Developmental Disabilities Administration (DDA)
The Self-Directed Services Delivery Model

Agenda

- Introduction
- Overview of Self Direction
- Plan Development and Approval Process
- Budget Development and Approval Process
- Plan Implementation
- Questions

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What is Self Direction?

What is Self-Direction

- Self-directing empowers the person by expanding the degree of choice and control over the services and supports they receive

- It gives people decision-making authority and lets them take responsibility as the legal "employer" for managing their services with the help of a team they select

- Self-direction means people decide what they want to achieve, how they want to live their lives, what supports they want, and what will meet their needs

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Service Delivery Models

Self-Directed Model

- Promotes personal choice and control over the delivery of services and budget

- Participant or their 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 Certified or Licensed community agencies

- The Provider assumes all responsibilities as the "employer of record"

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Self-Direction Authorities

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

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Self- Directed Authorities

Employer Authority	Budget Authority	
• Community Development Services • Employment Services (Ongoing Supports and Follow Along only) • Nursing Support Services Participant Education Training and Advocacy Supports • Personal Supports • Respite Care Services • Transportation	• Assistive Technology • Behavioral Support Services • Community Development Services • Day Habilitation • Employment Services • Environmental; Assessment • Environmental Modification • Family Caregiver Training and Empowerment Services • Housing Support Services • Individual and Family Directed Goods and Services	• Live-In Caregiver Supports • Nursing Support Services • Personal Supports • Participant Education Training and Advocacy Supports • Remote Support Services • Respite Care Services • Supported Living • Transition Services • Transportation • Vehicle Modification

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Self-Directed Support Team

The Team

- The Person
- The Coordinator of Community Services (CCS)
- The Support Broker
- The Fiscal Management Services (FMS)
- The Advocacy Specialist
- The Employees, Providers, Vendors, and Contractors

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The Person (Participant)

- Develops their vision and helps to figure out how to achieve what they want through a Person-Centered planning process. This includes figuring out the types of services and frequency of services

- Develops a self-directed budget for services authorized in their Person-Centered Plan based on their yearly allocated funds

- Uses allocated funds responsibly to achieve what is in the written Person-Centered Plan

- Makes decisions on people or agencies that can coach and mentor in making hiring and purchasing decisions to put the Person-Centered Plan into action

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The Person (Participant)

- Reviews budget expenses on a regular basis to be sure their needs can be met for the length of the Person-Centered Plan

- Interviews, hires, trains, manages, evaluates and, if necessary, dismisses employees, vendors, and contractors as the official employer of service

- Schedules and participates in Person-Centered Plan review meetings as needed to be sure needs are still being met

- Determines whether they are satisfied (or not) with the staff vendors, and contractors they employ

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The Person (Participant)

- Is responsible for communicating with their Coordinator and team if they feel they are not receiving the supports they need or if someone is treating them poorly

- Needs to be open to considering new ideas, changes, and learning some new skills. This includes trying new things and possibly taking a bit of risk but should not put their health and safety in jeopardy

- Agrees to follow all federal, State guidelines, policies, regulations, and laws including the DDA Waiver services and Department of Labor laws

- Advocates for their rights, speaking up for themself, having a voice, and standing up for what they believe

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The Coordinator of Community Services

- The Coordinator of Community Services (CCS) provides information on availability of services, benefits, responsibilities, and risks 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 at any other times if needed

Coordination of Community Services
Transforming, Coordinating & Motivating

Assess
Plan
Connect
Monitor
Advocate
Coordinate

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14

The 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

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The Support Broker

- Is an optional service in all three DDA waivers

- 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

- Assists 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

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The Support Broker

- Can assist in the development of staff policies, procedures, schedules, and backup plan strategies
- Coaches in the recruitment, advertising, and interviewing of potential staff
- Can be an active member of the participant's team

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The Support Broker- Information, Coaching and 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 monthly statements from the FMS, and budget adjustment strategies
  - ✔ Recognizing and reporting incidents
  - ✔ Filing complaints as per the Policy on Reportable Incidents and Investigations
  - ✔ Reports any incident or issue that could impact the person's health or safety

