

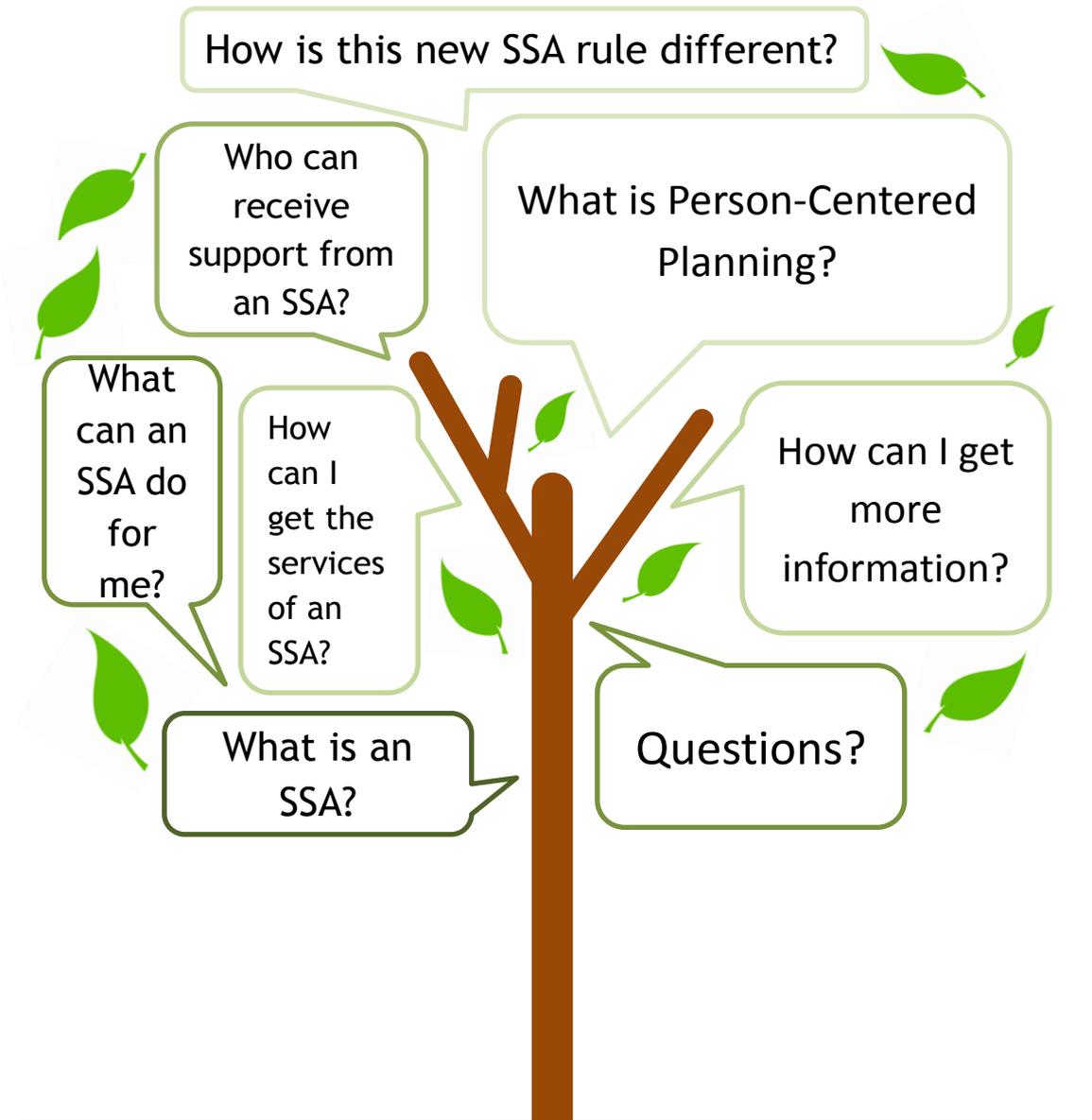


## **Service and Support Administration: An overview for Families**

*Kelly Miller and Jean Tuller*



Department of  
Developmental Disabilities

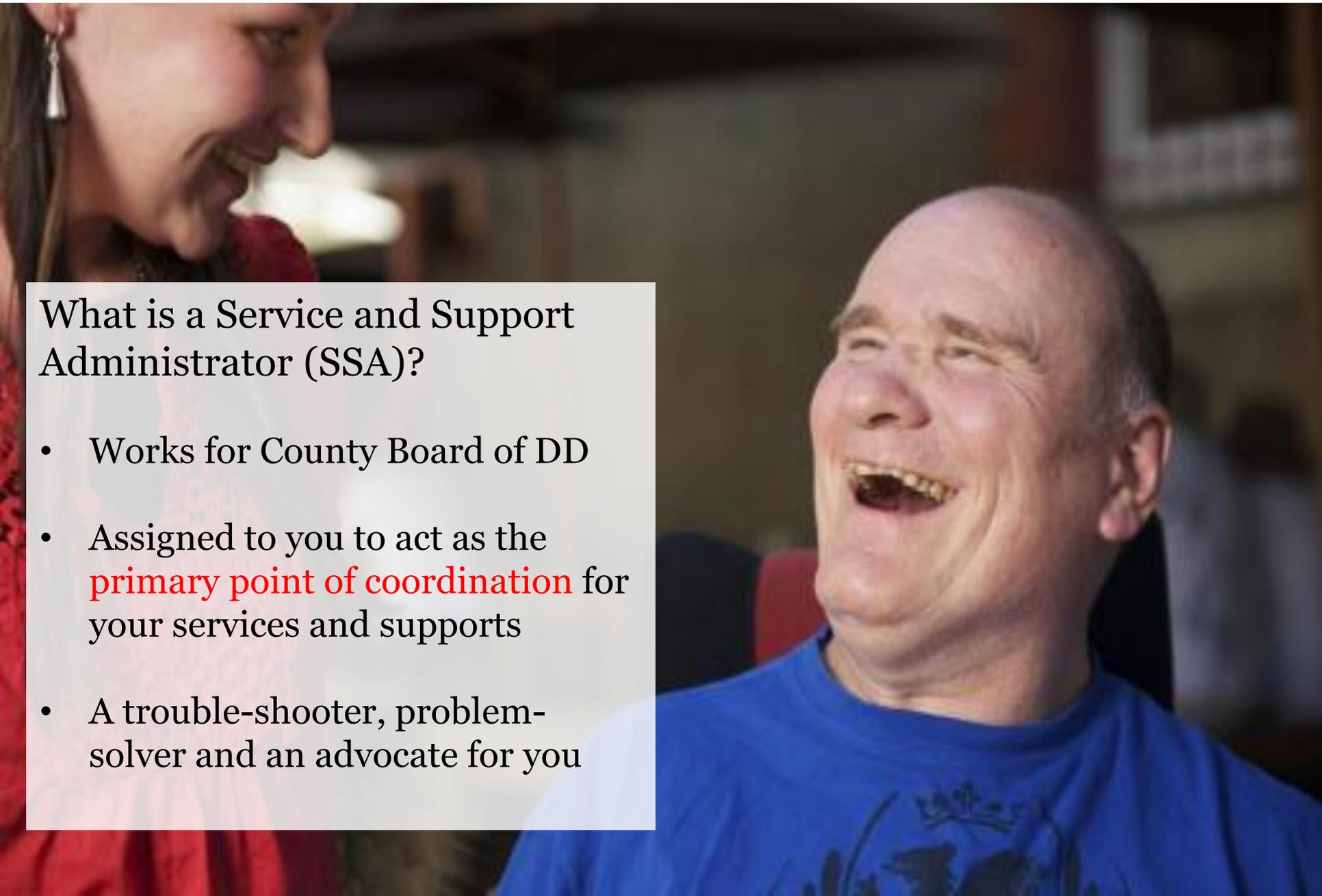


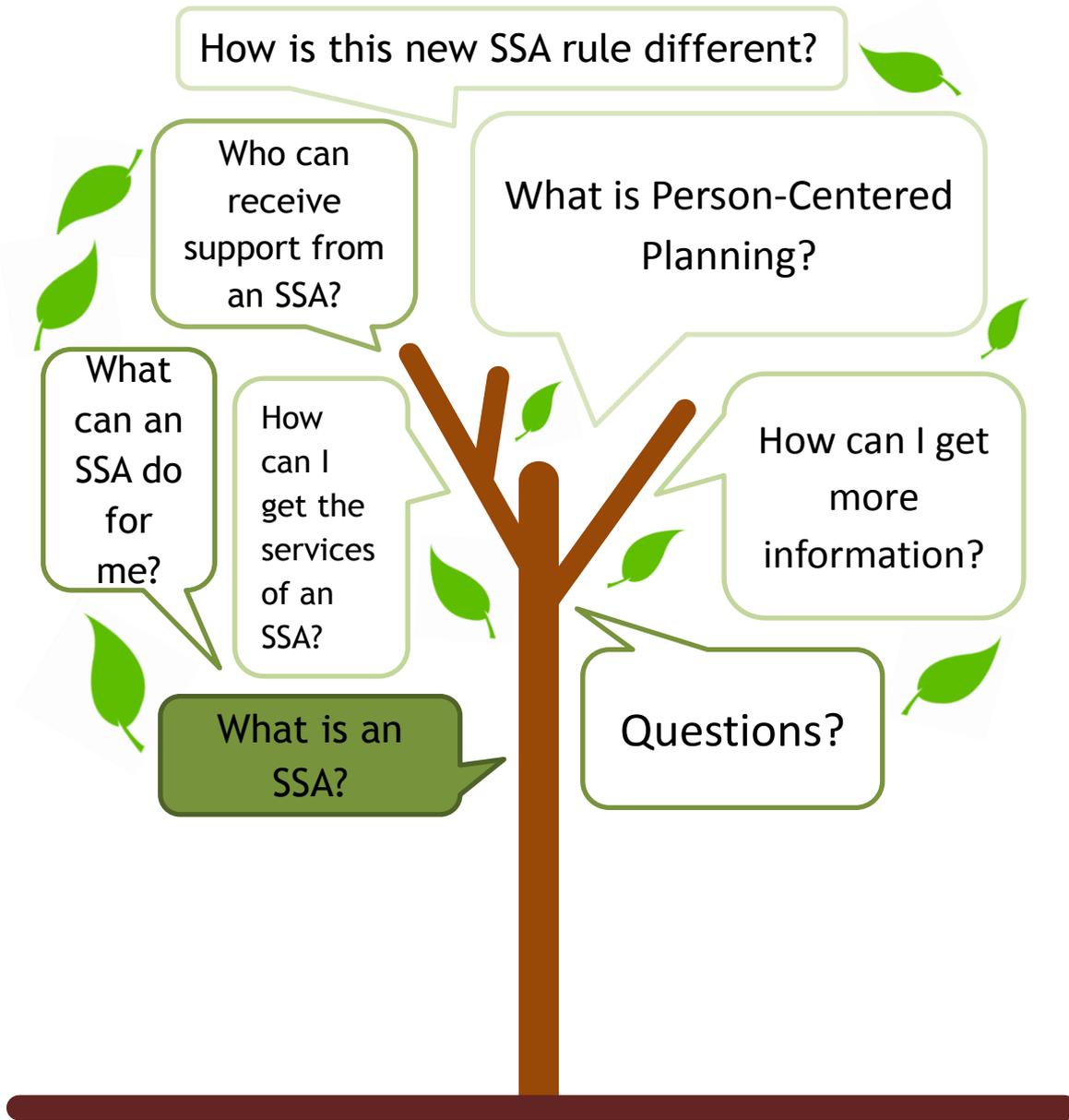
## Your Service and Support Administrator (SSA)

# *What is an SSA?*

What is a Service and Support Administrator (SSA)?

- Works for County Board of DD
- Assigned to you to act as the **primary point of coordination** for your services and supports
- A trouble-shooter, problem-solver and an advocate for you





## Your Service and Support Administrator (SSA)

# *Language from the rule*

## **Decision Making Responsibility**

- **An individual cannot act as their own guardian (if guardianship has been deemed necessary)**
- **Addresses “best interest of the individual”**
- **It draws a bright line between representation and financial interest**
- **It affirms the primacy of “the individual's needs, desires and preferences.”**



# *What can an SSA do for me?*

As the primary point of coordination, your SSA will involve you and members of your team in developing, changing, and/or reviewing your Individual Service Plan (ISP).



# *What can an SSA do for me?*

As the primary point of coordination, your SSA will involve you and members of your **team** in developing, changing, and/or reviewing your Individual Service Plan (ISP).

Your **team** can include:

- People involved with plan development or implementation
- Guardian or representative
- Specialists or experts
- Anyone you choose



# *What can an SSA do for me?*

As the primary point of coordination, your SSA will involve you and members of your team in developing, changing, and/or reviewing your Individual Service Plan (ISP).

- An **ISP** is the written description of services and supports and activities to be provided to a person with a disability.
- This can be in words, pictures, a video, or a combination of these.



# *What can an SSA do for me?*

Your SSA helps you and the rest of your team decide what supports to put in your ISP for these areas of your life:

- Self determination
- Health care and daily living skills
- Emotional health
- Material well being
- Personal development
- Inter-personal relationships
- Social inclusion



# *What can an SSA do for me?*

As Primary Point of  
Coordination

*SSA Responsibilities  
include:*

- Establish individual budget
- Help with provider selection process
- Assist in resolving concerns/conflicts with providers
- Review and revise your service plan at least once a year



# *What can an SSA do for me?*

As Primary Point of Coordination

*SSA Responsibilities include:*

- Make sure you know what services are available
- Coordinate several different services
- Help revise your ISP
- Help you move from an Intermediate Care Facility to community housing



