

MARYLAND DEPARTMENT OF HEALTH

Maryland's Self-Direction Service Delivery Option

Developmental Disabilities Administration

July 24, 2018

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Developmental Disabilities Administration



Developmental Disabilities Administration

- We **believe** that ALL people have the right to live, love, work, learn, play and pursue their life aspirations in the community
- We **partner** with people with developmental disabilities and families to provide support and resources to live fulfilling lives
- We **provide** a coordinated service delivery system to enable children and adults with intellectual and developmental disabilities and families to work toward self-determination, interdependence, productivity, integration, and inclusion in all facets of community life across their lifespans
- We are **one of many resources**, services and supports available to assist individuals and families as they build their lives toward their vision of the of the “Good Life”

DDA's Goal

To provide support for individuals and their families to determine what is important **To** and **For** them to achieve the “good life.”



DDA Service Delivery Models

Self-Directed Model

- Promotes personal choice and control over the delivery of services and budget
- Participant or designated representative assumes employer and budget authority responsibilities as the “employer of record”

Employer Authority responsibilities include:

- ✓ decision-making authority to recruit, hire, train and supervise the individuals who furnish their services

Budget Authority responsibilities include:

- ✓ decision-making authority over how the Medicaid funds in a budget are spent

Traditional Model

- Services provided by various DDA Approved or Licensed community agencies
- Provider assumes all responsibilities as the “employer of record”

What is Self-Direction

- Self-direction, also referred to as participant direction or consumer direction, helps people of all ages, maintain their independence at home by choosing the mix of services and supports that work best for them
- Self-direction is built on the belief that the people receiving the services and supports know their needs best and are in the best position to plan and manage their own services
- People in Maryland Self-direction and their caregivers have experienced great success with self-direction across the state

Self-Direction in Maryland...

- Participants or their legal guardian have the option to choose the self-directed service delivery model
- Adult participants can independently self-direct their services or choose a “designated representative”
- A designated representative is a person authorized by the participant, on the form provided by the Department, to serve as a representative in connection with the provision of services or supports under the self-directed services delivery model
- The participant, legal guardian, or his/her designated representative must be capable of making informed decisions in order to participate under this service delivery model

Self-Direction in Maryland...

- Participants choosing to use the self-directed service delivery model have access and support from Advocacy Specialist, Coordinators of Community Services, Support Brokers, and Fiscal Management Services
- Support Broker services is an optional administrative service and no longer included in the participant's self-directed budget
- Participants can exercise employer or budget authorities on various services. Employer authority means the participant has decision making authority over staff that provide specific services. The participant is the common law employer

Self Direction Authorities

| Employer Authority | Budget Authority | |
|---|--|--|
| <ul style="list-style-type: none"> ✓ Community Development Services ✓ Personal Supports ✓ Respite Care ✓ Transportation ✓ Supported Employment | <ul style="list-style-type: none"> ✓ Assistive Technology ✓ Behavioral Support Services ✓ Community Development Services ✓ Day Habilitation ✓ Employment Discovery and Customization ✓ Employment Services ✓ Environmental Assessment ✓ Environmental Modifications ✓ Family and Peer Mentoring Supports ✓ Family Caregiver Training and Empowerment Services ✓ Housing Support Services ✓ Individual and Family Directed Goods and Services ✓ Live-In Caregiver Supports | <ul style="list-style-type: none"> ✓ Nurse Consultation ✓ Nurse Health Case Management ✓ Nursing Case Management and Delegation Services ✓ Participant Education, Training, and Advocacy ✓ Supports Personal Supports ✓ Remote Support Services ✓ Respite Care Services ✓ Supported Employment ✓ Supported Living ✓ Transition Services ✓ Transportation ✓ Vehicle Modifications |

