

# Frequently Asked Questions

## **What is Consumer Directed Services (CDS)?**

- CDS gives you control over your Habilitation and Respite services.
- You are the employer and hire and manage your own employee(s).
- You hire a CDS agency (CDSA) to do your payroll and federal and state taxes. You are the employer and hire and manage your own attendants.

## **What is the difference between the DSA and CDS for delivery of services?**

### **DSA**

- DSA hires attendants
- DSA sets wages for attendants
- DSA does payroll and taxes

### **CDS**

- You hire your own employee(s)
- You set wages and benefits based on your service budget
- You hire a CDS Agency to do payroll and taxes

## **How does CDS work?**

The consumer chooses a CDS Agency (CDSA) that will process his employee's payroll, and act as his agent to pay federal and state taxes. The CDSA must train the consumer on a variety of subjects pertinent to hiring and managing his own employee(s) and assist the consumer with setting up an initial budget for services delivered through CDS. This ensures the consumer is able to make informed decisions regarding recruitment, salaries, benefits, and administrative costs for services delivered through CDS. The CDSA is paid \$1 for every "unit" of services billed.

## **Why would I want to choose CDS?**

- When you hire your own employee(s) you can often find family, neighbors, or friends to work for you.
- Within your allotted service budget, you can set the wages and benefits for your employees.
- You can hire back-up employees for those times when your regular employee is not available to work.

## **How will I find people to hire?**

- You will be given training by the CDSA that you select.
- You can also ask friends, neighbors, and family members if they are interested in working for you.
- In some cases, you can contract with your DSA to provide back-up arrangements.

## **How would my employees be paid?**

- You would have your employees complete timesheets.
- The CDSA you hire will do your payroll and taxes for a set fee.

**Who trains my employee(s)?**

- You train your own employee(s) in the specific tasks you require of them.
- You will be given training materials from the CDSA on how an employee must complete employment and payroll forms.

**How do I do all the paperwork that is required of an employer?**

- You will be given training by your CDSA on paperwork you need to do and the paperwork that the CDSA will do for you.
- You will also be given information on what paperwork you will need to keep for your records.

**What do I do if an employee doesn't work out?**

As the employer, you can dismiss anyone you hire who is not working out. Your CDSA will give you training in how to manage employees as part of being an employer.

**What happens if I choose CDSA and later change my mind?**

- You have the right to decide not to participate in Consumer Directed Services.
- You will be required to be off of the option for at least 90 days before participating in CDS again.

**Who do I call if I need help?**

- If you need help with employer related questions, call your CDSA.
- If you need help with unresolved issues with your CDSA, call your case manager.

**Who's responsible for ensuring that consumers receive their authorized services?**

The consumer takes responsibility for the provision of all program services under CDS (only Habilitation Services and Respite at this time). The consumer will recruit, hire, and supervise his or her own employee(s) and any back-up employee(s). The consumer is also responsible for arranging Respite Services whether in or out-of-home. Out-of-home respite requires a contract between the consumer and the provider of services. The consumer may, if he or she chooses, contract with a DSA to provide backup and/or in-home respite services. The CDSA is not responsible for providing any employee(s) for the consumer.

**How is DADS billed for the services?**

Timesheets, receipts, and invoices related to services delivered are submitted by the consumer to the CDSA. The CDSA pays allowable expenses on behalf of the employer. The CDSA bills DADS for the services provided or allowable costs incurred, and deposits required payroll deductions and withholdings with federal and state agencies. The CDSA is paid \$1 for every "unit" of service billed.

**How do I contract to provide CDSA services?**

Information regarding contracting to provide CDSA services is available from Community Care Contracting. Only agencies contracted to provide a Community Care for the Aged and Disabled program or a DADS Medicaid waiver program are eligible to be a CDSA.