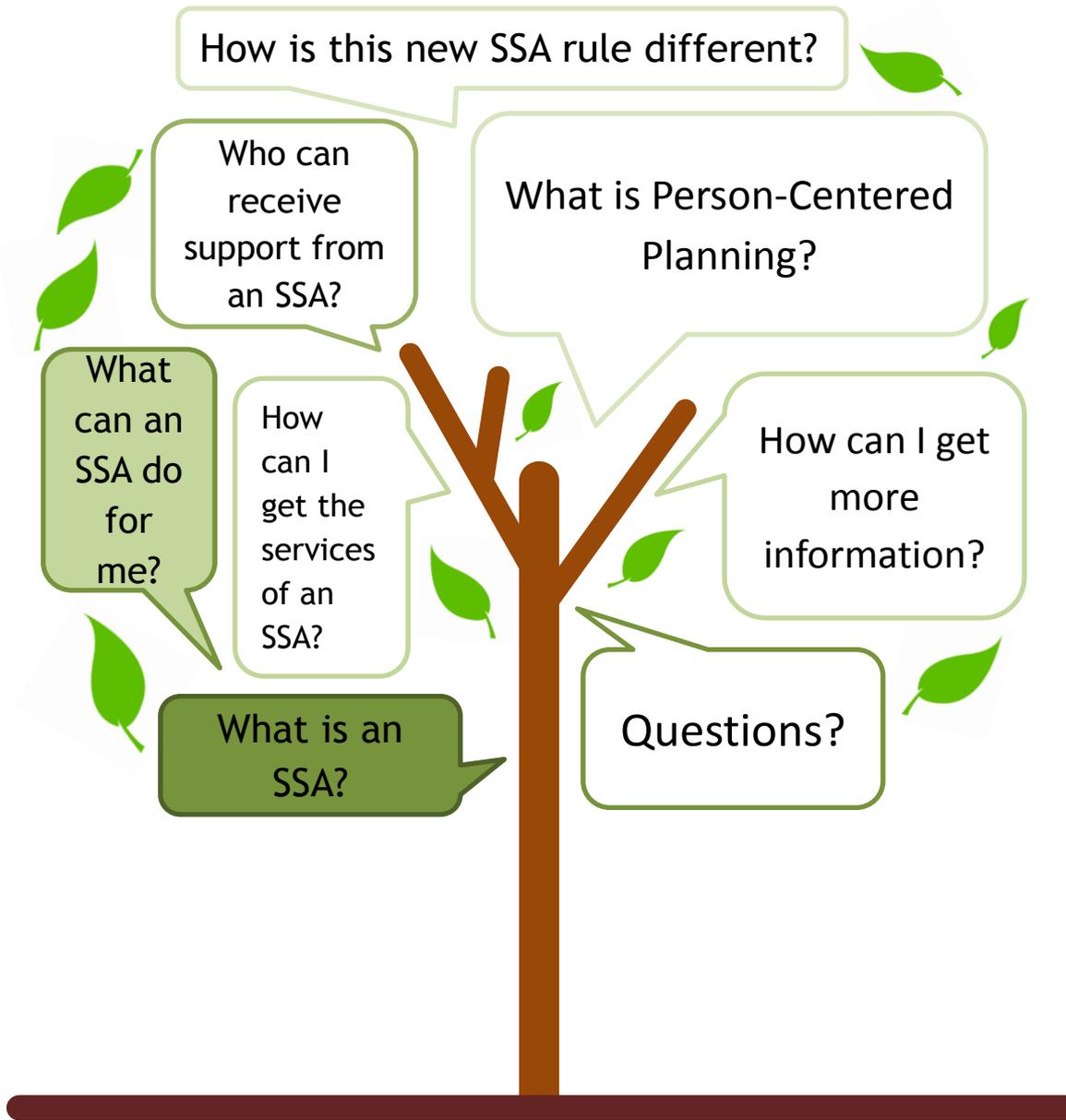
# What can an SSA do for me?

As Primary Point of Coordination

*SSA Responsibilities include:*

- Help you get a job in your community
- Help you find a provider (or a *different* provider)
- Explain Medicaid waiver services and waiting lists





## Your Service and Support Administrator (SSA)

# *Who can receive support from an SSA?*



If you are a person with a developmental disability, you are eligible to have an SSA if:

You receive Medicaid Waiver services administered by the Ohio Department of Developmental Disabilities (DODD)

-or-

You are age 3 or older and ask to have an SSA

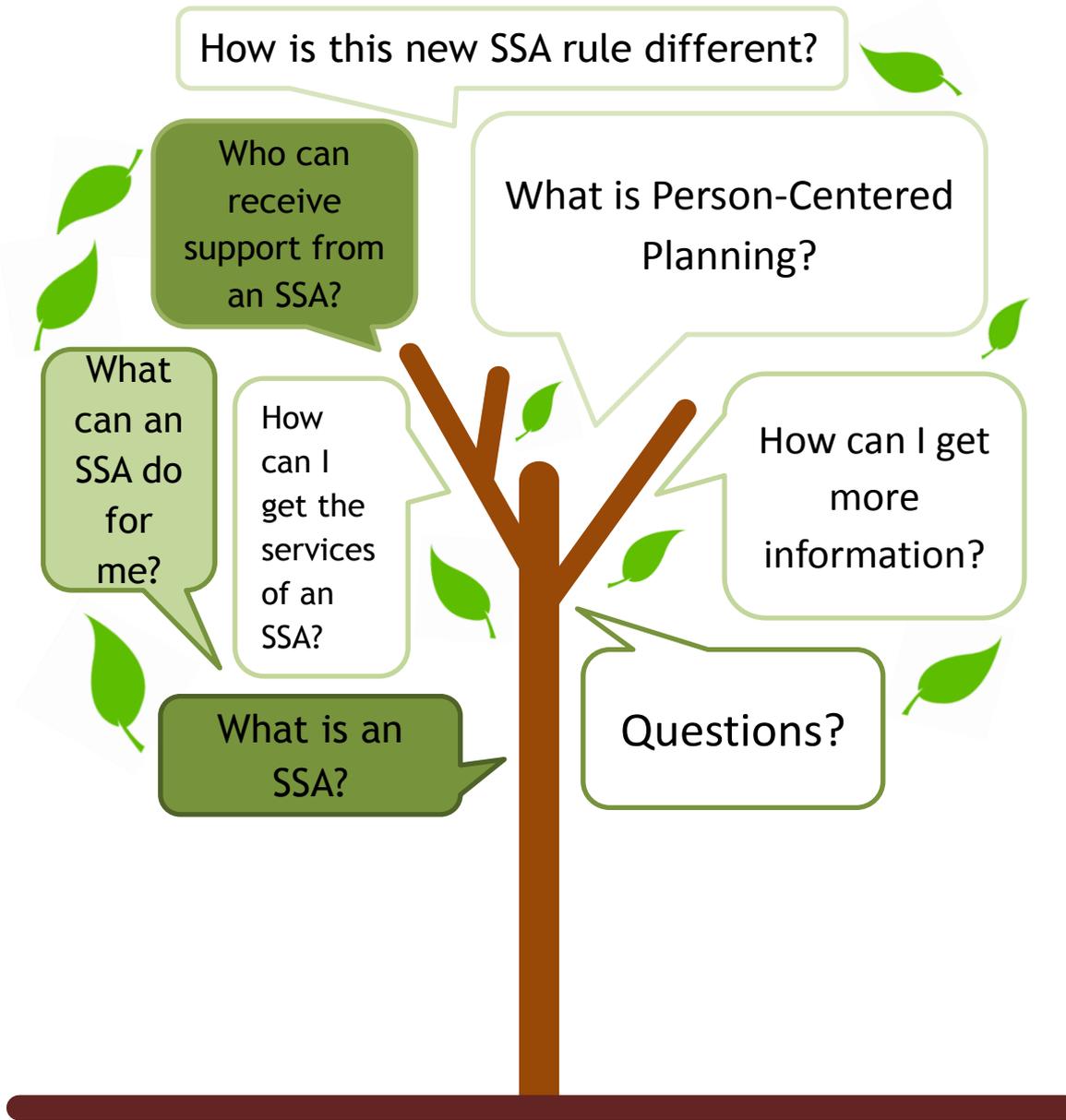
-or-

You live in an Intermediate Care Facility (IFC) or nursing home

# *Who can receive support from an SSA?*



If you are eligible to receive services from your County Board of Developmental Disabilities and ask for an SSA, the SSA *must be provided* to you, and you *cannot* be placed on a waiting list.