Criteria for Participation

- The DDA must ensure, with recommendations by the Coordinator of Community Services (CCS) and the person's team, that the participant, or his or her designated representative, is capable of making informed decisions regarding how services are provided such that there is:
 - (1) No lapse or decline in the quality of care; and
 - (2) No increased risk to the health or safety of the participant
- The CCS with input from the team will share information with the participant about the rights, risks, and responsibilities of managing his/her own services and managing and using an individual budget by using a questionnaire
- This process is documented with the Self-directed Services Agreement to indicate the participant or his or her designated representative is capable of making informed decisions

Self-Direction Support Team

Self-Direction Supports

- Coordinator of Community Services
- Support Broker Services
- Fiscal Management Service
- Advocacy Specialist



Coordinator of Community Services

- The CCS provides information on availability of services, benefits, responsibilities, and liabilities associated with participation in the Self-Directed Service Model
- The CCS provides this information during the initial meeting, the annual Person-Centered Planning Meeting, during quarterly monitoring visits and upon request

***Assess
Plan
Connect
Monitor
Advocate
COORDINATION***



Coordination of Community Services
Transforming, Coordinating & Motivating

Coordinator of Community Services

Assisting with:

- ✓ Development of the participant's Person-Centered Plan (PCP)
- ✓ Ensuring people's health and safety needs are met
- ✓ Development of the annual budget to be submitted for DDA approval
- ✓ Information and assistance related to Support Broker and FMS options



Monitoring that:

- ✓ Services are being delivered in accordance with the person's PCP and DDA-approved annual budget
- ✓ Participants are satisfied with the services they are receiving.



MySupport BROKER

- Is an optional administrative service in the Community Pathways waiver
- Provides employer related information and assistance for a participant in support of self-direction to make informed decisions related to day-to-day management of their services and budget.
- Assist participants (or their designated representative) with the human resources employer-related functions necessary for successful self-direction. This includes an initial introductory orientation related to the “employer of record”, Department of Labor, and applicable federal, State and local employment requirements
- Assist in the development of staff policies, procedures, schedules, and backup plan strategies
- Coaches in the recruitment, advertising, and interviewing potential staff.
- Are an active member of the participant’s team

Information, Coaching & Mentoring

- The Support Broker provides **information**, **coaching**, and **mentoring** related to:
 - ✓ Risks and responsibilities as the common law employer
 - ✓ Practical skills such as recruitment, hiring, training, scheduling, managing and terminating workers, and conflict resolution
 - ✓ Employer and staff required forms and documents
 - ✓ Development and adjustment to staff and service schedules
 - ✓ Effective supervision techniques and staff evaluation strategies
 - ✓ Managing service budgets
 - ✓ Reviewing and approving timesheets or other invoices
 - ✓ Reviewing monthly statements from the FMS, and budget adjustment strategies
 - ✓ Recognizing and reporting incidents
 - ✓ filing complaints as per the Policy on Reportable Incidents and Investigations
 - ✓ Risk management agreements



Support Broker Services

- Support Broker services are an optional service and not required
- Support Brokers do not make any decision for the participant, sign off on service delivery or timesheets, or hire or fire workers.
- Transitioned from Waiver Service to an **Administrative Service** in the Community Pathways Waiver. It is still a waiver services in the Family Supports and Community Supports waiver until we realign all the DDA waivers. In the future Support Broker will be an administrative services in all DDA waivers



Fiscal Management Services

➤ Fiscal Management Services (FMS):

- ✓ The DDA contracts with independent community organization for fiscal management services to support participants that are enrolled in the DDA's Self-Directed Services Model
- ✓ Assistance with the financial tasks of managing employees for participants who self-direct their services
- ✓ Address federal, state and local employment tax, labor and workers' compensation insurance rules and other requirements that apply when the participant functions as the employer of workers



Fiscal Management Services

- FMS assists the participant or legally authorized representative to:
 - ✓ Manage and direct the disbursement of funds contained in the participant-directed budget
 - ✓ Perform fiscal accounting and make expenditure reports to the participant or family and State authorities
 - ✓ Make financial transactions on behalf of the participant when the participant has budget authority



Fiscal Management Services

Employer Authority tasks such as:

