

Independent Support Brokerage

The Challenges of a New Approach

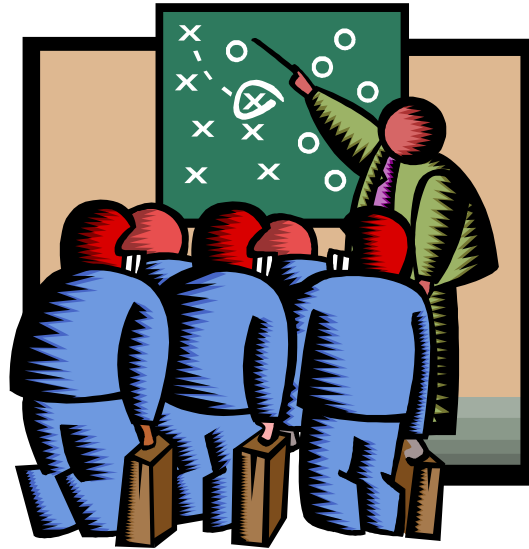
Bob McCormack

The Challenges Now

- Day Centres where not much happens.
- Residential centres and houses where people don't get on.
- Long periods every day in minibuses.
- Disconnected from own community.
- Disconnected from family
- Being always part of a group.
- Negative labeling of people.

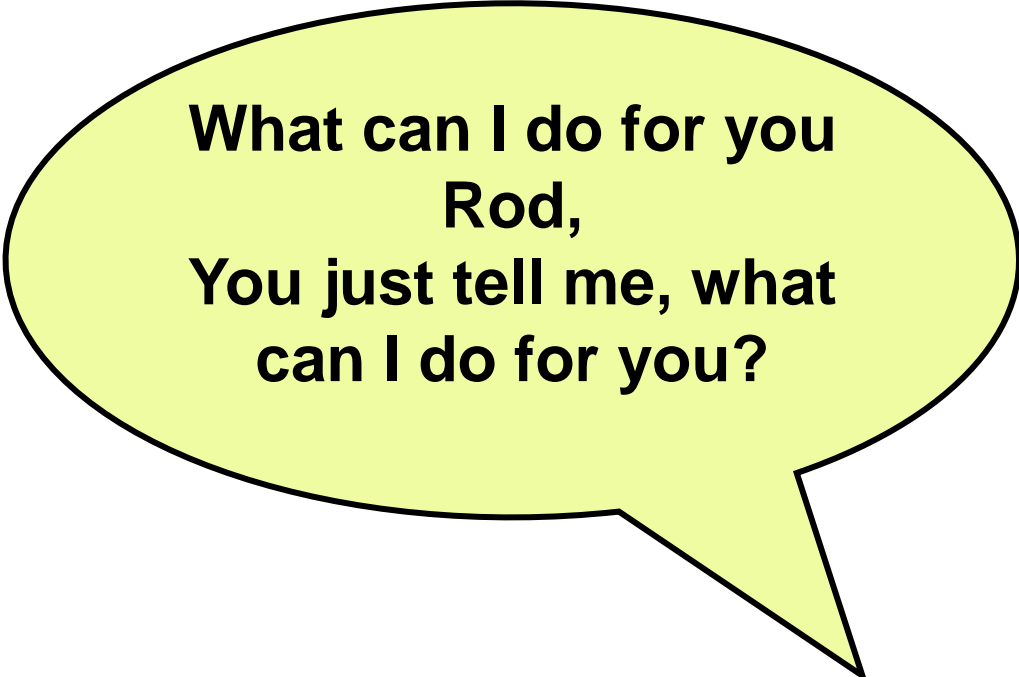
THE *BUZZ* WORDS

Person-Centred
Planning



Self-Directed
Services

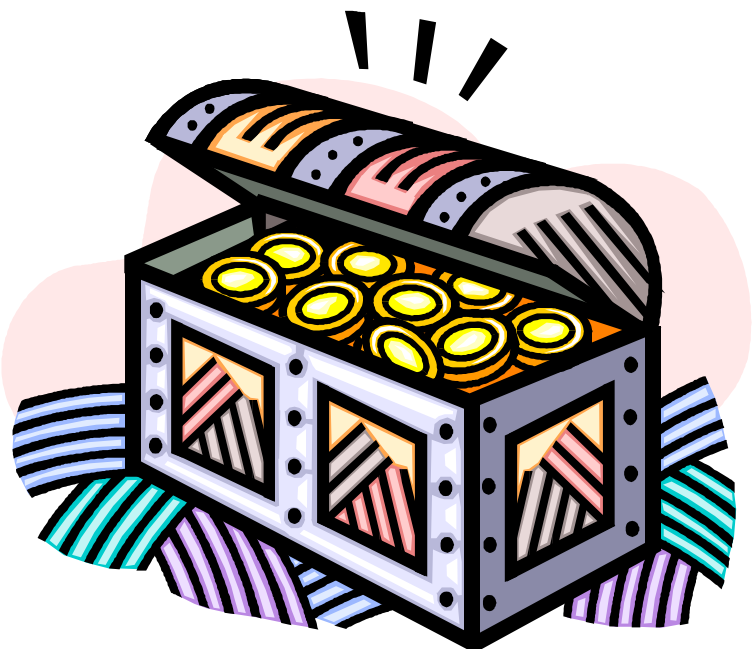
Individualised
Service Design



**What can I do for you
Rod,
You just tell me, what
can I do for you?**

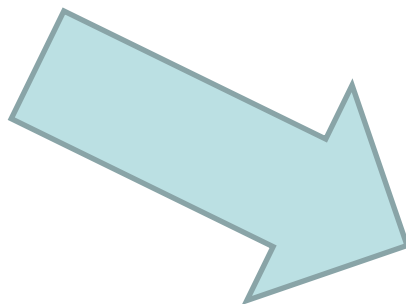


**SHOW ME
THE MONEY!**



**The Block
Grant**

**INDIVIDUALISED
FUNDING**



**My
Money!**



Please enter no of service users

5

Table A

Service User	Additional %	Standard %	Total %
1 John	14	10.0	24.00
2 Michael	19	10.0	29.00
3 James	5	10.0	15.00
