

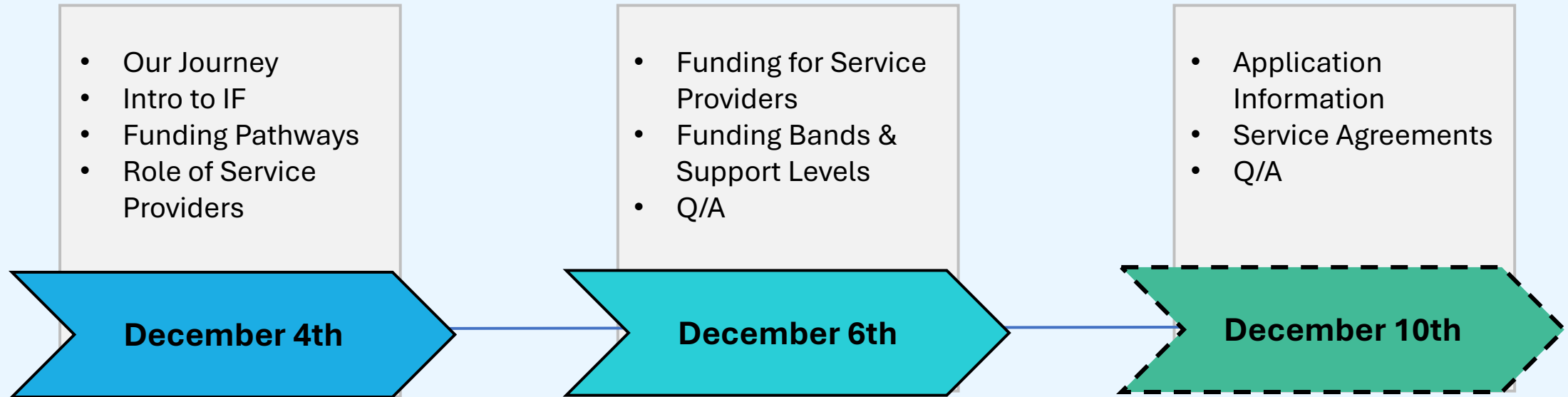
Service Provider Monthly Webinar

The Disability Support Program and The Human Rights Remedy

December 10th, 2024

Welcome!

Welcome to the third service provider information session on Individualized Funding (IF)! Below is a reminder of what we have covered to date, as well as what is to come in today's final session:



- We understand that you may have questions about the content we are sharing – at the **end of the session today, we will have a Q&A period** where you can ask questions. Throughout the presentation, please type your questions in the chat or save them for the end.
- **Following the presentation, we will share a link to a question submission form** where you can submit any outstanding questions – our goal will be to respond to these at the Service Provider Webinar in January.

Agenda



What is our agenda for today?

- Individualized Funding
 - Recap of Previous Sessions
 - Application Process
 - Service Agreements
- No New Admissions Policy Go-Live
- Q/A Period

Administrative Funding

- At the previous webinar, we discussed the **additional 15% of administrative funding that DSP Service Providers would receive on the amount participants direct to them for supports delivered.**
- This means the following:
 - The admin fees will be **calculated and paid based on the total cost of supports delivered by the DSP Service Provider** to the individual.
 - The admin fee is not paid out of the individual's supports budget – it is an additional amount provided to cover the admin costs.

For example, if a participant pays \$1,000 from their direct support hours to a DSP Service Provider, that organization would receive an additional \$150 to cover administrative costs.

- This fee is intended to **cover the cost of administering a participant's funding** when they receive services from a Service Provider.
 - This **includes all non-direct support costs (outside of food and housing costs)** that are currently funded through multiple line items in per diems (i.e., management, supervision, etc.)
 - Admin fees are intended to **cover salaries and expenses for support and leadership positions** as well (e.g., directors, payroll, recruitment, office space, etc.)

Administrative Funding

Potential Items to be built into a DSP Provider's Hourly Support Rate	Additional 15% Administrative Coverage
All-in Direct Support Costs <i>(i.e., hourly rate plus benefits of frontline support staff)</i>	Salaries of Administrative/Supervisory Positions <i>(e.g., office rent, assistants, HR, payroll, EDs, managers/supervisors, etc.)</i>
Variable Costs Associated with Support Delivered <i>(i.e., specialized supports)</i>	
Operational Expenses <i>(i.e., staff transportation, technology, equipment, etc.)</i>	

Note: DSP is not mandating a particular hourly rate for all providers, nor for all individuals receiving services from a provider.