- Assisting the participant in verifying workers' citizenship or legal alien status (e.g., completing and maintaining a copy of the BCIS Form I-9 for each support service worker the participant employs);
- Assisting the participant to verify provider certifications, trainings and licensing requirements;
- Conducting criminal background checks;
- Collecting and processing timesheets of support workers;
- Operating a payroll service, (including process payroll, withholding taxes from workers' pay, filing and paying Federal (e.g., income tax withholding, FICA and FUTA), state (e.g., income tax withholding and SUTA), and, when applicable, local employment taxes and insurance premiums; and
- Distributing payroll checks



Fiscal Management Services



Budget Authority tasks such as:

- Acting as a neutral bank, receiving and disbursing public funds, tracking and reporting on the participant's budget funds (received, disbursed and any balances);
- Maintaining a separate account for each participant's participant-directed budget;
- Tracking a participant funds, disbursements and balancing participant funds;
- Processing and paying invoices for goods and services approved in the service plan; and
- Preparing and distributing reports (e.g., budget status and expenditure reports) to participants, DDA, and other entities as requested.



Regional Advocacy Supports

- Peer to Peer support to people self-directing services
- Build relationships with self-advocates, self-advocacy groups and providers
- Support other self-advocates to learn about and understand self-directed services
- Coordinate and conduct trainings on Self-Direction



You are not alone

Responsibilities

Self-Direction Authorities

➤ Employer Authority

- ✓ decision-making authority to recruit, hire, train and supervise the individuals who furnish their services
- ✓ The participant functions as the common law employer

➤ Budget Authority

- ✓ decision-making authority over how the Medicaid funds in a budget are spent
- ✓ Accepts the responsibility to manage their budget
- ✓ A participant's self-directed budget is determined through a person-centered planning process that offers budget flexibility while ensuring that the amount of the self-directed budget is not greater than the cost of traditional services for that individual

Additional Resources

Recruitment Support

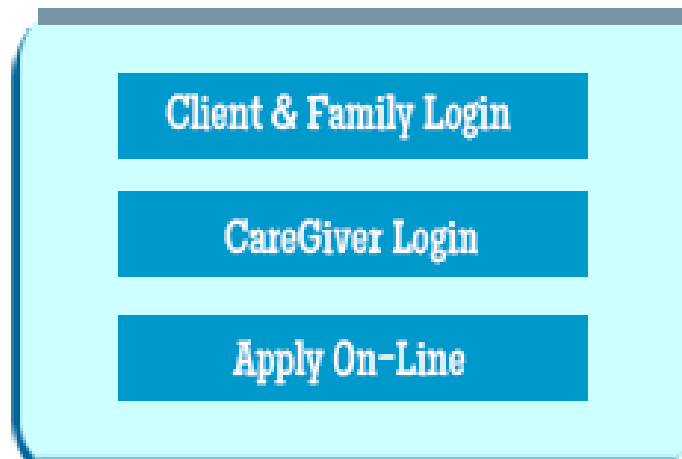
➤ Dedicated funding to support the recruitment of staff such as:

✓ Developing and printing flyers

✓ Accessing Staffing Registries



Log In



Self-Direction Regional Leads

| Region | Counties Served | Contact Information |
|--|---|--|
| Central Region (CMRO) 1401 Severn St, Suite 200 Baltimore, Maryland 21230 | Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County | Ola Otuye olasubomi.otuyelu@maryland.gov 410-234-8235 |
| Eastern shore Region (ESRO) 926 Snow Hill Road, Building 100 Salisbury, MD 21804 | Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties | Jonna Hitch jonna.hitch@maryland.gov 410-572-5920 |
| Southern Region (SMRO) 312 Marshall Avenue, Suite 700 Laurel, Maryland 20707 | Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties | Tia Henry tia.henry2@maryland.gov (301) 362-5147 |
| Western Region (WMRO) 1360 Marshall Street Hagerstown, Maryland 21740 | Allegany County, Carroll County, Frederick County, Garrett County, Washington County | Tina Swink tina.swink@maryland.gov 240-313-3877 |

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Questions