## Your Service and Support Administrator (SSA)

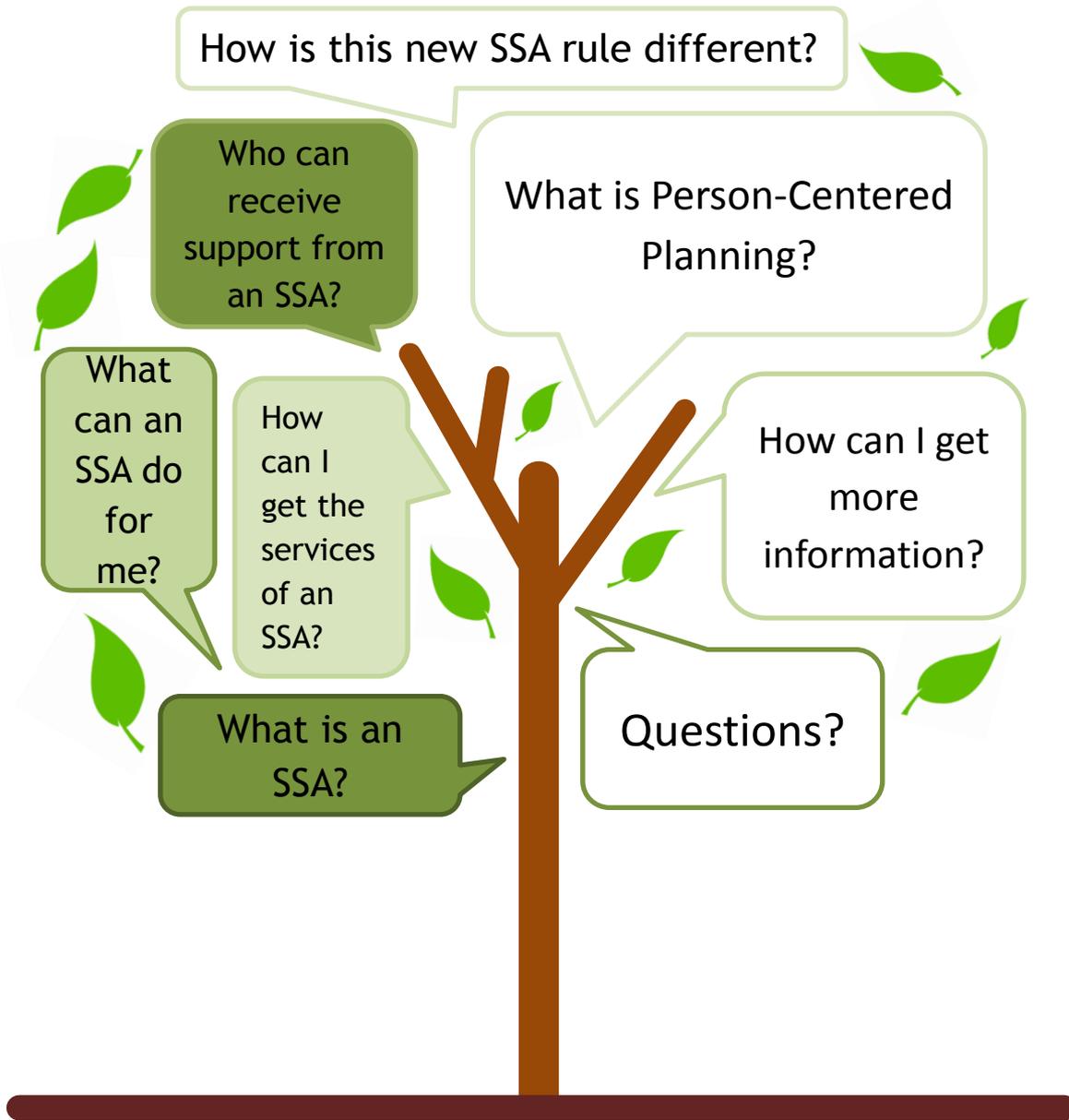
# *How can I get the services of an SSA?*

Call your County Board of Developmental Disabilities and ask to be connected to the *Intake Department*.

This is where they see if you are eligible for County Board services.

Remember, there is no waiting list for SSA services.





## Your Service and Support Administrator (SSA)

# ***CMS***

The logo features the letters 'CMS' in a bold, blue, italicized sans-serif font. A thick yellow horizontal bar is positioned below the letters. A yellow diagonal line crosses the horizontal bar from the bottom right towards the top right, forming a crosshair shape.