- Items previously covered through per diems, such as food, will now be covered through the 'Basics' amount that a participant receives for their IF.
- This amount is not included in the amount eligible for the additional 15% admin coverage, as it is not related to support delivered.

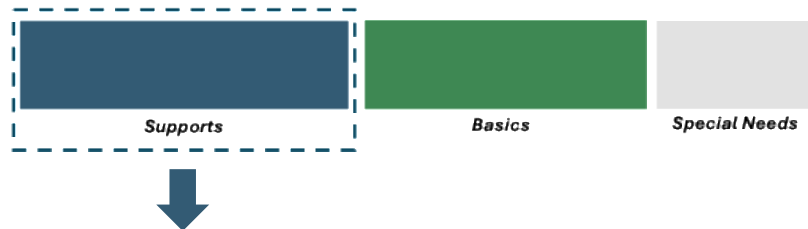
Questions | Responses

Below is a question that was posed following our last IF Session on December 6th.



Will there be access to employer liability insurance for participants self-managing their IF?

Employer liability insurance costs for participants self-managing their IF will be covered under the Allowable Usage Framework, in their support funding amount for their Individualized Funding.

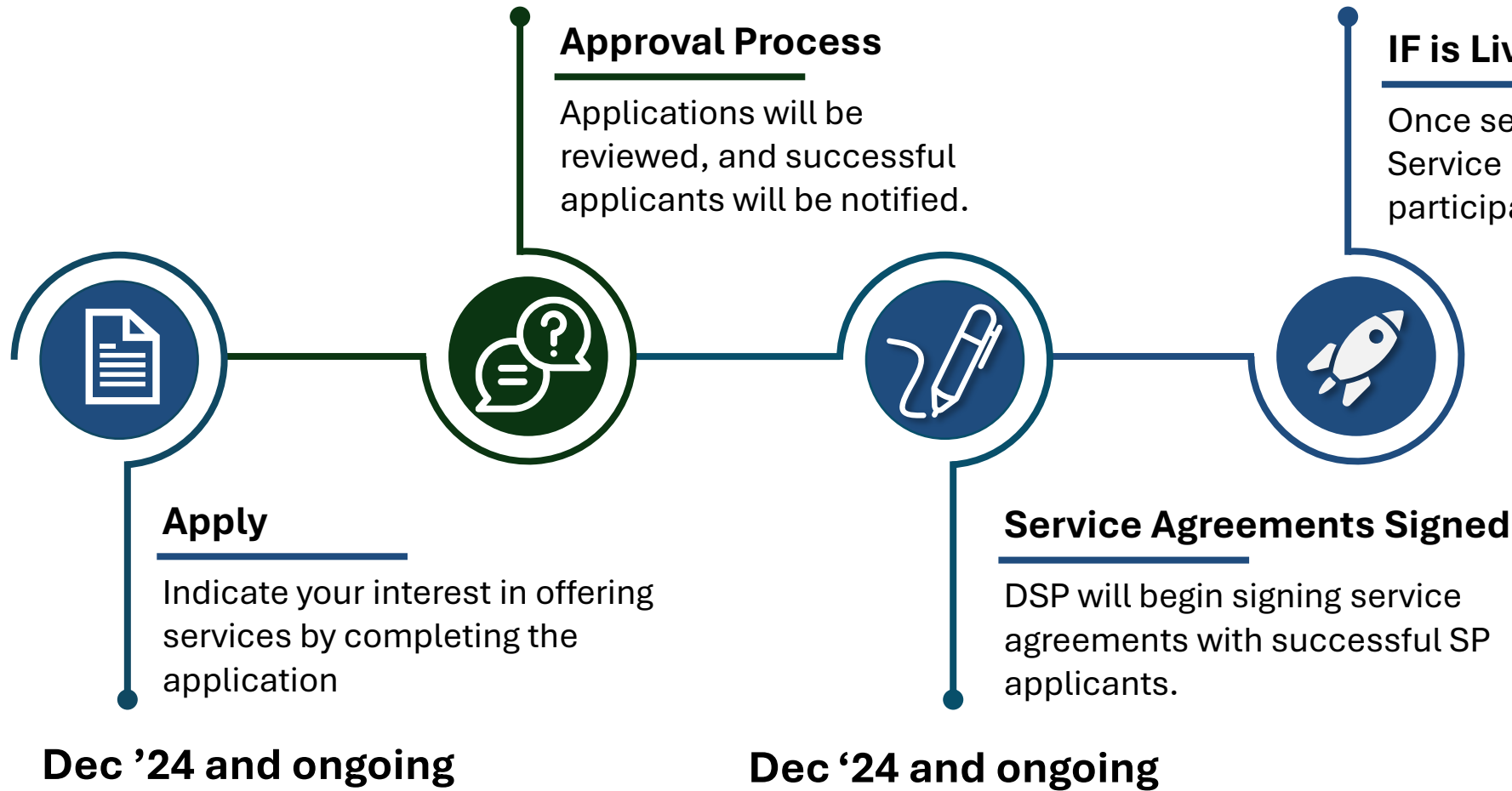


Supports funding can be used to purchase services, supports and other items under the **Allowable Usage Framework**. This includes direct support hours, day programming, and costs associated with community inclusion.

Individualized Funding – Timelines

Dec '24 and ongoing

Jan '25 and ongoing



DSP is targeting **January 2025** to have service providers approved for IF management services.

Some IF Service Providers may be brought on board after this date, subject to timelines for service agreements.

SPs are welcome to wait if they require more time before exploring the opportunity of becoming an IF Service Provider – this process will be ongoing.

IF Management – Application



DSP will launch applications for IF management soon.

The application is focused on ensuring that prospective DSP Service Providers align with Nova Scotia's evolving philosophy on the delivery of disability services, emphasizing participant choice and control over when and how they access supports.

The application process will include an assessment of the SPs' commitment to the Remedy and DSP values, and is fairly similar to other applications (e.g., ILS).

Question Areas		Assessment Criteria	
<ul style="list-style-type: none">• Organizational Information• Indication of Interest• Organizational Philosophy• IF Management	<ul style="list-style-type: none">• Supports Provision• Equity, Diversity, Inclusion, Reconciliation, and Accessibility (EDIRA)• Community, Natural Supports, and Social Inclusion• Monitoring & Evaluation	<ul style="list-style-type: none">• Alignment with the goals of the Human Rights Remedy Report• Qualifications of Staff• Cultural Competency of the Organization and Staff	<ul style="list-style-type: none">• Approach to Services offered• Organizational Policies and Procedures• Internal Review Practices

IF Management – Service Agreements



