

Hawaii Consumer Directed Option (CDO) Roles and Responsibilities

There are 4 major players, each with distinct roles within a self-directed program. Knowing the differences between them can be hard. Please refer to the table below when trying to decide who does what.

Case Manager/CD	Employer	Acumen Fiscal Agent	Employee
Assess needs and identify participant preferences.	Meet with Case Manager to determine support needs	Process all employer and employee paperwork	Accurately complete all employee enrollment paperwork and subsequent updates
Explain CD services available to the participant.	Participate in initial and annual Individualized Service Plan (ISP) meetings with Case Manager and Circle of Supports	Set up participant, employer and employee/s in the DCI system	Arrive to work site on time and perform duties as assigned by employer
Develop initial and annual Individualized Service Plans (ISP) with participant and Circle of Supports	Complete paperwork for CD services, respond to Acumen for enrollment, and accurately complete required paperwork for Acumen, as needed	Conduct background checks	Communicate to Acumen on any address change
Refer CD participant to Acumen and provide the Authorization of units and budget approved for services to participant	Recruit, hire and fire domestic employees Set wage for employees and keep important records on each employee confidential. Schedule, train and supervise employees to provide approved services Provide a safe work environment	Process time submitted and provide payment to employee	Abide by confidentiality policy
Follow up if services are not received or participant health and safety is at risk	Ensure all work time is entered according to Electronic Visit Verification requirements	Provide reports and notices to the employer	Review and follow grievance procedure if/when disputes arise
Conduct reassessments based on changes in condition	Review all time entered by employees and then edit, approve, or reject as appropriate	Provide reports to the State DOH/DDD	Submit truthful and accurate time worked via an appropriate EVV method by the deadline
	Assure that time to be paid is submitted to Acumen Fiscal Agent by designated dates and times	Answer questions about enrollment, payroll, and taxes	Report abuse to the proper authority
	Manage budget funds within the authorized ISP to make sure there are services to last the year	Provide training and on Electronic Visit Verification requirements and methods of time entry	
	Inform Acumen of any address, service, or employee changes	Provide time entered to Sandata for EVV requirements and monitoring	
	Follow all relevant laws and rules on employment	Comply with other program and contact requirements	