

Maryland Department of Health and Mental Hygiene

**Developmental Disabilities  
Administration  
SELF-DIRECTED SERVICES**

Presented by: Kim Gscheidle  
For the Community First Choice Meeting  
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# DDA's

## Vision

- All Marylander's lead personally defined and fulfilling lives.

## Mission

- DDA *partners* with people with developmental disabilities to provide leadership and resources to live fulfilling lives.

# DDA's Goals

People with developmental disabilities...

- ✓ direct their lives;
- ✓ have viable support options; and,
- ✓ have information to make decisions.

# DDA Eligibility

1. “Developmentally Disabled” (DD);
  2. “Supports Only” (SO); or
  3. Not eligible
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# “Developmentally Disabled”

Maryland’s definition and criteria for a “developmental disability” is established under Maryland Health-General Article §7-101 and differs slightly from the federal definition.

Eligibility is not based on category or name of disability. People need to meet all specific criteria established in law.

Therefore, people with a developmental disability diagnosis are not necessarily eligible for services under the DDA.

# “Developmentally Disabled”

Severe chronic disability that is:

1. Attributable to a physical or mental impairment, other than the sole diagnosis of mental illness, or to a combination of mental and physical impairments
  2. Likely to continue indefinitely
  3. Manifested before the age of 22
  4. Results in an inability to live independently without external support or continuing or regular assistance
  5. Reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are individually planned and coordinated for the individual
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# Supports Only

## Eligibility

1. Severe chronic disability that is:  
Attributable to a physical or mental impairment other than a sole diagnosis of mental illness, or to a combination of mental and physical impairments
  2. Likely to continue indefinitely
- 

# Self Directed Services Background

DDA has a long history of offering self directed services options for people with developmental disabilities and their families

- ✓ Robert Woods Johnson Grant
- ✓ New Directions Waiver Program

# Robert Woods Johnson (RWJ) Grant

➤ “MD's Self-Determination for People with Developmental Disabilities ” project operated with support from 1997 to 2000

➤ Initial pilot included 141 people

➤ Plan

*Services that were traditionally bundled to support populations and provider controlled were redesigned so people could self-direct to meet their own specified needs.*

# RWJ Grant Key Results

- 373 new consumers began receiving tailored support services
- Publication - "I Didn't Know That Was Possible..."
- DDA introduced self-determination practices outside the pilot sites
- By the end of 2000, more than 2,500 people from the waiting list had begun receiving services using a self determination approach

# RWJ Grant Key Results

- Reported improved quality of services for people with SD budgets (by The Arc of Frederick County)
- Number of self-advocacy groups increased over the life of the grant, increasing the support available to individual consumers, and giving the community of people with developmental disabilities a greater voice in Maryland.

# **New Directions Waiver Program**

- 1915 (c) Medicaid Home and Community Based Service Waiver
- Implemented in July 2005
- Supports over 200 people
- Offers both self directed and traditional services

# New Directions Waiver Eligibility

- ▶ Meet New Directions waiver criteria
  - Technical – DD eligible, live in your own home or family home in the community
  - Medical - ICF/ID Level of Care
  - Financial criteria - 300% of SSI
- Transitioning from the DDA Community Pathways waiver or identified as a priority for DDA funding

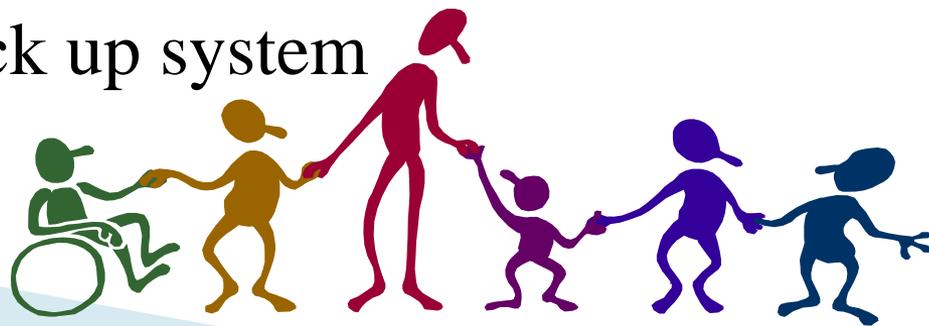
# New Directions Individualized Budget

For People transitioning from the Community Pathways waiver – their current budget in that program

For People New to Funding – established via the *Individual Indicator Rating Scale* conducted by independent provider under contract by the DDA

# New Directions Requirements

- ▶ Be willing to take greater control and responsibility for own services
- ▶ Sign and comply with “Participant Agreement”
- ▶ Select a Certified Support Broker (SB)
- ▶ Select and use a Fiscal Management Service (FMS)
- ▶ Maintain waiver eligibility
- ▶ 2 Level Emergency Back up system