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Fiscal Management Services (FMS)

- 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 (FMS)

Support 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 (FMS)

Support 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's funds, disbursements and balancing 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

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Regional Advocacy Support

- Provides Peer to Peer support to people self-directing services

- Builds relationships with self-advocates, self-advocacy groups and providers

- Supports other self-advocates to learn about and understand self-directed services

- Coordinates and conducts trainings on Self-Direction

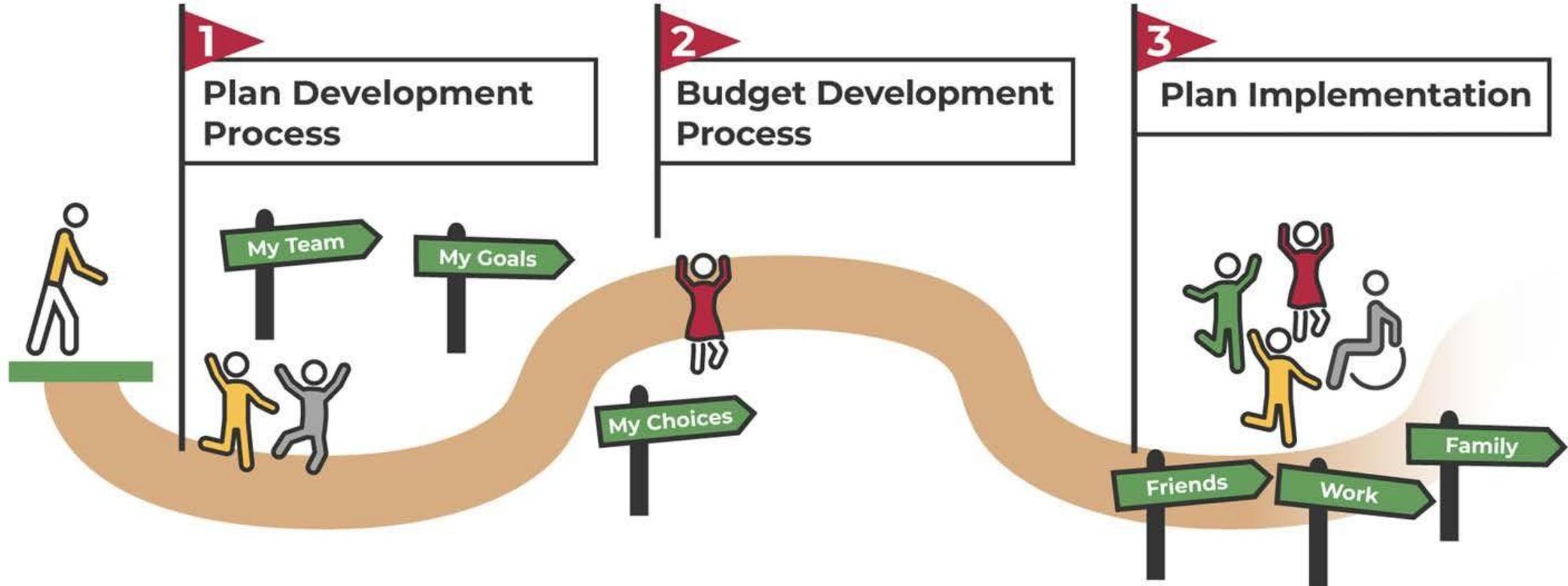Here to help

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Employees, Providers, Vendors, & Contractors

- Provides services based on the schedule the participant developed

- Maintains current training and certifications such as CPR and First Aid based on service provided

- Completes an initial background check and secures, as required, periodic updates needed by the FMS regarding any possible changes to the employee's background status

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Developmental Disabilities Administration

- Reviews and approves the participant's submitted Person-Centered Plan which establishes the total budget amount for authorized services
- Submits both the authorized PCP and Budget to the FMS
- Maintains communication with the participant, the CCS and the FMS to ensure program compliance