4 Brendan	5	10.0	15.00
5 Thomas	7	10.0	17.00
6		0.0	0.00
7		0.0	0.00
8		0.0	0.00
9		0.0	0.00
10		0.0	0.00
11		0.0	0.00
12		0.0	0.00
	50	50	100

Table B

Challenging Behaviour %	Medical %	Mobility %	Other Issue %	Standard %	Total %	Notes
10.0	4.0	0.0	0.0	10.0	24.0	
0.0	4.0	10.0	5.0	10.0	29.0	uses frame
0.0	0.0	0.0	5.0	10.0	15.0	
0.0	0.0	0.0	5.0	10.0	15.0	
3.0	6.0	0.0	0.0	8.0	17.0	occasional self-harm
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
0.0	0.0	0.0	0.0	0.0	0.0	
13	14	10	15	48	100	

100

Table C

Challenging Behaviour €	Medical €	Mobility €	Other Issue €	Standard €	Total Pay €	Nonpay €	Total €
11,422	4,569	0	0	11,422	27,412	3,652	31,064
0	4,569	11,422	5,711	11,422	33,122	3,652	36,775
0	0	0	5,711	11,422	17,132	3,652	20,785
0	0	0	5,711	11,422	17,132	3,652	20,785
3,426	6,853	0	0	9,137	19,417	3,652	23,069
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0
14,848	15,990	11,422	17,132	54,823	114,215	18,262	132,477