***CENTERS for MEDICARE & MEDICAID SERVICES***

**42 CFR 441.301**

# *What's different?*

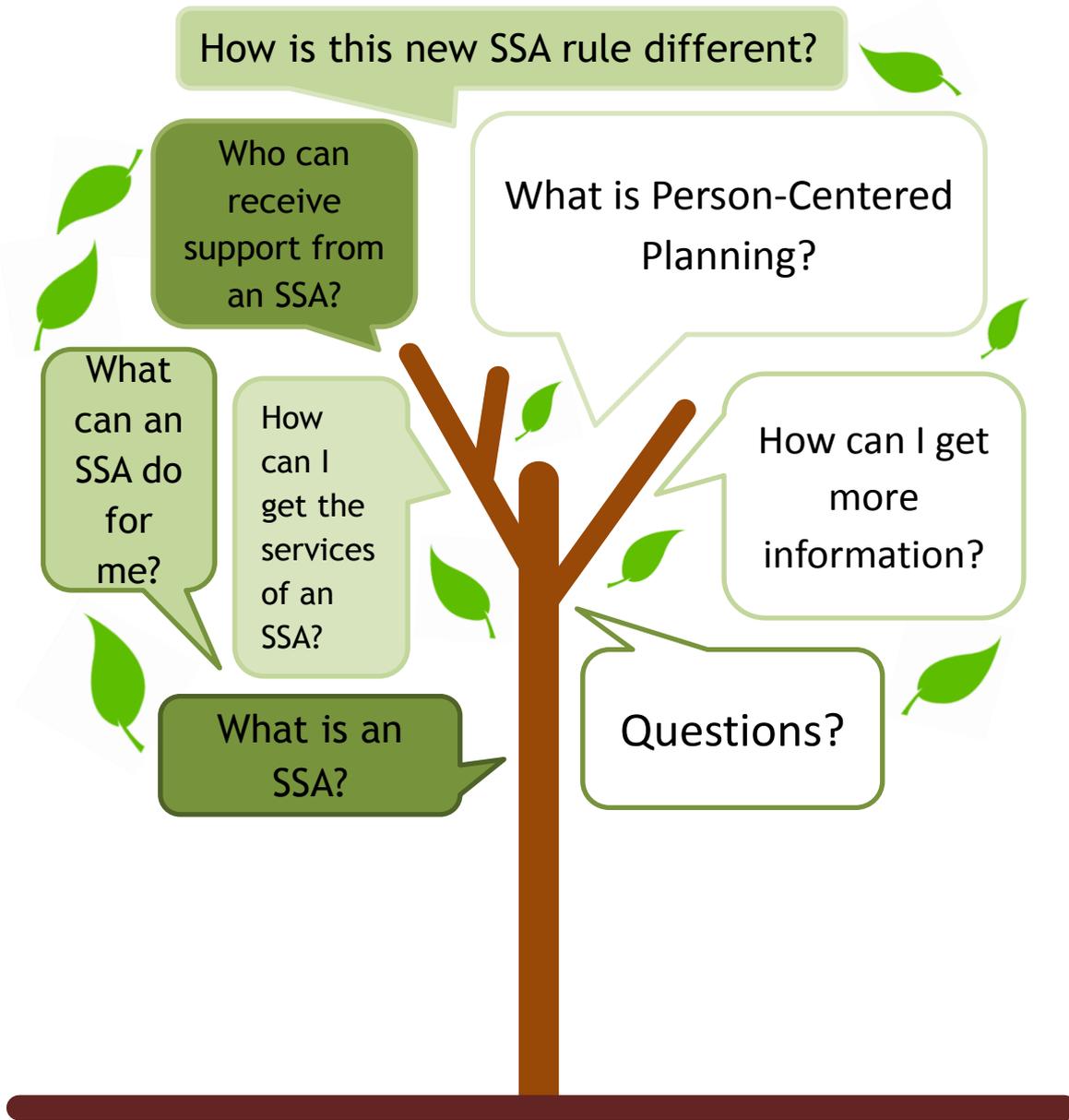


- **Monitoring individualized**
- **Responsibility of a team**
- **Natural supports important**
- **Person driven supports**

# *What's different?*



- Ensures providers are trained on service plan expectations
- Providers receive plan 15 days prior to implementation
- Outlines specific areas to assess needs
- Focus on individual led Person-Centered Planning process



## Your Service and Support Administrator (SSA)

# ***What is Person-Centered Planning?***

## The Intention of Person-Centered Planning

- Improve the social status of people with disabilities
- Enhance the perception held of people with disabilities
- Expand the network of allies and associations in people's lives



# ***What is Person-Centered Planning?***

**(Thanks to The Cuyahoga County  
Community and Medicaid Services  
Department)**

- Respect
- Positive Attitude
- Commitment
- Flexibility
- Integrity
- Professionalism



# ***What is Person-Centered Planning?***

Your SSA will help you develop or change your ISP after listening to you explain:

- What you need
- How you would like things to be in the future
- Your interest in school or a job
- What you think is working and not working well right now
- Other things that are important to you

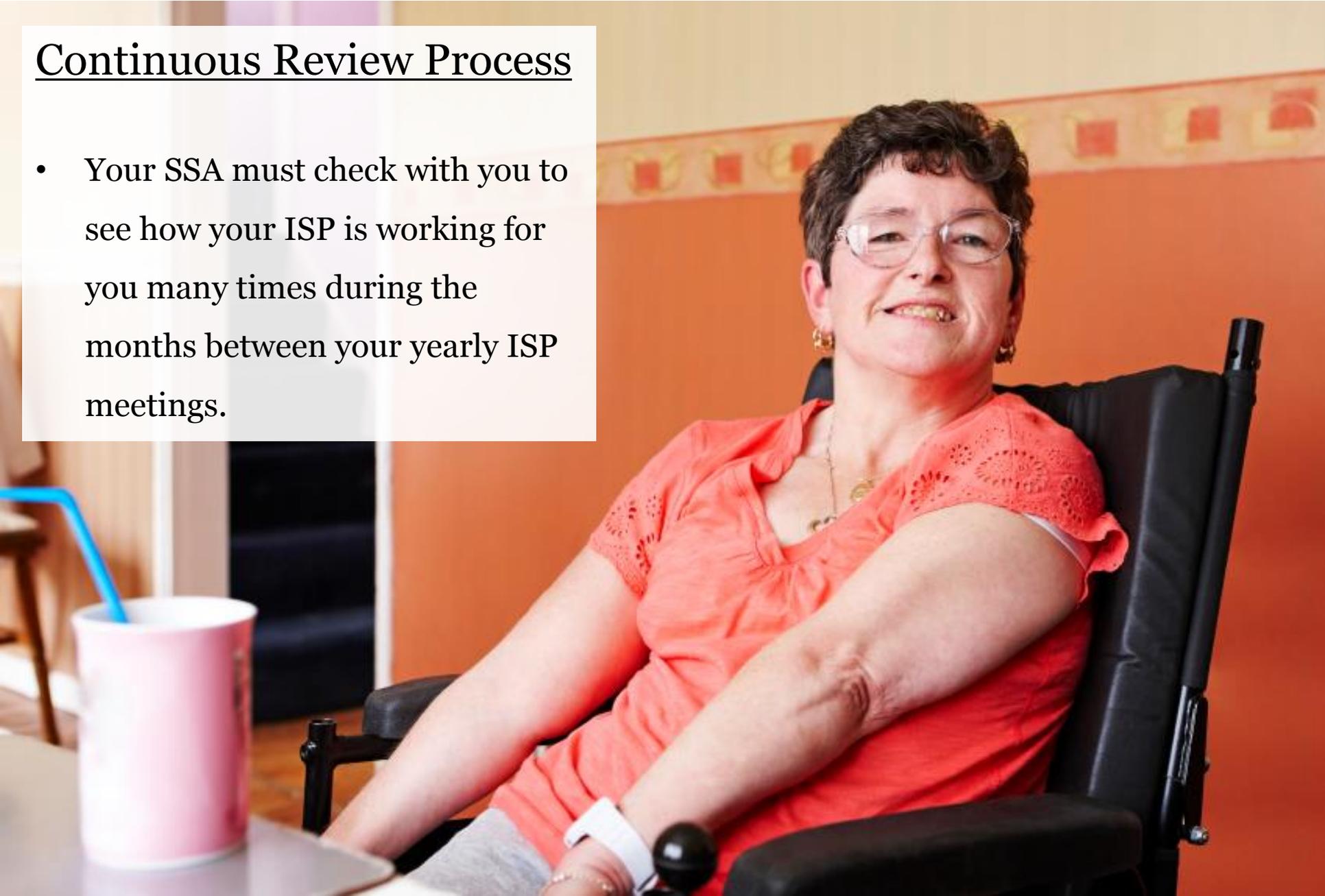
*This is what a person-centered planning process means.*



