PCA or PCSP plan of care;
- Consumers and/or their PCR/AR will not schedule ACEs to work when services have not been authorized, for example, when the consumer is in the hospital or rehabilitation facility;
- Consumers and/or their personal care representatives can not allow 2 ACE to clock in at the same time. Exceptions may be granted by the LTS coordinator for training of new ACEs;
- Consumers and/or their personal care representatives may not allow ACE to provide services if the consumer is no longer eligible for Medicaid;
- ACEs may not provide services prior to the new hire process being completed, and receiving "ok" from HR;

In accordance with GSIL's "No Bill Policy", any hours submitted to GSIL that are not able to be billed to Medicaid or Managed Care Organization, will result in the consumer being notified in writing of the first occurence. If a second occurrence of No Bill time takes place, the time paid out to your employee will be billed to you and GSIL will expect you to pay this amount. If this occures any additional time, GSIL may proceed with termination of services.

Consumer Payroll Summary Report

A summary report of hours worked by employee, per consumer is generated from the payroll management system on a weekly basis. A copy of this report is then mailed or emailed to you. As the consumer, it is your responsibility to review this:

- To assure accuracy of hours worked per week by your attendant care employees.
- Verify the hours of services provided are consistent with your approved hours of services in your care plan

If you find any discrepancies please notify the payroll department.

The following is a sample TimeSheet Approval Report:

Granite State Independent Living 21 Chenell Dr Concord, NH 033018359
GSIL TIMESHEET APPROVAL REPORT Printed 02/05/2021

Consumer: [redacted]
Medicaid: [redacted]
Phone: [redacted]

GSIL Coordinator: [redacted]
Phone: [redacted]

Case Manager: [redacted]
Phone: [redacted]

Here is your weekly timesheet approval for review. If any worked shifts are missing or incomplete, please instruct your ACE go online to complete a Missed Punch Form (shifts cannot be corrected without a signed MPF). If you believe there are shifts listed that were not worked by your ACE, please contact Payroll immediately at 1-855-552-8463 or 603-717-0893. Alternatively, you can reply to this email (GSIL_payroll@gsil.org).
If all worked hours are approved, no further action is required on your part.
By *NOT* contacting GSIL's Payroll Department, you have approved your employee's hours.

An asterisk (*) next to a time indicates an overnight shift
Double asterisk (**) next to a time indicates visit is not approved yet

Period of: 1/30/2021 to 2/5/2021									
Authorized Hrs per week: 40		Sat	Sun	Mon	Tue	Wed	Thu	Fri	Worked
Program	Employee	01/30/21	01/31/21	02/01/21	02/02/21	02/03/21	02/04/21	02/05/21	Hours
PCSP	[redacted]			1:00PM to 9:00PM	1:00PM to 9:30PM	1:15PM to 10:15PM	1:30PM to 8:30PM		32.50
Total Hours Worked				**8.00**	**8.50**	**9.00**	**7.00**		**32.50**
Total Billable Units = 130									

Any punch corrections are entered/processed in the Ankota system and should be reviewed for accuracy and signature by the consumer.

Granite State Independent Living's Human Resources Department

In simplest terms, the Human Resources department is the department that is responsible for managing the employee life cycle (i.e., recruiting, hiring, onboarding, training, and terminating employees), administering employee benefits and keeping up to date with any laws that may affect Granite State Independent Living and its employees.

The HR department is tasked with maximizing employee productivity and protecting the company from any issues that may arise within the workforce. If you need any assistance or if you have any questions or concerns, please reach out to the HR department at 603-228-9680 or via email at HR@GSIL.org and we will work with you to resolve your concerns.

Other Programs Available at Granite State Independent Living (GSIL)

As mentioned in the description of an IL Center and our Philosophy, GSIL has many programs to assist oour consumers with remainin indepednent.

On the following pages you will find descriptions of additional GSIL programs available to you and who to contact if you want more information.

Educational Opportunities

EARN AND LEARN

Earn and Learn is a partnership of Vocational Rehabilitation New Hampshire (VRNH), Granite State Independent Living (GSIL), and the Manchester School District. The program guides at-risk high school students with disabilities to become more engaged in their education and assists students in finding the relevance of their education to their career goals and life after high school. The program is funded by the Manchester School District and VR New Hampshire.

