

**FROM: Department of Health Services State of Wisconsin Division of
Medicaid Services P-00708B (06/2017) IRIS Service Definition Manual**

IRIS Consultant Services

Definition and Purpose

IRIS Consultant Services are services/functions that assist the participant and/or legal representative in identifying immediate and long-term needs, developing options to meet those needs, and accessing identified supports and services. All participants have the right to select their IRIS consultant by viewing consultant biographies and choosing the individual who best meets their needs. The IRIS consultant assists the participant and/or legal representative in developing person-centered outcomes and ISSPs; and facilitates the processing of all ISSPs and plan updates.

Practical skills training is offered to enable participants to independently direct and manage waiver services and participant-hired workers. Examples of skills training include providing information on recruiting, hiring, and managing participant-hired workers, and providing information on effective communication and problem solving. IRIS consultant services include providing the tools, resources, and information to participants to ensure participants make the most informed choice about their long-term care outcomes, supports, and services as well as understand the responsibilities involved with directing services. The IRIS consultant is not responsible to directly coordinate services, hire, manage, schedule, train, or terminate participant-hired workers.

Through this service, the IRIS consultant provides the participant with the following tools, resources, and information:

- . Person-centered planning and its application
- . The range and scope of individual choices and options
- . The process for changing the ISSP and individual budget
- . The grievance process
- . Risks and responsibilities of self-direction
- . Freedom of choice of providers
- . Individual rights
- . The reassessment and review schedules

- . Other subjects pertinent to the participant and/or family in managing and directing services Assistance may be provided to the participant with:
- . Defining goals, needs, and preferences
- . Identifying and accessing services, supports, and resources
- . Practical skills training (e.g., how to hire, manage, and terminate workers, problem solving, conflict resolution)
- . Developing an emergency backup plan
- . Recognizing and reporting critical events
- . Providing assistance in filing grievances and complaints when necessary
- . Other areas related to managing services and supports **Specific Exclusions and Exceptions (this list is NOT all-inclusive):** Providers of Consulting Services cannot provide other Wisconsin long-term care waiver services to the same participant.

Support Broker Definition and Purpose A support broker is an individual who assists participants in planning, securing, and directing self-directed supports. The services of a support broker are paid for from the participant's self-directed supports budget authority. Support brokers must be independent of any other waiver service provider. Support brokers are subject to caregiver and criminal background checks. A support broker shall be knowledgeable of the local service delivery system and local community- integrated services and resources available to the participant. A support broker shall also be knowledgeable of the typical kinds of needs of persons in the participant's target group. The participant and the IRIS consultant agencies are responsible to assure that a support broker selected by the participant has the appropriate knowledge.

Specific Exclusions and Exceptions (this list is NOT all-inclusive):

Excludes activities included under IRIS Consultant Services or Fiscal Employer Agent services.

Provider Qualifications and Standards: An individual may be considered a qualified support broker only when they demonstrate adequate knowledge of the unique needs/preferences of the participant and the participant's specific target group, and they have knowledge of the local service delivery system and local resources available to the participant. Criminal and caregiver background checks are required. The participant can decide the amount and type of training they require of the support broker.