# ***What is Person-Centered Planning?***

## Continuous Review Process

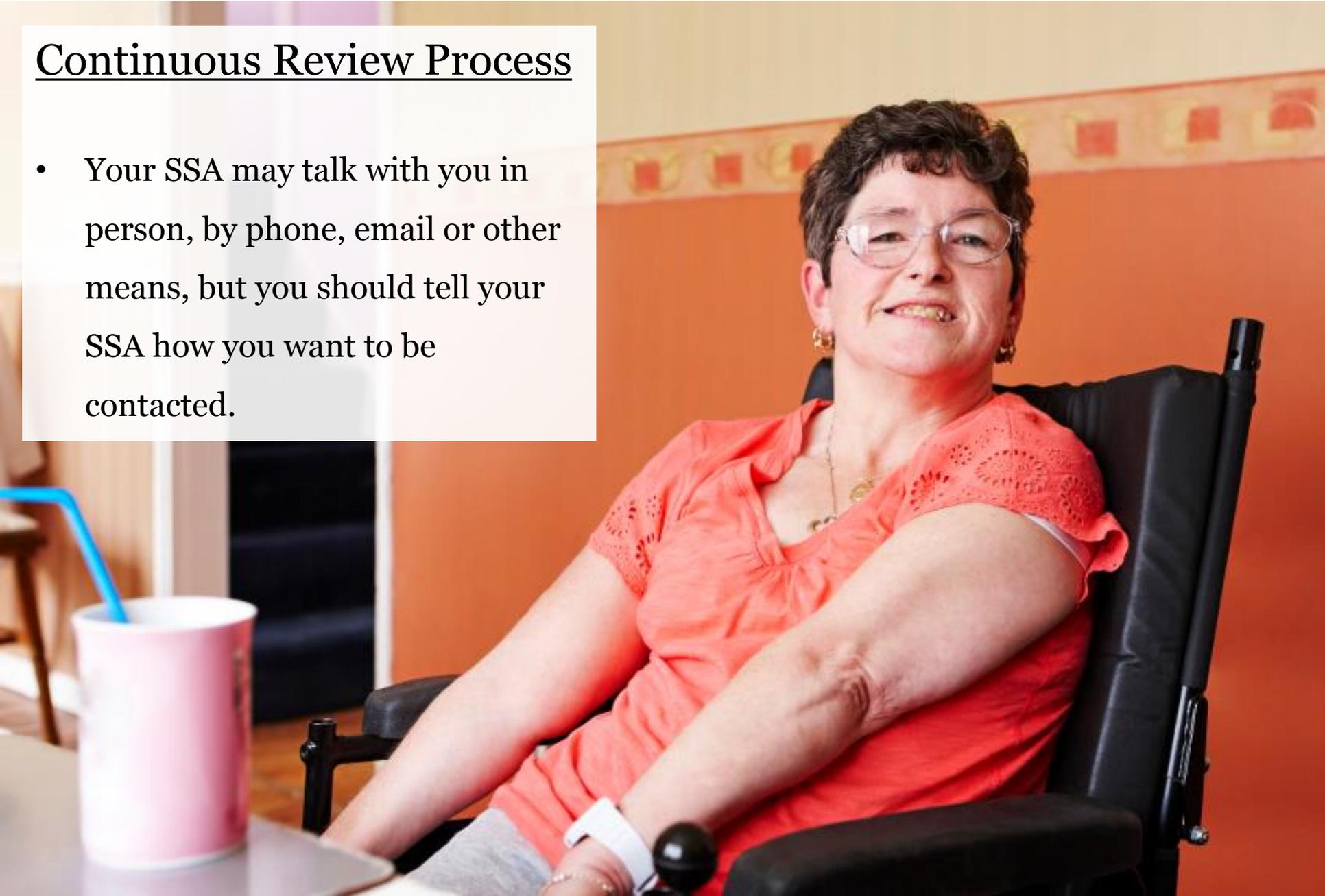
- Your SSA must check with you to see how your ISP is working for you many times during the months between your yearly ISP meetings.



# ***What is Person-Centered Planning?***

## Continuous Review Process

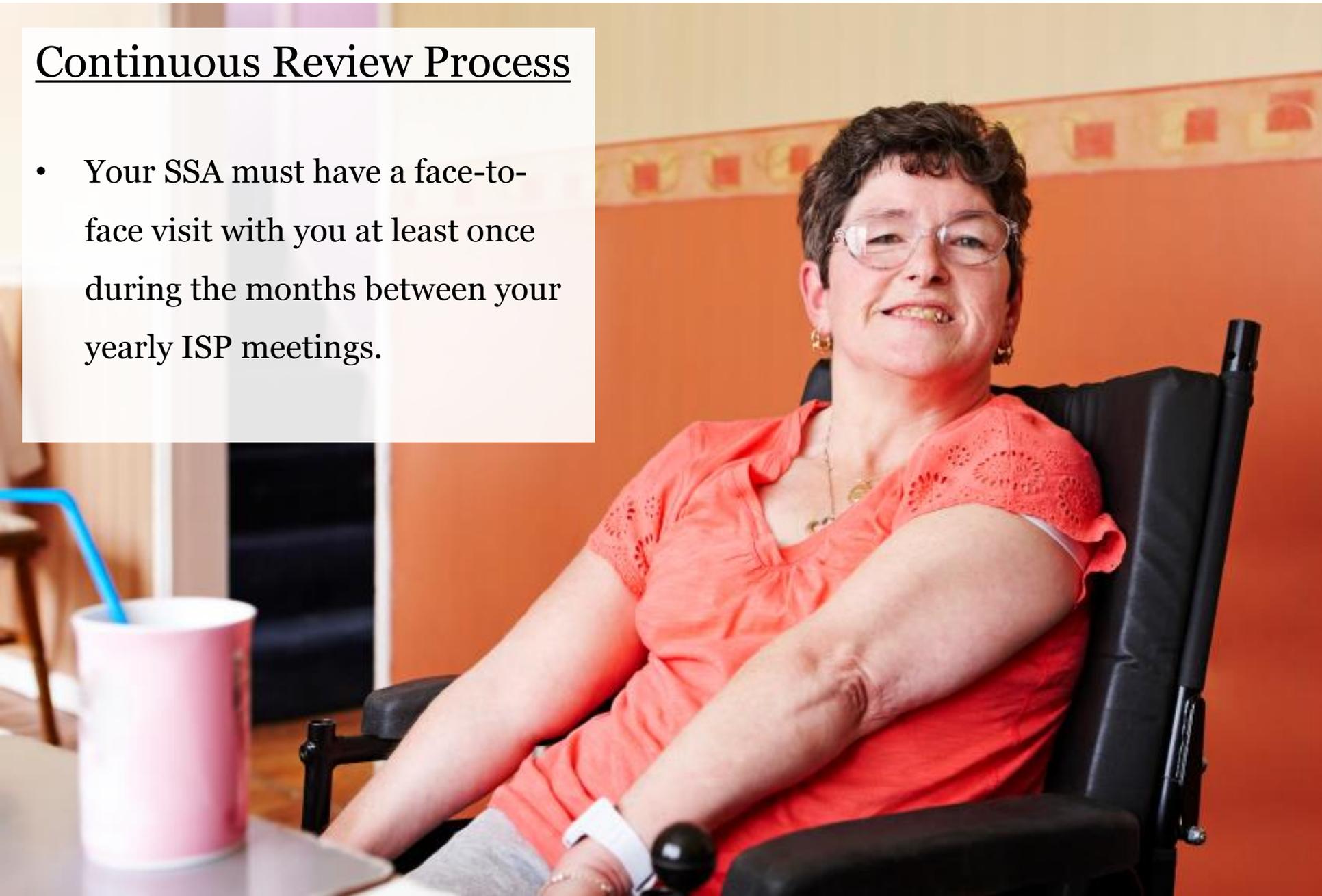
- Your SSA may talk with you in person, by phone, email or other means, but you should tell your SSA how you want to be contacted.