What is a Service Agreement?

A service agreement is between two or more parties and articulates the terms and conditions of a service relationship. They serve three main functions:

- Articulating the **expectations** of the parties to the agreement.
- Providing a mechanism for **governance** and **issue resolution**.
- Acting as a scorecard against which to examine **performance** and **results**.

Service agreements are a way to formalize and clarify the responsibilities and accountability to all parties.

Who will DSP Service Providers have Service Agreements with?

DSP Service Providers will have **one overarching agreement with DSP**, which outlines expectations for the service. IF management Service Providers will also have **individual agreements** with each participant receiving IF management, outlining the supports they want and how they wish their funds to be managed.

Feedback & Questions



**Thoughts?
Questions?**

- Please **type your questions in the chat** and our moderator will read your question aloud.
- If we are not able to get to your question today, please submit it through our question submission form.
- This will be linked in the chat at the end of this meeting – our goal will be to respond to these at the Service Provider Webinar in January.

No New Admissions Policy (NNAP) Go-Live

As a requirement of the Remedy, the DSP will be introducing **updates to the admissions criteria for Adult Residential Centres (ARCs), Regional Rehabilitation Centres (RRCs), and Residential Care Facilities (RCFs).**

As of January 1st, 2025, no placement admissions will be approved for ARC/RRC/RCF facilities.

- The current DSP admissions policy has been operating under **a restricted admissions approach since 2021.**
- On January 1st the implementation of this policy will impact service provider organizations operating ARCs, RRCs, and RCFs and has been communicated to these groups during the 2024 Spring Closure Communications tour.
- When participants living in these facilities start planning for their transition to community, the impacts of this policy will need to be clearly communicated to them and their support networks **(i.e., moving back into the facility will not be an option).**
- Support services, such as Urgent Staffing and Temporary Offsite Support, are being designed and developed, these will provide essential services to participants when required to **support safe community transitions.**

Link to DSP Service Provider Webinar Folder:

<https://vimeo.com/user/63591273/folder/23217463?isPrivate=false>

Q & A Period

Thank you!

Have questions?