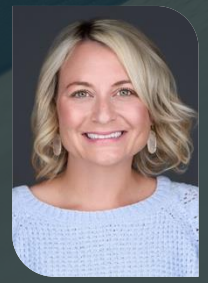
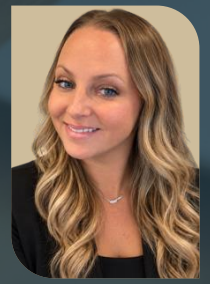
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The Infrastructure Behind Choice:

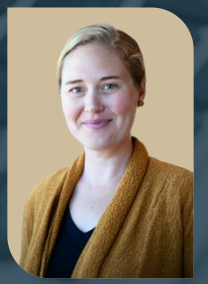
Building Self-Direction Systems That Empower Participants



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Executive Director of The Self-Direction Center
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Participants Don’t Experience Infrastructure.

They Experience Its Impact.

- Can I hire the caregiver I choose?
- Is my caregiver paid accurately and on time?
- Can I get help when I need it?

What does good infrastructure look like when we measure it through the participant experience?



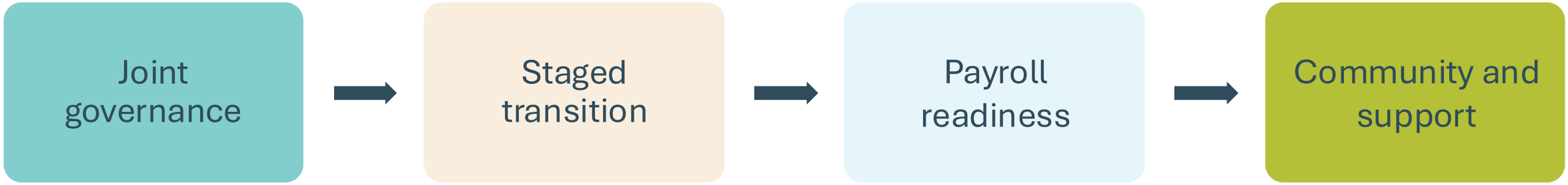
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Protecting Choice Through a Large-Scale Transition

- Approximately 16,035 participants
- Participant, worker, representative, authorization and payroll data
- Two non-negotiables:
  - No service gap
  - No missed payroll

The challenge was not simply moving information. It was protecting services, relationships, pay and confidence.

Continuity Must Be Designed In



Governance, data, enrollment, payroll, technology and support must function as one connected model.

Four Foundations That Enable Choice



Continuity
Protecting services and pay



Access
Making choices understandable and usable



Visibility & Coordination
Reducing handoffs and participant burden



Workforce Stability
Helping people find and retain workers

Partnership is part of the infrastructure.

Bring It Back to Your Program

What infrastructure investment would make the biggest difference in the participant experience within your self-direction program?

Discussion Prompts

What is working well today?

Where is infrastructure creating friction?

What could we do differently?

Table Discussion Guide

Continuity
How can states, MCOs and FMS partners protect participants during transitions or program change?

Participant lens:
Where could infrastructure disruption unintentionally limit participant choice?

Access
What infrastructure makes self-direction easier to understand, access and navigate?

Participant lens:
Are we offering choices participants can realistically access and use?

Visibility & Coordination
How can better integration and information sharing strengthen self-direction?

Participant lens:
How can better coordination reduce administrative burden on participants?

Workforce Stability
What infrastructure helps participants find, hire and retain the workers they choose?

Participant lens:
Does meaningful choice exist if someone is authorized for a service but cannot find a worker?

Identify One Idea Others Could Test or Adapt



1. What problem are we solving?
2. What needs to change?
3. How would it increase choice, control, access or stability?
4. Who needs to be involved?

Infrastructure Should Make Choice Easier to Exercise

1

Infrastructure should protect choice.

2

Partnership is infrastructure.

3

Measure infrastructure through participant experience.

Good infrastructure removes complexity rather than transferring it to the participant.


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Thank You!