114,215

Average Cost 26,495

National Standard Needs Assessment

Models being piloted by NDA

Based on individual support needs

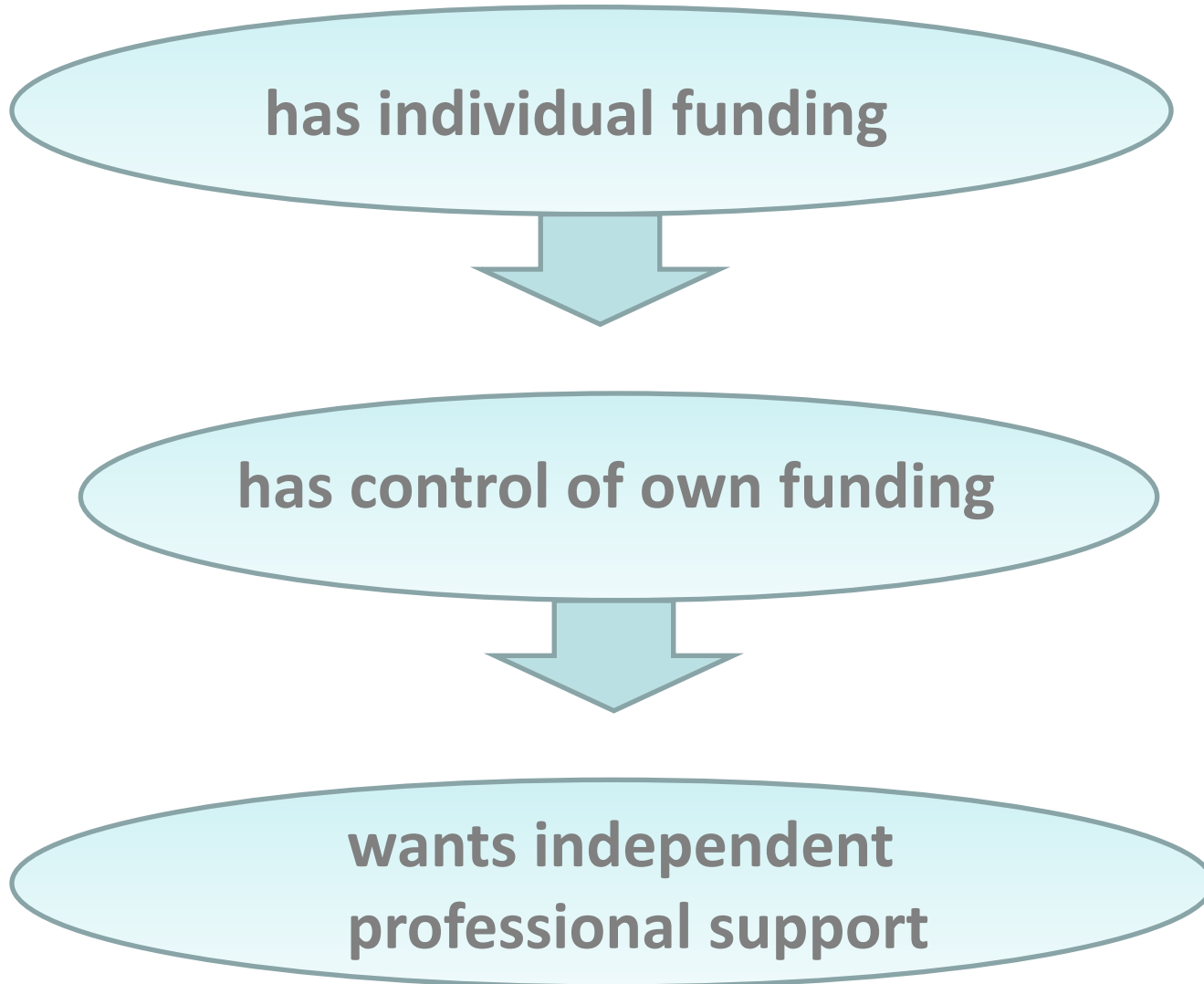
not on existing level of funding.

Will take time to roll out.