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My Path to a Self-Directed Life

1 Plan Development Process
My Team
My Goals

2 Budget Development Process
My Choices

3 Plan Implementation
Friends
Work
Family

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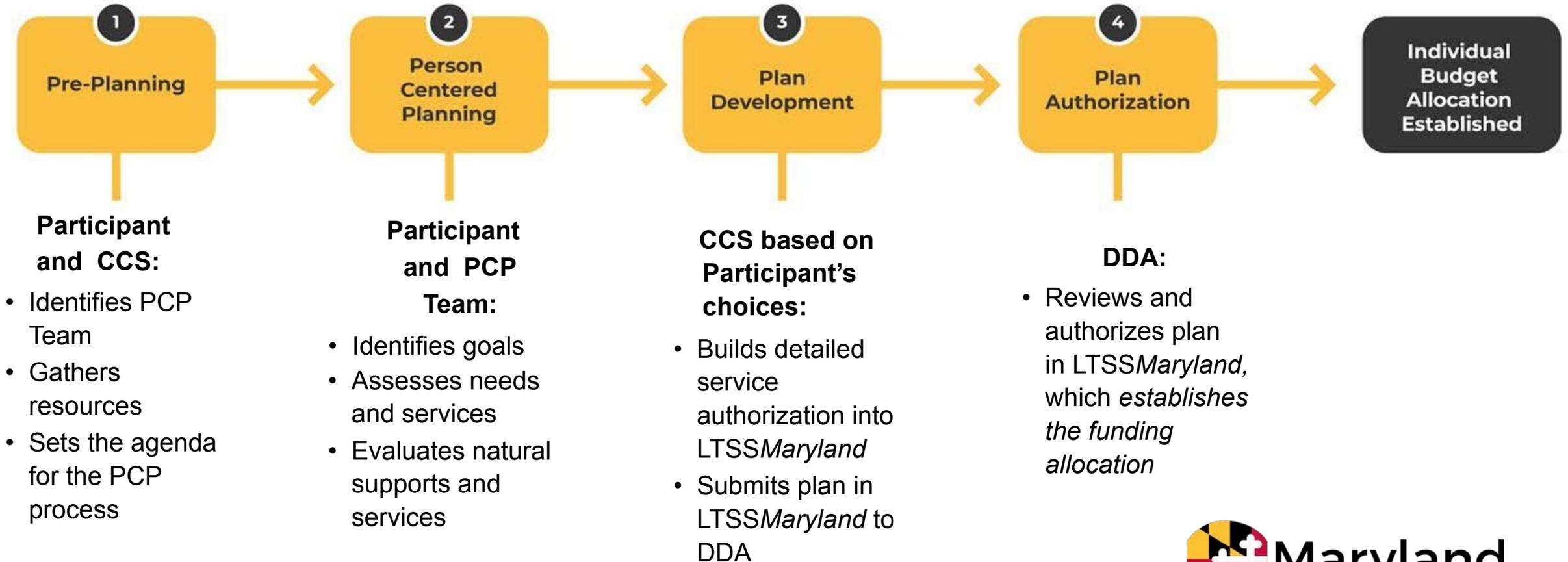# *Plan Development and Approval Process*

What is a Person-Centered Plan?

- Supports you in taking control of setting your goals, making choices and decisions about your life

- Connects and builds on what and who is important in your life, not just focusing on supports and services

- Communicates to your support team about *your* goals, choices and life

- Serves as a blueprint for you and your team for the year ahead but it can change with you throughout the year

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Why is planning so important?

- Encourages **teamwork**
- Builds **trust**
- Strengthens **communication**
- Identifies **natural supports**, **relationships** and **community resources**
- Helps **YOU** understand and **make decisions and choices** about which support model and services are best for **YOU**!