Eligibility Requirements:

- Students who are enrolled in the Manchester School District who have an IEP or 504 plan
- Meets the age requirements (16-21)

Location:

- Granite State Independent Living Office, 60 Rogers Street, Suite 209, Manchester

IMPACCT ACADEMY

IMPACCT is a partnership of Vocational Rehabilitation New Hampshire (VRNH), Granite State Independent Living (GSIL), and high schools throughout the state. The program is dedicated to helping students with disabilities become part of the local workforce as they navigate from high school to employment, post-secondary education, or training that leads to a career. The IMPACCT program is funded by VR New Hampshire.

Eligibility Requirements**:**

- A student is eligible to participate if a current pre-ETS VR customer or:
- Enrolled in an educational program; and
- Meets the age requirements (16-21); and
- Has a current IEP, 504, or documented disability

Locations:

- Manchester Region- Manchester Community College
- Concord Region- NHTI and Lakes Region Community College
- Berlin Region- White Mountain Community College, Berlin and Littleton
- Nashua Region- GSIL office, 14 Celina Avenue, Nashua

Program Description:

Comprehensive instruction focuses on the 5 Pre-Employment Transition Services:

- Job Exploration & Counseling
- Work-Based Learning Experiences
- Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational program
- Workplace Readiness Training
- Instruction in Self-Advocacy

In small groups (16 students max) students work through an academic curriculum presented as a simulated work environment with soft skills braided throughout. Students will have the opportunity to earn academic credit through Extended Learning Opportunities (ELOs), become more aware of career options, have work-based learning experiences out in the community, personal finance, budgeting, health, and life skills activities to obtain a fuller understanding of the world of work and life after high school. The competency-based curriculum aligns with DOE College Career Readiness Standards and provides blended learning with differentiated instruction.

Program Schedule

There are 3 cohorts offered each year:

- (2) 14-week sessions *(Fall & Spring)*
- (1) 5-week session *(Summer)*

Scheduling for each session is as follows:

- 4 days a week of academic instruction
- 1 day a week of a work experience
- Program is 15 hours a week in fall and spring and 20 hours in summer.
- Typical hours: Monday-Friday, 9:00-12:00

"Work experiences are the number one indicator of post-secondary success"

For further information, contact GSIL at 603.228.9680 or educationservices@gsil.org

Health and Wellness

Granite State Independent Living seek pride in our Health and Wellness program. The GSIL Health & Wellness initiative seeks to provide skills training to our consumers to assist them with improving or maintaining an optimal level of wellness so that they can remain independent with the best quality of life possible. Some of our topics have included: Several of the nurses have written articles that have been discussed and distributed to our consumers by all coordinators. The topics we have covered in the past year include:

- Flu Vaccinations
- Fall prevention
- Mental Health topics
- The Shingles Vaccine
- Skin Care
- Sexuality with a disability

Our health and wellness group look for feedback and topics that are of interest to the consumers we serve. What may be a topic we think is important isn't always the case so if there is a topic that your peers or you personally are struggling with please email tgladdu@gsil.org or cpinheiro@gsil.org.

Independent Living (IL) Services

IL services provided by GSIL support community living and independence for people with disabilities. These are wrap-around services that can include providing tools, resources, and supports to ensure safety and independence at home and in the community based upon individual goals. IL Skills are essential in carrying out an independent life and GSIL Service Coordinators work to support your specific areas of need.

As a recipient of IL Services, you will create an Independent Living Plan (ILP).

- The purpose of an ILP is to identify goals that you have which will allow you to become more independent in daily living within your home and community.
- The ILP can include your short-term and long-term goals for independence.
- These are individualized goals based on what independence means to you!

Included as part of GSIL's IL services, is the Access Modification Program (AMP).

- GSIL consults with individuals around their accessibility needs and provide referrals to licensed vendors throughout New Hampshire. In many cases, GSIL can assist in establishing a plan and identifying funding sources for the accessibility project.
- GSIL funding for AMP projects is based on financial eligibility. Please note, we cannot provide reimbursement for any equipment or modifications that you have personally paid for.
- We can assist with home accessibility evaluations and solutions including, but not limited to:
    - Wheelchair Ramps
    - Vehicle Modifications
    - Grab Bars
    - Bathroom Modifications
    - Stair Lifts
    - Durable Medical Equipment

GSIL's Transportation Services are another area of IL support offered. GSIL aims to help people with disabilities access their community-based transportation options throughout New Hampshire. These services are explained in the Transportation section.

For more information on Independent Living Services and creating an Independent Living Plan, please reach out to your Coordinator!

Information and Referral

Information and Referral (I&R) is the art, science, and practice of bringing people and services together by providing unbiased information about available community-wide resources and services.

