

NOW Program and Resource Allocation

How were the Individual and Family Support (IFS) hours in the NOW Resource Allocation System determined?

The IFS hours were determined for each level by reviewing the hours used by individuals in each level in a sample group. Most individuals support needs can be met within the hours allocated. We know there will always be a small group of individuals whose needs cannot be met within the resource allocation model. We have a process in place to protect the health and safety of an individual whose support needs are above the suggested hours.

Does this mean that my number of IFS hours are being capped/limited?

No. You may work with your support coordinator to ask for additional hours over your recommended IFS hours. Requests must include the reasons you need more hours. Approvals may come with conditions of developing shared supports, natural supports, or other options to eventually replace the extra IFS hours. OCDD is committed to providing the services individuals need regardless of the determined allocation recommendation.

Why do NOW recipients have to now be assessed and work within the associated amounts of IFS hours?

Louisiana is using the resource allocation model to be more responsible in how limited resources are used to provide services to meet people's needs. There are many reasons why the phase-in for resource allocation has been changed.

- To avoid additional rate cuts to providers
- To meet the needs of more people waiting for community-based services
- To protect the NOW program

Does this mean that everyone in the NOW will have the same plans and services?

No. Your Individual Support Plan (ISP)/Comprehensive Plan of Care (CPOC) should clearly show your needs and how paid services, like IFS, as well as how family, natural, and community supports will be used to provide the support you need to have a good life that is meaningful to you. Your ISP/CPOC should be all about you. The schedule in your ISP/CPOC should show how you want to use your IFS hours.

My support coordinator wants me to try shared supports and/or natural supports. Does this mean I have to live with a roommate or move in with my parents?

No. Sharing supports doesn't always mean having a roommate. Most people will be able to share supports in some manner. You may have the same routine or interests as someone and be able to share staffing. An example of shared supports would be friends watching football together and sharing a single staff during the games.

Natural Supports does not mean you have to move in with your parents. Natural supports should be support that a family member or friend may be able to provide such as transportation to and from work or time with family for dinner or holidays.

Will I be left alone or have to make choices that put me at risk if I need someone with me at all times?

No one will be left alone unless they are able to care for themselves. You and your support team should identify any periods of time you can care for yourself, and for what activities, and then develop plans to make sure you are not placed in a risky situation. Other ideas will also be looked at but nothing will be put in place if there are serious health and safety concerns that cannot be addressed.

What if I disagree with the SIS level assigned to me?

The assigned level is only one piece of information your team will consider in your meeting. Your support coordinator should lead your team in learning what is important to you and for

you to be healthy, safe and happy while planning for your ISP/CPOC. You and your team will talk about your personal goals, people other than paid staff that can provide supports, life situations schedules and other information will help determine the number of hours you need to receive. You should review your assessment with support coordinator and ask that they send in the new information to the State Office Review Committee along with your current ISP/CPOC. You can receive a copy of your assessment from your support coordinator.

What if I disagree with the number of hours in my new ISP/CPOC?

If you do not agree the number of hours, the first step is to ask your support coordinator to request to have the number of IFS hours reviewed by the State Office Review Committee. Your support coordinator and support team can help you with making sure you have the information needed for the review. Your hours will not be reduced during the review process.

What if I signed my new ISP/CPOC, but change my mind and no longer agree with the number of hours?

The first step is to ask your support coordinator to request to have the number of IFS hours reviewed by the State Office Review Committee even if you already agreed. Your support coordinator will make sure your hours are restored until the review takes place.

What if the State Office Review Committee does not agree with my request for hours?

The OCDD Regional Waiver Office will give your appeal notice that outlines why your request was denied. If you still disagree you can appeal to the Division of Administrative Law – Health and Hospitals Section, P. O .Box 4189, Baton Rouge, Louisiana 70821. **IMPORTANT: If you plan to appeal you must do so within 30 days of receiving the notice of appeal.**

For more information visit <http://new.dhh.louisiana.gov/index.cfm/page/135>

Metropolitan Human Services District
1-800-889-2975

Region 6
1-800-640-7494

Capital Area Human Services District
1-800-768-8824

Region 7
1-800-862-1409

South Central Louisiana Human Services
Authority
1-800-861-0241

Region 8
1-800-637-3113

Region 4
1-800-648-1484

Florida Parishes Human Services Authority
1-800-866-0806

Region 5
1-800-631-8810

Jefferson Parish Human Services Authority
(504)838-5357