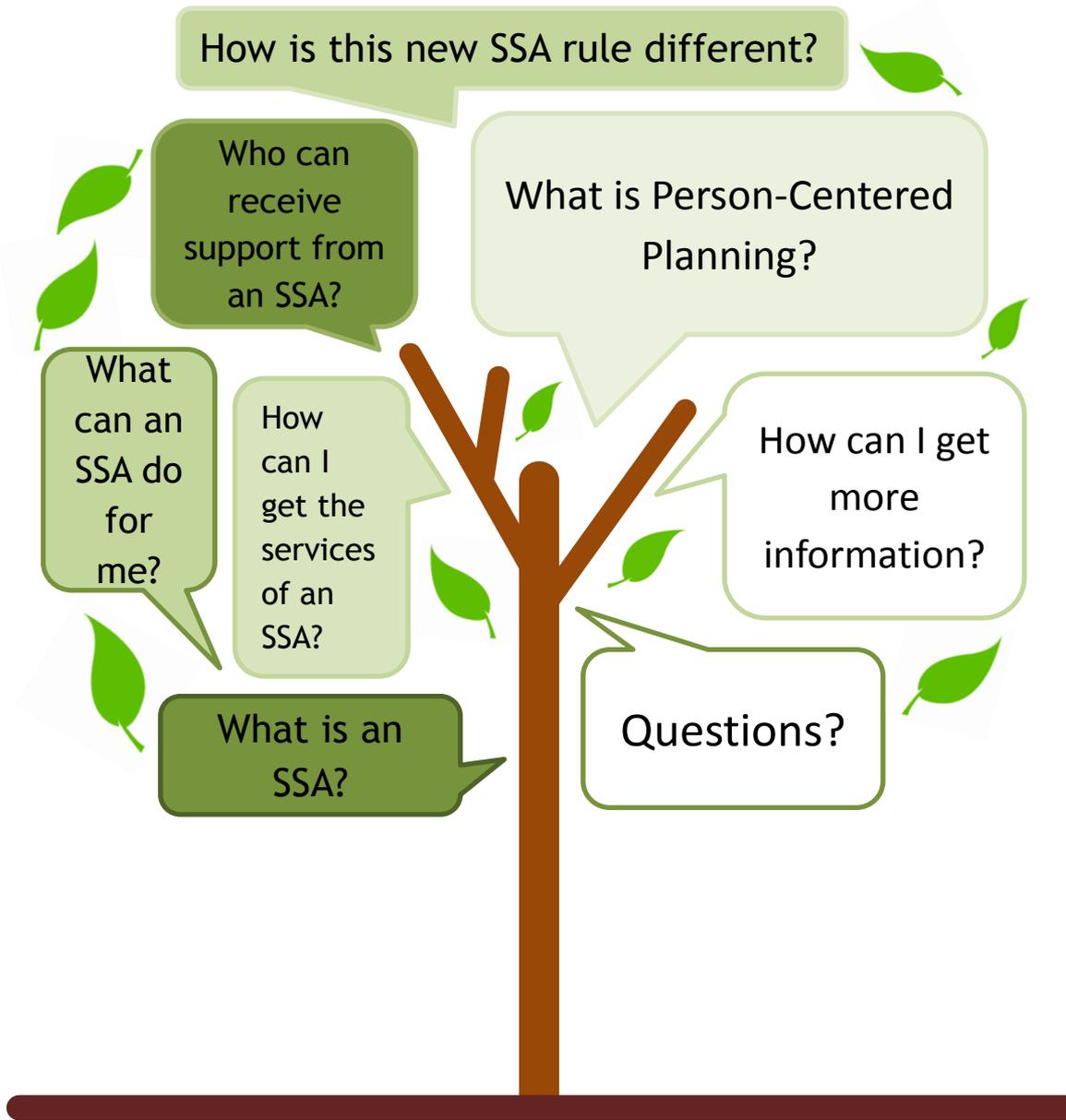


# ***What is Person-Centered Planning?***

## Continuous Review Process

- Your SSA must have a face-to-face visit with you at least once during the months between your yearly ISP meetings.





## Your Service and Support Administrator (SSA)

# *For more information*



## All About Service & Support Administration

Commonly-asked questions and straightforward answers  
about the rule for  
Service and Support Administration – Ohio Administrative Code 5123:2-1-11

Draft #2, January 2014

**Ohio**

Department of  
Developmental Disabilities

John Kasich, Governor

John L. Martin, Director

For the SSA Handbook click here:

[Service and Support Administration Handbook 2-2014](#)

Or cut and paste this link:

<https://doddportal.dodd.ohio.gov/INF/finditfast/publications/Pages/default.aspx>

# For more information

For Service Provider Interview Guide, click [here](https://doddportal.dodd.ohio.gov/INF/finditfast/publications/Documents/Service%20Provider%20Interview%20guide.pdf).

Or to cut and paste this link:

<https://doddportal.dodd.ohio.gov/INF/finditfast/publications/Documents/Service%20Provider%20Interview%20guide.pdf>

The image shows the cover of the 'Service Provider Interview Guide' on the left and a preview of its content on the right. The cover features the Ohio Department of Developmental Disabilities logo, contact information, and a large question mark icon. The preview on the right shows a list of questions under the heading 'Service Provider Interview' and a sub-heading 'Staff'.

**Ohio** Department of Developmental Disabilities  
30 E. Broad St., Floor 12  
Columbus, OH 43215  
(877) 464-6733 www.dodd.ohio.gov

## Service Provider Interview Guide

This guide lists suggested questions to ask when interviewing a potential service provider.

Revised — May 2012

### Service Provider Interview

#### ► Staff

- What credentials will the staff need for the job?
  - What background check is done on the candidates?
  - Is a criminal check done (in-state, state-by-state, and federal on each staff)?
  - Do you drug test?
- Do parents/guardians decide staffing?
- If I am sent home while I am at work, or if I become ill at work, will the staff be able to pick me up?
- Will staff have a 24-hour beeper and or cellphone?
- Will staff have back-up help if needed?
- How do you get immediate back-up if staff are a 'no show' or call off at the last minute?
- Will staff have 24-hour access to their supervisor?
- How do you encourage parent/guardian input with staff?
- Will staff sleep during sleep hours to constitute a normal home atmosphere?
- What is your staff retention rate?
- How do you recruit for direct care providers?
- What kind of training is required? How much of it is individualized?
- What is your table of organization?
- How much do you pay your direct care staff?
- What is the average tenure of your staff?
- Do you have access to a nurse?

2

# For more information

Use the map below to access  
contact info for your  
County Board of  
Developmental Disabilities.

