

**MARYLAND DEPARTMENT OF HEALTH**

**Developmental Disabilities Administration (DDA)**

# **Maryland's Self-Direction Service Delivery Option**

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# DDA

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# DDA

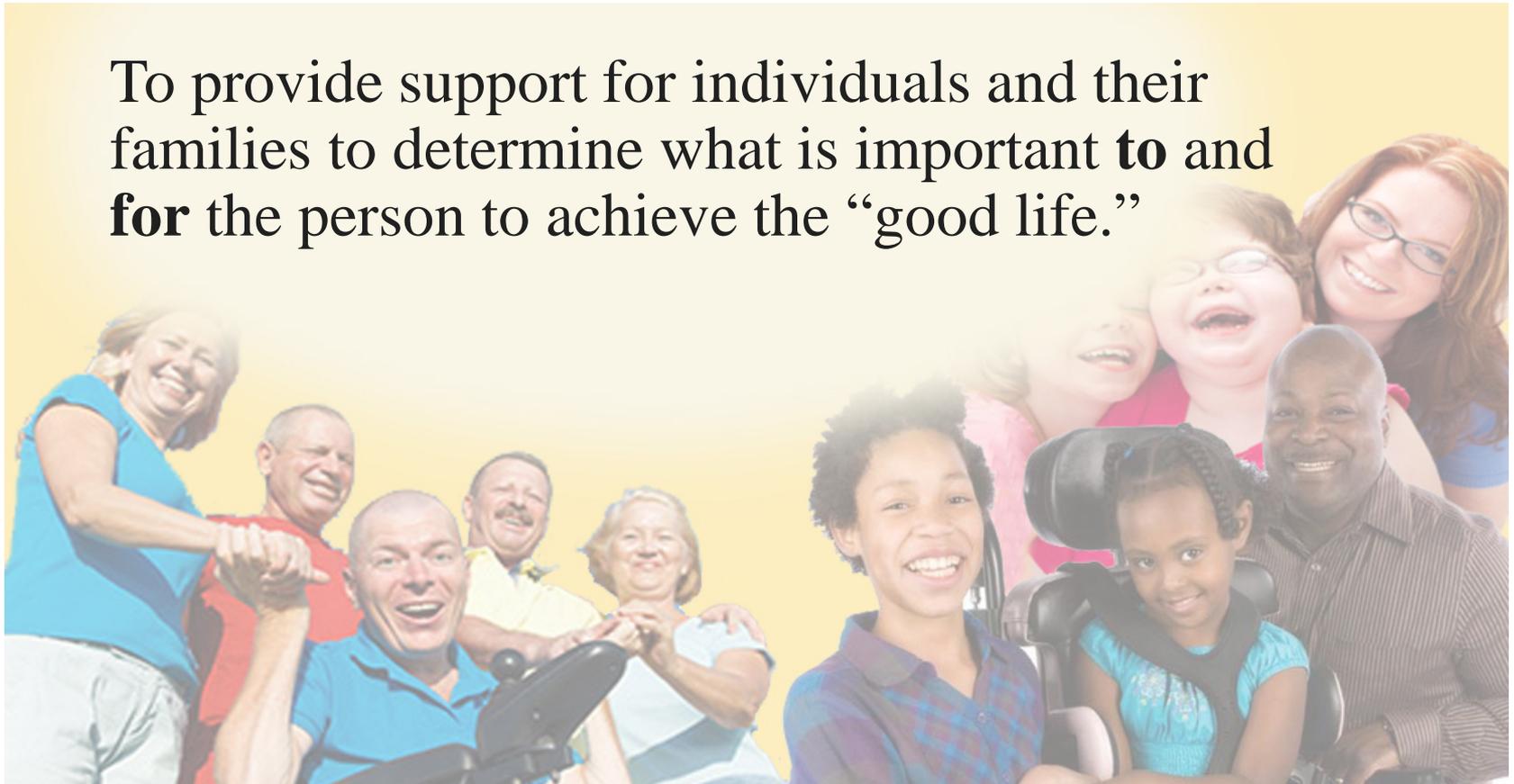
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- We **believe** that ALL people have the right to live, love, work, learn, play and pursue their life aspirations in the community
- We **partner** with people with developmental disabilities and families to provide support and resources to live fulfilling 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

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



# Service Delivery Model

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## 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?

