



Self-Direction FAQ for Participants

Who do I contact at Wildwood for questions involving my budget?

You will reach out to your Self-Direction Coordinator (see contact sheet for phone numbers/emails). If you do not know who your Self-Direction Coordinator is, please reach out to Michelle Tanner (mtanner@wildwoodprograms.org) and she will provide that information.

Who do I contact at Wildwood for questions about Precision Care?

You will reach out to your Self-Direction Coordinator for any questions or issues with the Precision Care software. If your staff are having issues with Precision Care, they will reach out to their Staffing Coordinator. If your staff do not know who their Staffing Coordinator is, please have them direct their questions to Moriah Roberts (mroberts@wildwoodprograms.org) and she will provide that information. You do not ever need to contact Precision Care Support, as they will just forward your inquiry to us.

How do I know what my budget can pay for?

For any questions on what can or cannot be covered by your budget, you should reach out to your Self-Direction Coordinator and/or your Support Broker. For any items you would like the budget to cover that have not yet been approved, you will need to submit an inquiry to the Reimbursement Committee for review and approval. We strongly encourage doing this prior to making any purchases so you know ahead of time if they can be covered or not.

When will I be reimbursed for expenses through the budget?

We process reimbursements every 2 weeks (see “2025 Reimbursement Schedule” or the attached calendar). Reimbursements must be entered into Precision Care within 60 days of the date Wildwood reviews reimbursements, as indicated on the 2025 Reimbursement Schedule. Please see *2025 Self-Direction Reimbursement FAQ* and *2025 Self-Direction Reimbursement Guide* for more information regarding reimbursements.

How do I hire a staff person through my budget?

If you would like to self-hire your staff, please see the memo “Self-Direction Hiring FAQ” for details. Wildwood will be Employer of Record for your staff, which means we complete background checks, ensure staff have completed required trainings, and handle their payroll, while you determine their schedule and rate of pay. See the “2025 Wildwood SD Handbook” for details on staff expectations, holiday policies, and requirements for mileage and activity reimbursement.

How do I find staff?

Wildwood does not have a pool of available staff, however there are sometimes existing staff who are interested in working with other individuals. Please contact your Coordinator if you are looking for staff. Your Support Broker may also be able to assist you with finding staff, many of them offer this service as part of their Support Broker Agreement. You have the option to add “Staff Advertising” to your budget,

which would cover the costs of posting an ad on many job-search sites, to be reimbursed monthly, which is also something you should speak to your Support Broker about.

What is the difference between my Self-Direction Coordinator and my Support Broker?

Your Self-Direction Coordinator at Wildwood (your Fiscal Intermediary) keeps track of your budget and makes sure all of the Medicaid and OPWDD requirements are met for reimbursements, staff documentation, and other regulatory components. They are your main point of contact for your Self-Direction services.

Your Support Broker is an independent contractor, paid by Wildwood through your budget, but employed by you. Their job is to create and make changes to the budget, and to help you determine how you want to allocate the funds available. They are also responsible for the creation and updating of the Staff Action Plan, which describes your goals and needed supports for your Community Habilitation staff. For a list of services that your Broker provides, please see your Support Broker Agreement.

What is the difference between Community Habilitation, Respite, and Family Reimbursed Respite (FRR)?

Community Habilitation is a goal-based service meant to help increase the individual's independence in areas of their life that are important to them. These goals are determined by the individual and their Circle of Support (Care Manager, Coordinator, Support Broker, Natural Supports) at their biannual Life Plan meetings. Staff must document the goals that were worked on each shift, per Medicaid regulations, and these staff are paid directly from Wildwood. *They must be working on goals for the entire duration of their shift.* **Community Habilitation cannot be provided overnight or during times when the individual is asleep.**

Respite is a service that is meant to give caregivers a break from caregiving duties. Staff can spend time with the individual in their home or in the community, but there are no goals associated with this service and no documentation needed from staff aside from clocking in and out in real time. These staff are paid directly from Wildwood.

FRR is set aside in the budget to pay someone to provide Respite services directly from the budget, without needing to be employed by Wildwood. This is a reimbursement, so the person's caregivers would pay the person first and then submit to Wildwood for reimbursement of these funds. FRR rate must be between minimum wage (\$15.50/hour as of 1/1/25) and the respite reimbursement amount from Medicaid (currently \$29.86/hour).

Please keep in mind that services cannot be provided during school hours for school-aged staff. If your children are home-schooled or utilize remote learning, please provide their school schedule to you Self-Direction Coordinator. **Please note – per diem staff must stay under 30 hours/week and FT staff must stay between 30-40 hours/week. Staff cannot work overtime without prior approval to make sure it fits within the budget and Medicaid rate caps. Respite staff can never work more than 40 hours in a week due to the Medicaid rate cap.**

How much can I pay my staff?

This is determined by your budget, you can budget anywhere from minimum wage up to the maximum allowable rate. Wildwood's rate caps for self-hired staffing are as follows:

- Community Habilitation
 - Per Diem - \$35/hour (over \$25/hour requires justification of qualifications)
 - Full Time - \$30/hour (for those with single-coverage insurance plans)

- Respite
 - Per Diem - \$22/hour
 - Full Time - \$20/hour (for those with single-coverage insurance plans)

What are Wildwood's fringe rates?

- Per diem staff (29 hours or less weekly) - 23%
- Full-time staff (30-40 hours) - 46% - *We must know how many hours/week your staff will be working if they are FT as their benefit contribution is dependent on their hours.*
- Full-time staff who are adding others to their health insurance will have a higher fringe rate (70%) please speak to your SD Coordinator if this applies.

What is the holiday policy?

Staff who are benefit-eligible (30+ hours/week) have paid agency holidays. This means, they **cannot** work on a holiday or the observed agency holiday. If a holiday falls on a weekend, it may be observed on that Friday or Monday, unless otherwise specified (see 2025 SD Calendar for reference). If you have FT staff, you will receive an email reminder from your SD Coordinator prior to the holiday, reminding you that your staff cannot work. Staff who are not benefit-eligible (less than 30 hours/week), can work holidays at their regular rate of pay, but are encouraged to take them off.

If your staff person is benefit-eligible (30+ hours/week, FT fringe rate in budget) you can pay them through FRR if you need them on a holiday, if you have FRR in the budget.

What do I do if I am unhappy with my Self-Direction services?

If you are unhappy with your services or are having concerns with your staff or other team members, please let your Coordinator know so they can help to resolve these concerns. If you are unhappy with your Coordinator, please reach out to the Self-Direction Supervisor, Michelle Tanner, so she can learn more about your concerns and work to resolve them. Self-Direction puts the decisions into the hands of the participant, you can make the decision to change your FI or Broker at any time.