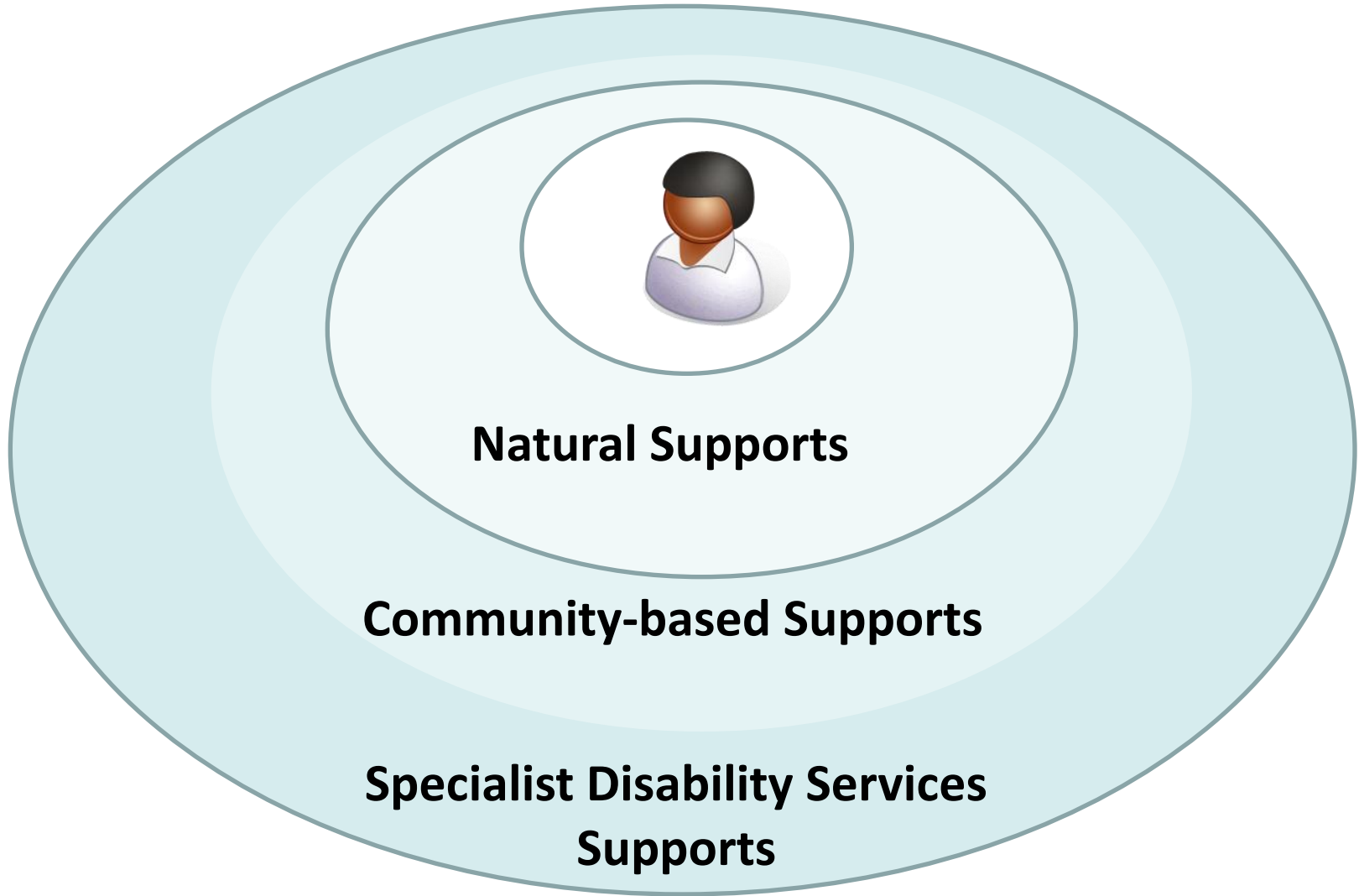
Should result in fairer allocation of funding

but not extra funding.