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PCP Development and Approval Process

1 Pre-Planning

2 Person Centered Planning

3 Plan Development

4 Plan Authorization

Individual Budget Allocation Established

Participant and CCS:

- Identifies PCP Team
- Gathers resources
- Sets the agenda for the PCP process

Participant and PCP Team:

- Identifies goals
- Assesses needs and services
- Evaluates natural supports and services

CCS based on Participant's choices:

- Builds detailed service authorization into LTSS*Maryland*
- Submits plan in LTSS*Maryland* to DDA

DDA:

- Reviews and authorizes plan in LTSS*Maryland,* which *establishes the funding allocation*

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Budget Development and Approval

What is Budget Development?

- Budget development is the process following the authorization of your Person-Centered Plan by the DDA where **the person** decides how to use their **approved funding allocation** to **pay** for **their** identified support needs

- An **approved self-directed budget** directs the FMS to pay for any staff and supports outlined in your Person-Centered Plan

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How to develop the budget?

The participant works with their CCS and their team to complete the **Self-Directed Budget Sheet**. Using their DDA approved allocation, they will use the Self-Directed Budget Sheet to detail the approved services in their PCP, the number of units, and the rates of pay using Reasonable and Customary Rates
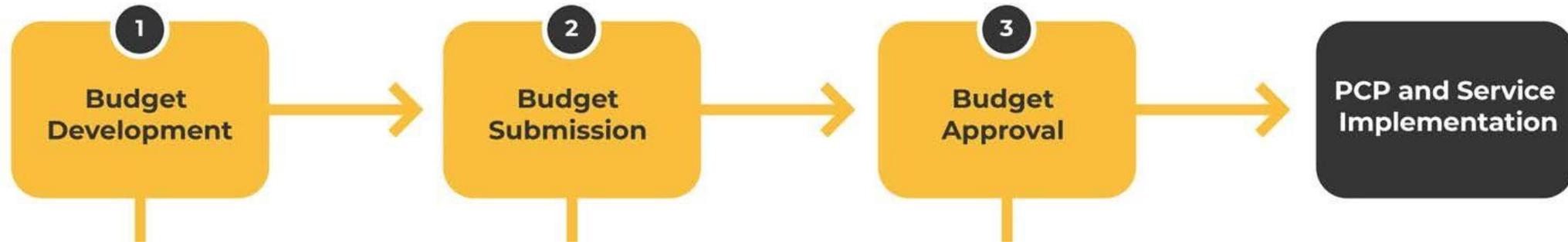
What are Reasonable and Customary Rates?
Reasonable and Customary Rates establish a minimum and maximum amount that can be paid for a specific service. When self-directing services, you have the ability to negotiate and set the rate for the service, but it must fall within the range of reasonable and customary rates provided by DDA.

Pay Range $-$$$

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Budget Development and Approval Process

Budget Development (1) → **Budget Submission** (2) → **Budget Approval** (3) → **PCP and Service Implementation**

YOU, CCS and your Team:
- Using the PCP budget allocation, complete the Self-Direction Budget Sheet

CCS:
- Submits to the DDA or designee for review

DDA/Designee:
- Reviews and approves your Self-Direction Budget Sheet
- Sends it along with your PCP to your chosen FMS

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PCP and Budget Implementation

PCP Implementation

☑ PCP Developed and Approved

☑ Budget Developed and Approved

With support along the way, the participant will now have an approved PCP and budget that reflects their goals, interests and decisions

The FMS will help with hiring requirements and set-up for staff's payment

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Resources

Self Directed Budgets

- Instructions for DDA's SDS Budget Sheet - Revised March 8, 2021
- DDA - Self Directed Services Budget Sheet - Revised April 8, 2022
- Staff Recruitment and Advertisement Allowance - June 5,2019

Reasonable and Customary Rate

- Self-Direction - Setting Services Wages and Rates At A Glance - March 11, 2021
- DDA SDS—Staff Reasonable and Customary Wages – May 1, 2021
- DDA SDS—Staff Wage Exception Form – May 1, 2021
- DDA SDS—Provider/Vendor Reasonable and Customary Rates – May 1, 2021

Note: The DDA is updating these resources which will be posted on the website.

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Questions

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