The Information and Referral Specialist assesses your needs, evaluates appropriate resources, identifies organizations capable of meeting those needs, providing enough information about each organization to help you make an informed choice.

The issues, questions and solutions are as diverse as those seeking assistance. This may include personal/home care services, education, benefits counseling, housing, transportation, employment, emergency shelters, mental health assistance, new community orientation and much, much more.

Those needing help often do not know where to begin, so they may not get the assistance they require, or they may waste a lot of time searching through various websites or calling multiple places with mixed results. With I&R they receive the information they need in one simple step. Our Information and Referral Specialists follow a process that includes:

- Establishing rapport
- Gathering information through active listening
- Determining the caller's previous efforts
- Problem solving in partnership with the caller
- Matching resources with needs
- Identifying potential barriers
- Making appropriate referrals to services

For more information, please contact info@gil.org.

Nursing Home Transitional Services (NHT)

Granite State independent living (GSIL) has 5 core services Transitions being the 5th. GSIL believes individuals should have the right to live in the least restrictive environment. If the individual fails it is okay because at least they tried, and it is our job to help them succeed. The Supreme Court decision known as *Olmstead vs. L.C.*, has changed the landscape for disability advocates. It provides the framework for advocacy to support persons with disabilities to transition out of nursing homes and other institutions into the community. Olmstead also supports persons with disabilities to remain in the community and not be placed in institutions.

What makes us special is:

- Our IL Philosophy
- Years of experience working in the community
- Everyone has an Independent Living Plan (wrap around services)
- Care Planning/service coordination/life skills training
- Collaboration/good communication/Person Centered approach between Nursing Home/DHHS/and local Service Link (Bringing all the parties to the table including consumer)
- Nothing about me without me!!!!!!

Our coordinators are instrumental in assisting individuals seeking transition from institutional care back to community setting despite the lack of accessible housing and resources for individuals in New Hampshire.

If you or anyone you know is interested in more information about NFT please call 603-228-9680 and ask for information and referral.

Peer Mentor Program

This program is offered to GSIL consumers who participate in any of our consumer-directed programs. It is designed and offered to assist individuals with a disability to network and interact with their mentor who has been through their own traumatic loss and successfully navigated through the five stages of grief: denial, anger, bargaining, depression, and acceptance. These individuals can truly meet their peer at a unique level that many able-bodied individuals cannot.

Peer Mentor Program offers:

- 1-1 conversation with someone who has personal knowledge
- Aid with managing services like the PCA/PSCP program
- Links to resources and information
- Assistance with navigating a system that is not always accessible to first-time users.
- When additional help is needed, hands on guidance for supporting Peers

<u>Peer Mentoring</u>

Peer mentoring is a relationship between an individual with a similar disability who has lived successfully through specific life experiences (peer mentor) and now wants to aid another individual with a disability who wants to make their own successful adjustment and transition back into the mainstream community, at whatever level that might be for them.
Mentoring evolved with the belief that persons with disabilities who are living independently can be successful with reaching their own personal goals and dreams and be actively involved in their community. They can act as wonderful role models for a peer, newly injured, newly diagnosed or someone who may be aging with a disability and needs support with practical advice for doing Activities of Daily Living. If a Mentor doesn't have an answer for a peer, they will connect the peer with GSIL for additional assistance.

<u>Peer Support Group</u>

Peer Support is a system of giving and receiving support, information and guidance founded on the key principles of respect, shared responsibility and mutual agreement; when people use their own experiences to help each other.

The peer support group at GSIL is where colleagues, consumers and others meet, in person or online, as equals to give each other connection and support on a reciprocal basis.

For more information, please contact PeerMentorProgram@gsil.org

Ticket to Work Program

The Ticket to Work Program was established over 20 years ago by Social Security to assist those receiving disability benefits to return to work. Those receiving benefits are automatically eligible for this voluntary program. Social Security does expect those who enter the program to have a goal of "self-sufficiency". This means that the consumer will eventually get to the point where their disability benefits do stop permanently. There is no penalty for those who try but do not reach this goal.

Ticket to Work connects you with free employment services to help you decide if working is right for you, prepare for work, find a job, or maintain success while you are working. If you choose to participate, you will receive services such as career counseling, job development, assistance with resume development and interview skills and on-going assistance in managing your benefits while in the program.

Who Qualifies?

Everyone age 18 through 64 who receives Social Security Disability Insurance (SSDI) and/or Supplemental Security Income (SSI) benefits is eligible to participate in the Ticket to Work Program. Participation in the Ticket to Work Program is free and voluntary. Granite State Independent Living has been approved by Social Security to provide the Ticket to Work program since 2008.