# New Directions

## Self Directed Service Options

- ▶ *Support Brokerage*
- ▶ *Fiscal Management Services*
- ▶ *Community Supported Living Arrangement*
  - *Personal Assistance (Personal Care)*
  - *Retainer Fee*
- ▶ *Live In Caregiver Rent*
- ▶ *Family and Individual Supports*
- ▶ *Respite*

# New Directions

## Self Directed Service Options

- ▶ *Employment*
  - *Supported Employment*
  - *Employment Discovery and Customization*
  - *Community Learning Services*
- ▶ *Community Access Transportation*
- ▶ *Assistive Technology*
- ▶ *Accessible Adaptations*
- ▶ *Adaptive Equipment*
- ▶ *Transition Services*

# New Directions Traditional Service

- Resource Coordination
- Traditional Day Habilitation Services
- Medical Day Care
- Behavioral Support Services

# Steps to becoming a Self-Directed Participant in New Directions

- ▶ Contact the Regional Office
- ▶ Complete the checklist –Regional Information Form
- ▶ Meet with the Resource Coordinator
- ▶ Apply to the waiver
- ▶ Develop a Circle of Support/Team
- ▶ Hire a Support Broker and FMS
- ▶ Develop the Individual Plan and Budget (e.g. Plan of Care)
- ▶ Assume responsibilities as an employer
- ▶ Hire and Train staff



# Person Centered Plans (PCP)

- The “person” receiving services is the focus of the plan
- Identifies abilities and what makes person unique as well as their disability related needs
- Focus on person’s needs right now and their vision of a desired lifestyle for the future
- Includes strategies that support
  - ✓ Hopes, dreams, and addresses fears
  - ✓ Preferences and desires
  - ✓ Health and safety needs,
  - ✓ Short and long-term goals
  - ✓ Satisfaction

# Person Centered Plans Tools

There are various planning tools that can be utilized to develop a person centered plan including national/copy righted tools such as:

- Essential Lifestyle Planning (ELP)

This tool was used for the Rosewood Closure

- Personal Futures Planning,

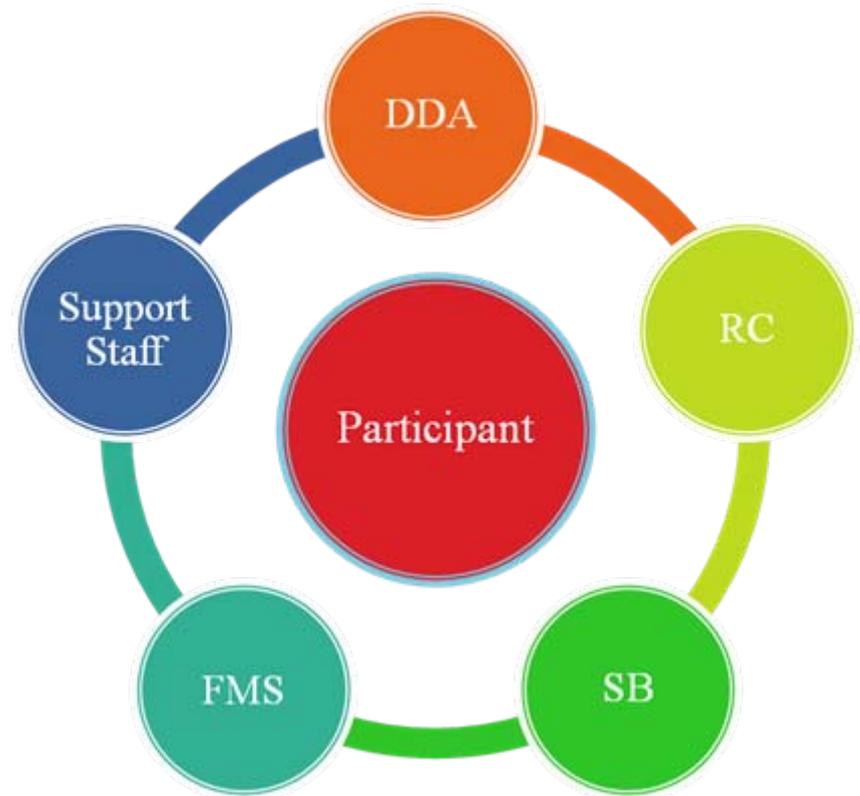
- MAPS,

- PATH, or

- An equivalent person centered planning tool

# Roles and Responsibilities Overview

- ▶ Participants
- ▶ DDA
- ▶ Resource Coordinator
- ▶ Support Broker
- ▶ Fiscal Management Services
- ▶ Support Staff



# Participant (The Person)

- ▶ Become Employer
- ▶ Recruiting and Advertising
- ▶ Contents of an Advertisement
- ▶ Screening Applicants
- ▶ Conducting Interviews
- ▶ Comply with federal & State Labor laws and waiver rules
- ▶ Checking References
- ▶ Staffing Requirements
- ▶ Training Staff
- ▶ Employee Considerations
- ▶ Employee Benefits

Note: Tasks can be performed independently by the person, shared, or delegated to members of their team such as the Support Broker.

