



Frequently Asked Questions (FAQ) for *Services My Way*

Q. Do I have to be in the EPD waiver to enroll in *Services My Way*?

A. Yes, *Services My Way* is currently only available for EPD waiver beneficiaries who live in their natural home.

Q. What are the minimum qualifications for my Participant-directed Worker (PDW)?

A. The PDW must:

- 1.) Be at least 18 years of age or older;
- 2.) Have completed CPR and first aid training;
- 3.) Have completed and passed a criminal background check; and
- 4.) Be legally able to work in the District of Columbia.

Legally responsible individuals may not be paid PDWs, which includes a spouse or a designated guardian.

Q. Can I set my own rate of pay for my PDW?

A. Yes, you can decide the wage rate to pay your PDW; the rate must be within the DHCF wage range. The wage range is from the current District of Columbia Living Wage up to the current rate paid to traditional home health agencies for personal care aide services.

Q. How is my budget determined?

A. Your budget is determined based on your current assessed PCA hours. The budget amount that you are provided is equivalent to the amount of funding that is provided to a home health care agency to provide the same type of services.

Q. How do I get enrolled into *Services My Way*?

A. The first step is to meet with your EPD waiver case manager to discuss *Services My Way*. If you are interested, then your case manager should amend your Person Centered Plan (PCP) to include the *Services My Way* program. *Services My Way* would be included in Section 8 (under “Specific Services Recommended”) of your PCP. Your case manager will then send your PCP to the *Services My Way* program coordinator, Nicole Watts, via our case management system.

Finally, Consumer Direct DC will contact you to schedule a meeting with a Support Broker to provide comprehensive orientation training.

Q. Am I required to have a Natural Support and Emergency Back-up staff identified before I can start *Services My Way*?

A. Yes, when you meet with your Support Broker to complete your enrollment packet you will need to identify both Natural Support and Emergency Back-up staff.

Q. How do I contact Consumer Direct DC?

A. Consumer Direct DC’s website is <http://www.consumerdirectdc.com/>.

You can also reach Consumer Direct DC by phone at 1-844-381-4432.