After the initial contact the next step is an informational meeting with the Employment Coordinator to review the required paperwork, talk more about the services and answer any other questions that may come up. If the consumer and Employment Coordinator agree that the program is a good match then they will do the paperwork together. The Employment Coordinator will officially enroll them in the program and services can begin.

If you are interested in more information on this program please contact employmentservices@gsil.org

Transportation

GSIL offers several trasportation options for social transportation:

Transportation Reimbursement Program (TRP)
Program qualified* consumer find and pay upfront their own rides either via bus, taxi, Uber, or private car and is reimbursed up to $100 per month.

Van Transportation
Program qualified* consumer using GSIL vehicles and drivers are able to attend social outings such as shopping, movies, visiting friends or family going to the beach, mountains, out to dinner or any other place you want to go within New Hampshire.

*Qualifications for TRP and Van Transportation Programs

- Financial eligibility
- Physician's verification of disability documentation
- Has no driver's license (ID Purposes only as a possible exception)
- No accessible vehicle in household
- For van services, unable to transfer into a standard passenger vehicle

Fee for Service

Consumer pays out of pocket for van services. These rides are not restricted to NH only.

Medicaid

Rides are set up using the appropriate Medicaid Broker.

- One Call (Well Sense) (844)9097433
- MTM (Healthy Families) (888)5971192
- CTS (AmeriHealth) (833)301-2264
- NH DHHS (844)2594780

For more information on transportation options through GSIL please contact GSILTransportation@gsil.org

Vocational Rehabilitation

The Bureau of Vocational Rehabilitation assists eligible New Hampshire citizens with disabilities to secure suitable competitive integrated employment and financial and personal independence by providing rehabilitation services. They have programs to work with transition aged youth, blind and visually impaired, deaf, and hard of hearing and more.

Granite State Independent Living has been an approved vendor for Vocational Rehabilitation (VR) for many years. We can provide job development services for VR through their Community Rehabilitation Program.

Any individual with a disability can apply to VR for services. To be found eligible they must have a disability that interferes with their ability to obtain and maintain employment. Once found eligible they are connected with a VR Counselor. The individual and Counselor work together to develop a plan to achieve the desired employment goal. The plan often includes referring the individual to a vendor to assist with job development activities.

This is where GSIL can come in. The Counselor will make a formal referral to us, schedule a referral meeting, and identify what services are authorized for GSIL to provide. The GSIL Employment Coordinator then starts meeting with the individual and providing the identified services. The Employment Coordinator also provides the VR Counselor with regular reports on activities and progress.

Once the individual obtains employment then the VR Counselor can authorize on-going support from the Employment Coordinator. This typically will go for up to three months and sometimes longer. Once the VR Counselor considers that the individual is stable in their employment they will close the case out. If any issues occur after that point the case can be re-opened for post-employment supports.

Link to Bureau of Vocational Services web site: https://www.education.nh.gov/who-we-are/deputy-commissioner/bureau-of-vocational-rehabilitation

Work Incentive Planning and Assistance (WIPA)

Granite State Independent Living (GSIL) provides services for beneficiaries receiving Social Security Disability (SSDI) and Supplemental Security Income (SSI) benefits through our Work Incentive Planning and Assistance (WIPA) Program.

WIPA is a program designed to enable beneficiaries with disabilities to receive accurate information regarding their benefits and work incentives so they can make appropriate decisions when returning to work. This will hopefully result in a successful return to work for our beneficiaries.

There are several ways a beneficiary can become involved with our WIPA program.
They can receive assistance through calling the Ticket-To-Work Helpline. Calling this number will generate a referral through the helpline and it will go directly to the Community Work Incentive Coordinator (CWIC) for the county the beneficiary lives in. Once a referral has been initiated, the beneficiary will be contacted by a CWIC within 3-5 days of receiving the referral.

Another way a beneficiary can receive services through WIPA is if the are enrolled with Vocational Rehabilitation (VR). GSIL has been an approved vendor for VR for many years. VR counselors can refer their clients to a CWIC for either a Benefits Summary and Analysis (BS&A) or for basic Benefits Counseling.

No matter how a beneficiary comes to the WIPA program they will be provided with in-depth counseling about benefits and the effects of working on those benefits. They can also receive continued support throughout their employment regarding their SSA and other federal benefits.

For more information, please call 877-809-7028 or email benefits@gsil.org and a CWIC will be in touch.