The mission of Community Living Services is to: 

- Be a leader in the continuing process of major systems change.
- Break the cycle of poverty
- Empower 550 people to direct their supports.
- Hire 200 people with disabilities to serve people with disabilities.
- Be one of three managed care organizations in Wayne County.

Wayne County Community Mental Health Agency
Funding Source: Center for Community-DETROIT-Wayne

Community Living Services
Community Mental Health Authority of Oakland County

Community Living Services

Support for people with developmental disabilities in Oakland County

39427-3600
248-497-2666

Community Living Services
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Community Living Services
Community Mental Health Authority of Oaklan
People choose their lives. They need:
- People set up and control the support
- Service providers
- Case manager / Support Coordinator
- and know them well (people who love them)

Need to be clear that everyone knows who
- People have the authority to control
- People have the authority to control
- People have the authority to control
- People have the authority to control
- People have the authority to control
- People have the authority to control

Freedom
- Freedom to think outside of the box
- Freedom to dream
- A meaningful life for themselves
- People have the freedom to determine

Self-Determination

It's not a program - it's a way of life!

At CLS, supporting people in leading self-directed lives is our way of doing business.
Funding people, not programs

Never Forget Our Purpose

What Does This Mean for You?

CONFIRMATION

Responsibility
### Viewing Services Differently

- **Work for:**
  - People who need to be helped and support the nursing home.
  - People who need to be more in control of their lives. If their families are more in control of their lives, they are likely to be more in control of their services.
  - People who need to be more in control of their services.

- **Budget:**
  - Need to be flexible and support the person in a way that supports their needs and goals.
  - Budget needs to be flexible and support the person in a way that supports their needs and goals.
  - People who need to be more in control of their lives.

### Authorization + Rates = Budget

#### Plan Authorization + Rates = Budget

1. **Authorization of Services**
   - Authorization of Services
   - Authorization of Services
   - Authorization of Services
   - Authorization of Services

2. **Identification of Needs**
   - Identification of Needs
   - Identification of Needs

3. **Budget Development**
   - Budget Development
   - Budget Development
   - Budget Development

#### Goal of Consistency & Trust

- Review CTSO & CTSO Monthly
- Serve in Customer Service Role
- Serve in Customer Service Role
- Serve in Customer Service Role
- Serve in Customer Service Role

- Review Program Progress Notes
- Review Program Progress Notes
- Review Program Progress Notes
- Review Program Progress Notes

- Support and engage with the person/family through our system.
- Support and engage with the person/family through our system.
- Support and engage with the person/family through our system.

#### Budget Process

- We start at $0.00 and then develop a zero (0) based budget to match.
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#### Categories of Care

- Based on historical costs/benchmarks or other method option to use
- Based on historical costs/benchmarks or other method option to use
- Based on historical costs/benchmarks or other method option to use

<table>
<thead>
<tr>
<th>Category of Care</th>
<th>Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1</td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>Category 2</td>
<td>$200</td>
<td></td>
</tr>
<tr>
<td>Category 3</td>
<td>$300</td>
<td></td>
</tr>
<tr>
<td>Category 4</td>
<td>$400</td>
<td></td>
</tr>
</tbody>
</table>

#### Authorization of Services

<table>
<thead>
<tr>
<th>Authorization</th>
<th>Service</th>
<th>Rate</th>
</tr>
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<tr>
<td>Category 1</td>
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<td>Service3</td>
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</tr>
<tr>
<td>Category 4</td>
<td>Service4</td>
<td>Rate4</td>
</tr>
</tbody>
</table>

### Example Table

<table>
<thead>
<tr>
<th>Date</th>
<th>Service Type</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2023</td>
<td>Service1</td>
<td>$100</td>
</tr>
<tr>
<td>2/1/2023</td>
<td>Service2</td>
<td>$200</td>
</tr>
<tr>
<td>3/1/2023</td>
<td>Service3</td>
<td>$300</td>
</tr>
<tr>
<td>4/1/2023</td>
<td>Service4</td>
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<td>Service4</td>
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Encounter / Costing Data

For submission to county/state:
- Encounter data with costs are entered
- For each person
- Cost information is transferred

Submission of Invoices

- Administration of claims process / claims data
- Negotiation, service provider, etc.
- Name, date of service, start time, duration
- Reporting encounters (no need for separate
  intake form. Contact data that needs to be
  in encounter data in addition)

Due the 2nd business day of the month following

Revenue & Expense Reports

- Individual fees are mailed directly
- Subsequent
  - Assessment of expenditures vs revenue in
    monthly report / total expenditure
  - CL/SF/LOE review, aggregate report
  - For volunteer / shared services
    review, monthly reports are noted
    through the person's file monthly to
    monitor
- The CL/SF review form, who review the
  person's file monthly

Revenue / Expense Reports

- Review revenue / expense form in advance
- Attend the review
- Discuss financial information / support
- Implement
  - If person / family are authorized
- CL/SF look over the budget with

Budget Implementation

- Carefully consider the message
- Seek opportunities to
- Or other facility based supports
- Employment supports verse day programs
- Outcomes (if higher fees for supported
  individuals by paying more for valued
  members)
- Work towards earning your mission

Support System Change

- You are a leader when setting rates.
Budget Changes

Can the current budget support the new or revised service needs?

Trust is Important

- Sometimes it takes time to approach a system.
- Be honest about the limitations of a Medically Processed / Validated system.
- Provide feedback on decision making.
- The establishment of a checking system for good faith actions and arrangements.

Communication is Key

Authorization of Service / Community.

Keep It Simple

- Trust is important as possible.
- User-friendly.
- Make every effort to keep your processes.
- Trust is key.
- Keep the focus on the principles of self-determination and doing the right thing.
Aim High

How to Make it Work

Do things that we are all going to do the right
always... make in order to assure

never think outside of the box.
Don't be afraid to try something

enough.
Never accept the status quo as good

start with those who want to make it work

service.
Strong emphasis on excellent customer

with disabilities.
for all people
Self-Determination
strengthen demand for
inclusion
Commitment to

Michigan Partners for Freedom

community.
Encourage contributions to the

Encourage peer supports.

Establish valuable partnerships.

Organized advocacy.
Support for self-advocacy movement &

Dramatic Budget Changes

already to 24 hour staffing.
(for example, live-in companions &

issue that all options are being explored

examination of options for resolution.

Encourage frequent gathering of support

share first and someone moves out.

time limit the intervention for high cost