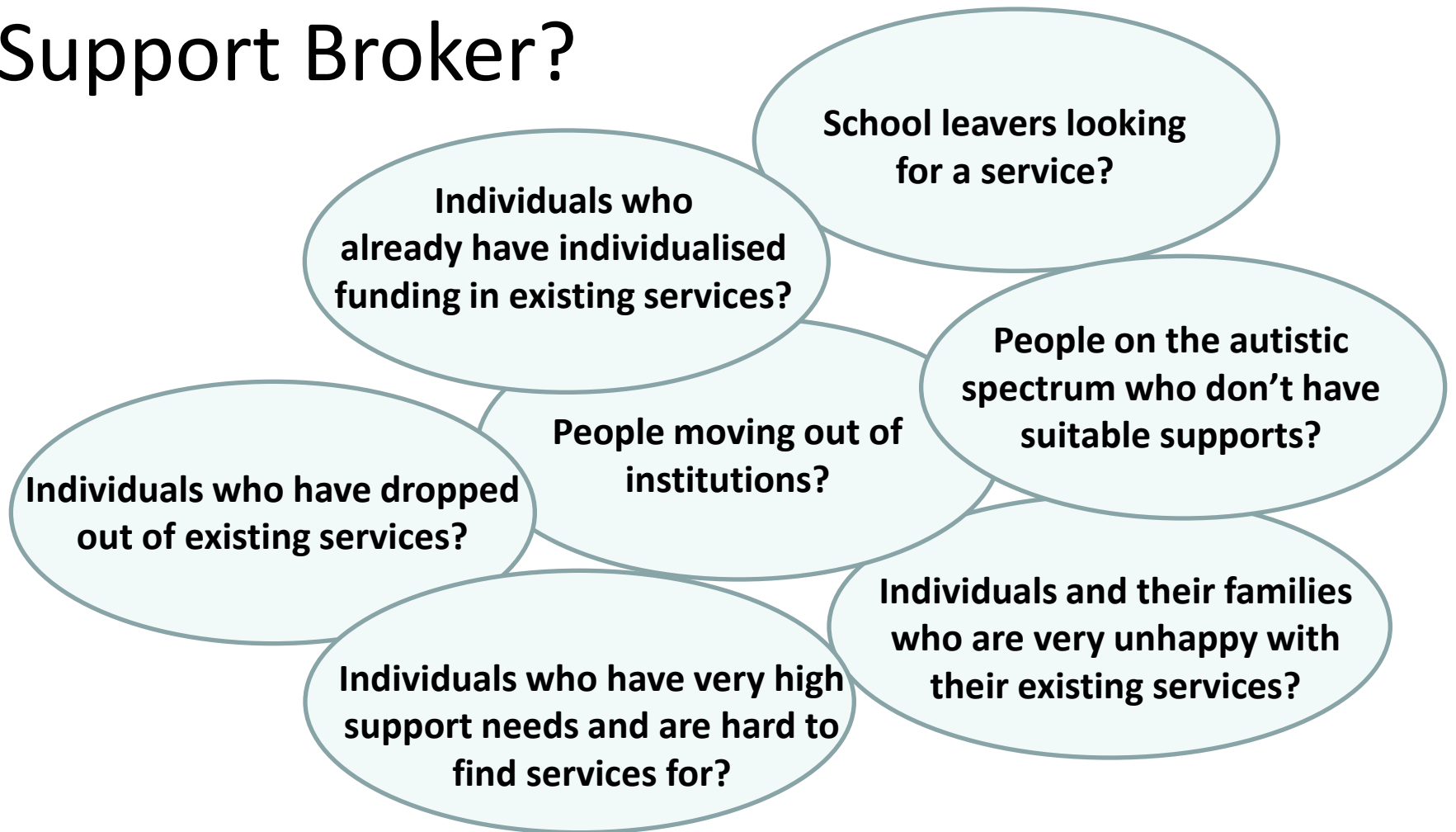
The 3 Steps to Brokerage



Identifying Possible Supports



Who will use a Support Broker?