# Resource/Service Coordinator

- ▶ Coordinates planning and budgeting process
- ▶ Assists individual/family to interview & choose a support broker
- ▶ Assists the individual/family to chose an FMS, if they have not already
- ▶ Ensure the New Directions Individual Plan and Budget is completed and submitted to the regional New Directions Coordinator
- ▶ Act as one of the checks and balances to ensure quality services/supports (Monitors plan)
- ▶ Monitor monthly budget statement
- ▶ Monitor Emergency Back Up usage

# DDA Staff

- ▶ Regional Offices (Central, Eastern, Southern, and Western) are the first point of contact to start process
- ▶ Authorize Resource Coordination Services
- ▶ Review status and if applicable sends the preliminary authorization to pursue New Directions
- ▶ Reviews and Authorizes Waiver enrollment and the Individual Plan and Budget based on program requirements
- ▶ Communicates approval from DEWS
- ▶ Authorizes FMS to process payments for approved budget

# Support Broker

- ▶ Act as person's "Human Resource Department"
- ▶ Supports and services necessary will vary depending on the specific request and needs of the waiver participant but may include:
  - ✓ Assist in recruiting, hiring and terminating of staff
  - ✓ Assist in managing the budget, supports, and services
  - ✓ Supervise staff
  - ✓ Review Timesheets
  - ✓ Work with the DDA and Fiscal Management Service (FMS) on budget and employment issues
  - ✓ Work with the Resource Coordinator in developing the New Directions Plan
  - ✓ Assure FMS receives required paperwork in order to pay the bills

# Support Broker Requirements

- ▶ Must pass a criminal background investigation and not be convicted of a serious crime or Medicaid Fraud prior to being hired.
- ▶ Understands and supports self-determination and self direction,
- ▶ Must be organized, responsible, and a champion for the person.
- ▶ Must attend Support Broker training and be “certified” by the DDA or its designee every two year.

# Support Broker Requirements

- Can be a family member, independent, or agency provider
- Can be:
  - 1) Paid for services (hired) based on an agreed negotiated rate of pay and scope of work but also what tasks they will perform; or
  - 2) Unpaid (in-kind donation of family member or friend)
- Can not be the person's representative payee
- Can not also provide paid direct services;
- Must commit to a minimum of 4 hours per month of service

# Support Broker Training

- Targets people interested in self-directing , family members, potential support brokers, and resource coordinators
- Training provided via contracted agency or DDA staff
- Trainings statewide
- Training on New Directions Guide
- Future Trainings to include: Overview of DDA Services System, SB Introduction, SB Re-Certification, and Developing Budgets

# New Directions Guide

Sections:

1. Self-Determination & The Dignity of Risk
2. New Directions Basics & Person Centered Planning
3. Roles and Responsibilities: Services Plan, Fiscal Management Services Information
4. Being the Employer
5. New Directions Plan (IP&B): Pointer for Success
6. Health and Safety: Critical Incidents Procedures
7. New Directions Forms
8. Support Broker Manual

# Fiscal Management Service (FMS)

- ▶ Act as an Employer Agent to help the person meet the requirements of being an employer
- ▶ Establishes “employer” status for the participant with the IRS (e.g. Employer Identification Number (EIN))
- ▶ Performs “payroll functions for person”
  - ✓ Pay bills associated with approved budget for staff (services) and supports as directed by the individual and outlined in their plan and budget.
- ▶ Maintains all employer records for the waiver participant who is the actual employer.



# New Directions Fiscal Management Providers

- The Arc of the Central Chesapeake Region, Inc.
- MedSource Community Services, Inc.

# New Directions –Background Checks

- ▶ Required for all direct care staff and support brokers
- ▶ Request, processed, and reviewed by the Fiscal Management Provider
- ▶ Reviewed and approved by the participant

# New Directions – Training Requirements

## Direct Care Staff

- First Aid and CPR

## DDA Licensed Providers – staff training requirement

- Specified DDA trainings required by COMAR 10.22.02.11 such as Fundamental Rights, Principles of Behavior Change, Community Integration, Individual-directed, Outcomes, Communicable Diseases, Supporting People Making Decisions, Communication Skills, Seizure Disorders Management of Disruptive Behaviors, Medication Administration, etc.
- Others as specified by the participant (e.g. their behavior plan, etc.)

# New Directions Financial Accountability

- Participant Agreement
- Fiscal Intermediary
- Federal Waiver Assurance
  - Medicaid Oversight

# New Directions Challenges

- Good philosophy but enrollment and development of plan processes complex, confusing, and lengthy  
Option: Update/Modernize Waiver, Policies, and Processes
- Support Broker Competency Needed  
Option: Modernize training and explore options
- Family members as providers (e.g. Support Brokers or direct care staff) can hinder and conflict with person's goals and outcomes  
Option: Explore "family conflict" policy from other states
- Quality Assurance –incident reporting, services provided in unlicensed home, etc.  
Option: CMS Technical Assistance

# Contact Information

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