<http://www.oacbdd.org/main/member-directory/>

Or call

Peggy Martin,

DODD Family Advocate

614-466-8706

[peggy.martin@dodd.ohio.gov](mailto:peggy.martin@dodd.ohio.gov)

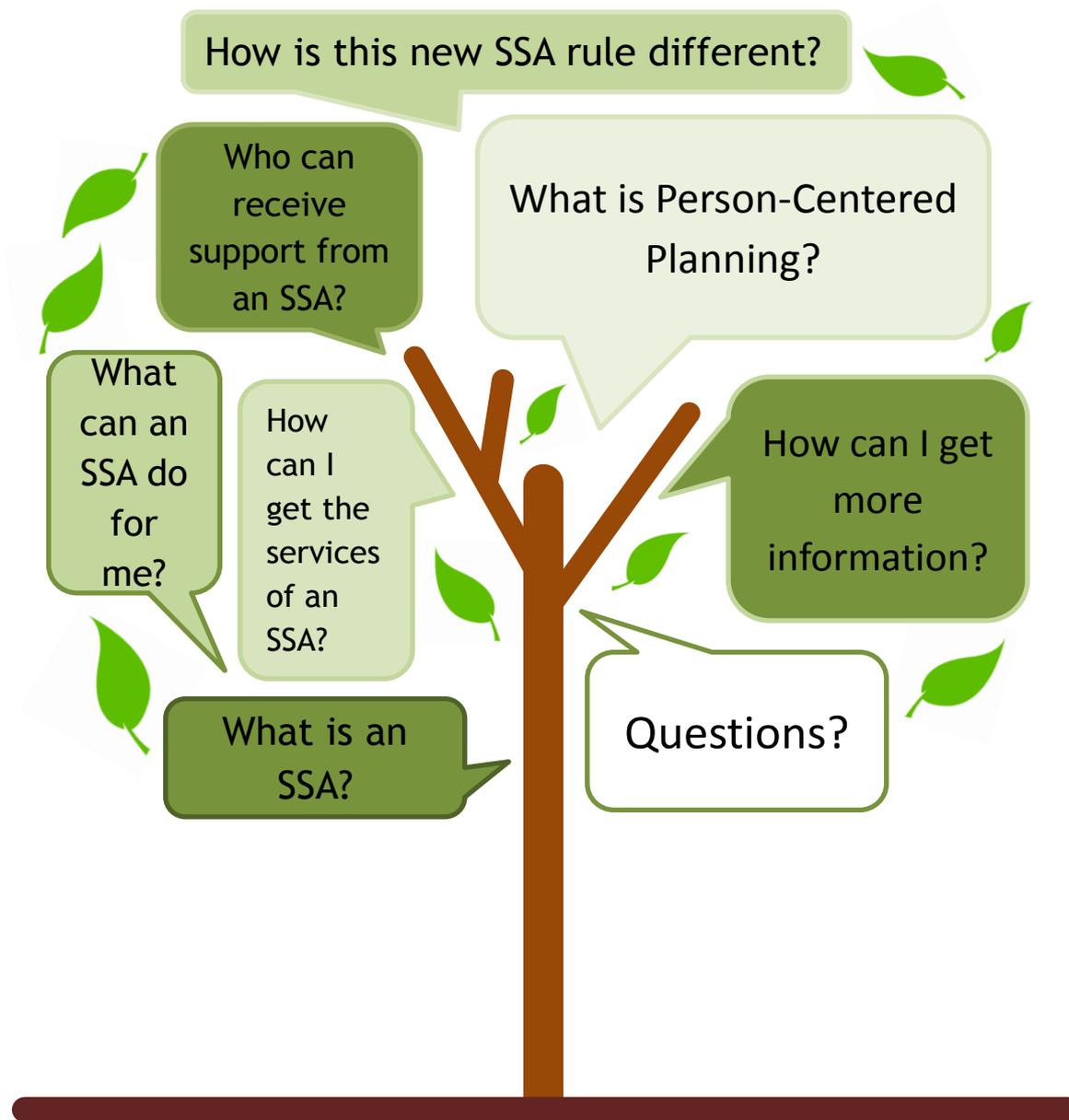
To view the new SSA rule:

[https://doddportal.dodd.ohio.gov/  
rules/ineffect/Documents/5123-2-1-  
11%20Effective%202005-07-01.pdf](https://doddportal.dodd.ohio.gov/rules/ineffect/Documents/5123-2-1-11%20Effective%202005-07-01.pdf)

## Member Directory

Click on the county to see a list of the **members** in that county.





## Your Service and Support Administrator (SSA)

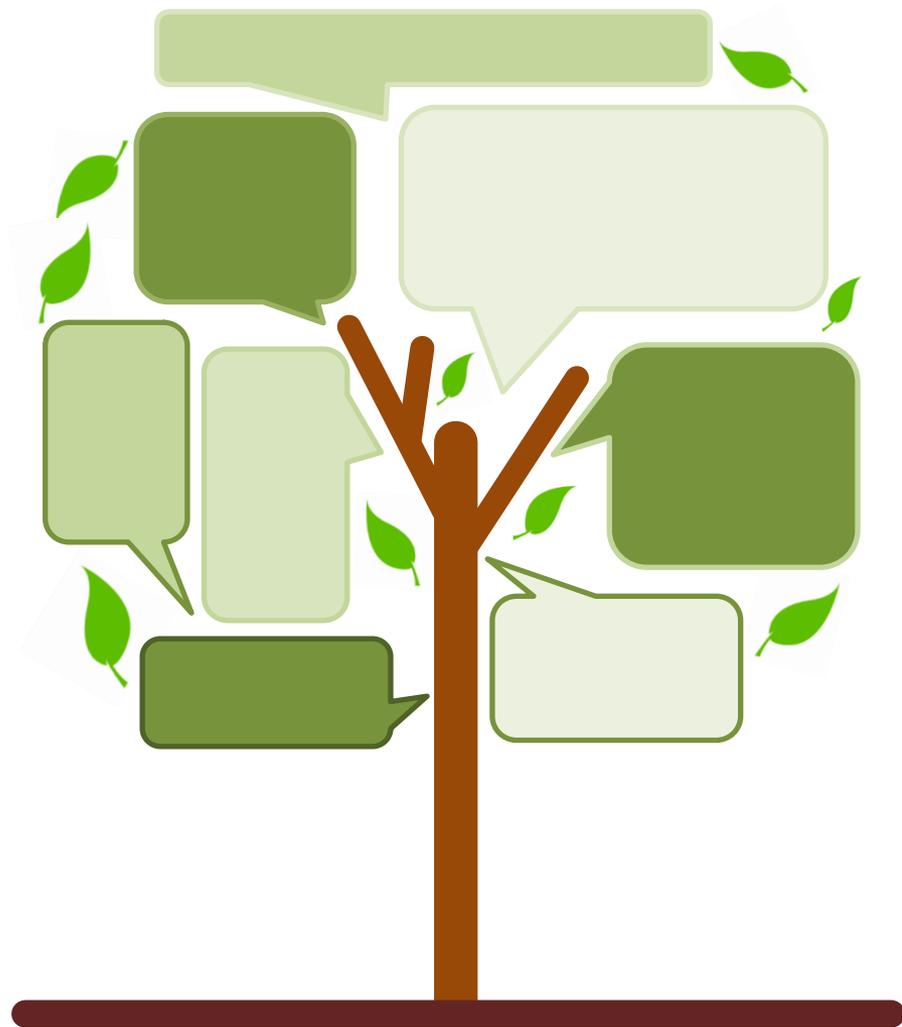
# *Questions?*



Ask Kelly or Jean a question by typing it in the chat box on your screen.

# Thanks for attending Service and Support Administration: An overview for Families webinar.

Click [here](#) download a pdf of this presentation.



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