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- 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 the person
- Built on the belief that the people receiving services and supports know their needs best and are in the best position to plan and manage their own services
- Participants and their caregivers have experienced great success with self-direction across Maryland

# Self-Direction in Maryland

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- 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” if the person requests the need for support
- A designated representative is 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

# Self-Direction in Maryland

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- The participant, legal guardian or his/her designated representative must be able to make informed decisions to participate under this model
- Participants have access to and support from advocacy specialists, coordinators of community services, support brokers and fiscal management services
- Participants can exercise employer or budget authorities on various services, meaning 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"> <li>✓ Community Development Services</li> <li>✓ Personal Supports</li> <li>✓ Respite Care</li> <li>✓ Transportation</li> <li>✓ Supported Employment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Assistive Technology</li> <li>✓ Behavioral Support Services</li> <li>✓ Community Development Services</li> <li>✓ Day Habilitation</li> <li>✓ Employment Discovery and Customization</li> <li>✓ Employment Services</li> <li>✓ Environmental Assessment</li> <li>✓ Environmental Modifications</li> <li>✓ Family and Peer Mentoring Supports</li> <li>✓ Family Caregiver Training and Empowerment Services</li> <li>✓ Housing Support Services</li> <li>✓ Individual and Family Directed Goods and Services</li> <li>✓ Live-In Caregiver Supports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Nurse Consultation</li> <li>✓ Nurse Health Case Management</li> <li>✓ Nursing Case Management and Delegation Services</li> <li>✓ Participant Education, Training, and Advocacy</li> <li>✓ Supports Personal Supports</li> <li>✓ Remote Support Services</li> <li>✓ Respite Care Services</li> <li>✓ Supported Employment</li> <li>✓ Supported Living</li> <li>✓ Transition Services</li> <li>✓ Transportation</li> <li>✓ Vehicle Modifications</li> </ul>

# Participation Criteria

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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 able to make informed decisions regarding how services are provided, such that there is:

- (1) No lapse or decline in the quality of care
- (2) No increased risk to the health or safety of the participant

# Participation Criteria

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- 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 able to make informed decisions based on the requirements to participate in Self-Direction

# Self-Direction Supports

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- Coordinator of Community Services (CCS)
- Support Broker Services (optional)
- Fiscal Management Service (FMS)
- Advocacy Specialist



# CCS Role

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- Provides information on availability of services, benefits, responsibilities and liabilities associated with participation
- 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 of Community Services**  
Transforming, Coordinating & Motivating

# CCS Role

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## 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, which is submitted to the DDA for approval
- Information and assistance related to Support Broker and FMS options

# CCS Role

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## 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

# Supports Broker Services

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- Is an optional service in all of the DDA's 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
- Assist participants (or their designated representative) with the human resources employer-related functions necessary for successful self-direction, including an initial introductory orientation related to the “employer of record,” Department of Labor and applicable federal, state and local employment requirements

# Supports Broker Services

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

# Supports Broker Services

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Provides **information, coaching and mentoring:**

- 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

# Supports Broker Services

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Provides **information, coaching** and **mentoring**:

- 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

# Supports Broker Services

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- Support Broker Services are an optional service in all DDA waivers 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

MySupport  
**BROKER**

# FMS

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- 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

# FMS

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FMS assists the participant or legally authorized representative:

- 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

# FMS

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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 U.S. Citizenship and Immigration Services (USCIS) 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

# FMS

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Employer Authority tasks such as:

- 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)
- Distributing payroll checks

# FMS

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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

# FMS

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Budget authority tasks, such as:

- Processing and paying invoices for goods and services approved in the service plan
- Preparing and distributing reports (e.g., budget status and expenditure reports) to participants, the DDA, and other entities as requested

# Regional Advocacy Supports

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- Peer-to-Peer support for 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



Here to help

# 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

# Self-Direction Authorities

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## 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

# Recruitment Support

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Dedicated funding to support recruitment of staff such as:

- Developing and printing flyers
- Accessing staffing registries



Log In



# Regional Leads

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

# Advocacy 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	<b>Cheryl Gottlieb</b> cheryl.gottlieb@maryland.gov 410-234-8210
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	<b>Cody Drinkwater</b> cody.drinkwater@maryland.gov 410-572-5949
Southern Region (SMRO) 312 Marshall Avenue, Suite 700 Laurel, Maryland 20707	Calvert, Charles, Montgomery, Prince George's and St. Mary's Counties	<b>Nicole LeBlanc</b> nicole.leblanc@maryland.gov 301-362-5141
Western Region (WMRO) 1360 Marshall Street Hagerstown, Maryland 21740	Allegany, Carroll, Frederick, Garrett County, Washington Counties	<b>Jessica Stine</b> Jessica.stine@maryland.gov 301-791-4670

# Contact

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# Questions

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