



Selecting a Provider

Supports Coordinators are a resource to help identify potential providers -- the agency or individual that delivers their service. (see Tip Sheet: Functions of a Supports Coordinator). All individuals registered with the Dept of ID receive Supports Coordination.

- Everyone has the right to choose their provider(s).
- The provider must be willing, qualified, and available to deliver the service.
- All qualified provider agencies are listed in the Services and Supports Directory (SSD) in the online Home and Community Services Information System (HCSIS). Anyone can search the directory by county, service type, and/or provider name at: <https://www.hcsis.state.pa.us/hcsis-ssd>

Once funding is approved, individuals can choose either a Provider Agency or Financial Management Services (FMS) Agency.

Provider Agency:

- Must be registered with the Office of Developmental Programs (ODP)
- May receive funding through Base or Waiver funding when available and approved
- Oversees all aspects of service delivery such as hiring, training, scheduling, compensating, supervising and firing of all staff, including but not limited to management, program development, and direct staff

Financial Management Services (FMS) Agency:

- Available only with Waiver funding.
- Individuals must live in their own home or in a family member or friend's home in order to use FMS.
- There are 2 models: Participant Directed Services, and Agency with Choice. FMS is limited to Respite, In Home and Community Support, Transportation

(public and mileage), Job Support, Companion, and Approved Vendor Services.

Participant Directed Services:

- Palco is the current statewide Vendor Fiscal/Employment Agent (VF/EA) contracted by ODP.
- Under this model, individuals and families are the employer and responsible for hiring, training, scheduling, supervising, and firing direct staff.
- The individual and family submit time sheets and other necessary paperwork to Palco, which then uses Waiver funds to pay direct staff.

Agency with Choice (AWC):

- The Arc of Chester County is the current AWC/FMS contractor.
- In this model, the AWC/FMS contractor (Arc) is the legal employer.
- Individuals and families may recruit and refer staff for hire. The AWC trains and may terminate staff, and handles the financial aspects of employment. Individuals, families and the AWC work together on training, staff hours and scheduling.