

PA Office of Long-Term Living Service Delivery Model Comparison



Feature	Participant-Directed Services (PDS) (Community Living Waiver, Consolidated Waiver, PFDS Waiver)	Agency Model	Services My Way (SMW) (Community HealthChoices Waiver)
Who Chooses the Workers?	You choose the workers you want to support you.	The agency chooses the workers.	You choose the workers you want to support you.
Who Hires the Workers?	You hire your workers.	The agency hires the workers.	You hire your workers.
Who Trains the Workers?	You teach workers how you want things done.	The agency trains the workers.	You teach workers how you want things done.
Who Makes the Schedule?	You decide when workers come and what times work best for you.	The agency makes the schedule.	You decide when workers come and what times work best for you.
Who Supervises the Workers?	You direct and supervise your workers.	The agency supervises the workers.	You direct and supervise your workers.
Payroll and Taxes	A Financial Management Services (FMS) agency handles payroll and taxes for you.	The agency handles payroll and taxes.	A Financial Management Services (FMS) agency handles payroll and taxes for you.
How Much Control Do You Have?	You have the most control over who helps you and how services are provided.	AWC processes payments and withholds taxes.	You have control over your workers and how your budget is used.
Budget Management	The participant or their representative dismisses the worker.	The participant can ask for a worker to be dismissed, and the AWC completes the termination.	The agency decides when to dismiss workers.
Buying Other Approved Supports	Services focus on your approved care and supports.	Services are provided through the agency.	You may use your budget for approved goods and services that meet your needs and goals.
If There Is a Problem	You can work directly with your worker and make changes quickly.	You contact the agency.	You can work directly with your worker and adjust your spending plan as needed.
Best For People Who...	Want choice, flexibility, and control over their services and support team.	Prefer the agency to manage workers and schedules.	Want to direct their workers and manage a budget for approved supports.