Future Health: A Strategic Framework for Reform of the Health Service 2012 – 2015

Department of Health, November 2012

Money Follows the Person - funding is much more closely aligned to the needs and outcomes of individuals:

Funding allocated directly to one or more service providers chosen by individuals to provide them with services or supports;

Funding may be allocated to service brokers nominated by individuals to manage their budgets, or choose supports based on an agreed plan, following assessment of need;

Funding may be allocated directly to individual service users where they opt to manage their budgets themselves.

- A sufficiently **wide choice of personalised services** over which people have real control.
- Moving to **individualised budgets** must be managed very carefully if it is to deliver cost effective, improved outcomes.
- Individual budgets tend to work **least well with** older people and individuals with more **severe or profound levels of intellectual disability**.

- A **person-centred model** should form the basis of the future direction of disability policy, with services delivered **in the community** based on an **individualised range of supports.**

Action 40: The Department of Health will work with the HSE to move towards a person-centred model of services and supports for disability services, through the initiation of **demonstration projects as “proof of concept”** in 2013.

The Challenge

- ... the equal right of all persons with disabilities to live in the community with choices equal to others
- ... the opportunity to choose where and with whom they live, on an equal basis with others

Article 19, UN Declaration on the Rights of Persons with Disabilities

so tell me what you want

what you really really want

10.5 INDIVIDUALISED BUDGETING

In keeping with the broad concept of **Money Follows the Patient**, it is very important that funding is much more closely aligned to the needs and outcomes of individuals than is presently the case.

There are a number of ways in which this may be done, including (but not limited to) the following:

- Funding may be allocated directly to one or more service providers chosen by individuals to provide them with services or supports;
- Funding may be allocated to service brokers nominated by individuals to manage their budgets, or choose supports based on an agreed plan, following assessment of need; or
- Funding may be allocated directly to individual service users where they opt to manage their budgets themselves.

The key change in the short term, as a result of the move to individualised budgeting, will be more **transparency** in relation to how resources are assigned to each service user and on how they are spent. Over the longer term this information will help empower individual service users and/or their families to negotiate with, or change service providers if they so wish.

However, three points need to be emphasised:

... (ii) Change cannot be confined to the funding mechanism. There must also be a sufficiently **wide choice of personalised services** over which people have real control, which can only be achieved if the provider market is developed and managed by the purchaser, i.e., the commissioning body.

(iii) Experience from other countries makes it very clear that moving to **individualised budgets** must be managed very carefully if it is to deliver cost effective, improved outcomes.

Individual budgets tend to work best in the case of people with physical and sensory disability, and **least well with** older people and individuals with mental health issues or more **severe or profound levels of intellectual disability**.

Central to the introduction of individualised budgeting however will be:

- the financial systems;
- transparent and comprehensive governance arrangements;
- a National Standard Needs Assessment framework; and underpinning legislation already referred to above.
- a regulatory system for providers [HIQA National Standards]

10.7.1 REFORMING FAIR DEAL

The Nursing Homes Support Scheme (Fair Deal) is the first national scheme where **money follows the patient**. ... The scheme will also be examined with a view to **extending it to the disability** and mental health residential sectors. The extension ... will be carefully examined for feasibility, sustainability and impact. However, many of the principles enshrined in the scheme (money follows the patient, national care assessments, and patient choice) will inform the future policy direction of community services as a whole.

10.7.2 REFORM OF DISABILITY SERVICES

The Value for Money & Policy Review of Disability Services was published in July, 2012. It provides an overarching framework for the reform of disability services. The review recommends that a **person-centred model** should form the basis of the future direction of disability policy, with services delivered **in the community** based on an **individualised range of supports**. The achievement of measurable outcomes and quality for service users at the most economically viable cost will underpin the recommendations in the review, together with an emphasis on the governance and administrative processes necessary to ensure full accountability.

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