MARYLAND DEPARTMENT OF HEALTH
Developmental Disabilities Administration (DDA)

Self Directed Services Framework and Amendment #2

NaToya Mitchell, Statewide Coordinator of Self-Directed Services
Rhonda Workman, Director of Federal Programs
Patricia Sastoque, Director of Programs

Monday May 13, 2019

Thursday May 16, 2019

Monday May 20, 2019

Agenda

- Overview
- Challenges
- Service Delivery Enhancements
    - Framework
    - Infrastructure
- Addressing Challenges
- Waiver Amendment #2
- Questions and Answers

Developmental Disabilities Administration

Welcome

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Today's Process

- Be respectful of each other
- Come to microphone to share your question or suggestion
- Limit of one comment at a time so all have the opportunity to ask a question or share a suggestion
- To protect confidentiality and provide individualized support, please speak with DDA staff after the presentation regarding person specific challenges, concerns, and other assistance needed

Developmental Disabilities Administration

Overview

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Overview

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”

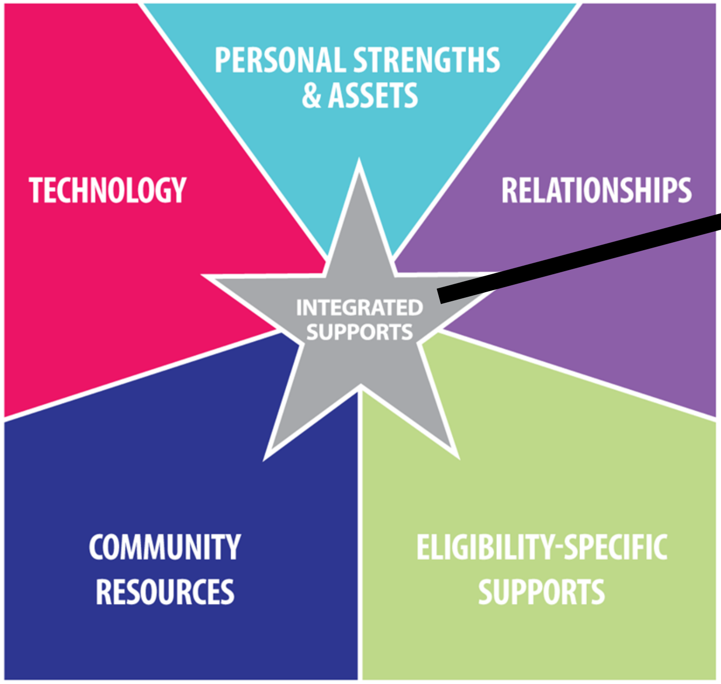
Overview

DDA Supports

- Children
- Adults
- Families

Trajectory to the “Good Life”

Integrated Supports


PERSONAL STRENGTHS & ASSETS
TECHNOLOGY
RELATIONSHIPS
INTEGRATED SUPPORTS
COMMUNITY RESOURCES
ELIGIBILITY-SPECIFIC SUPPORTS

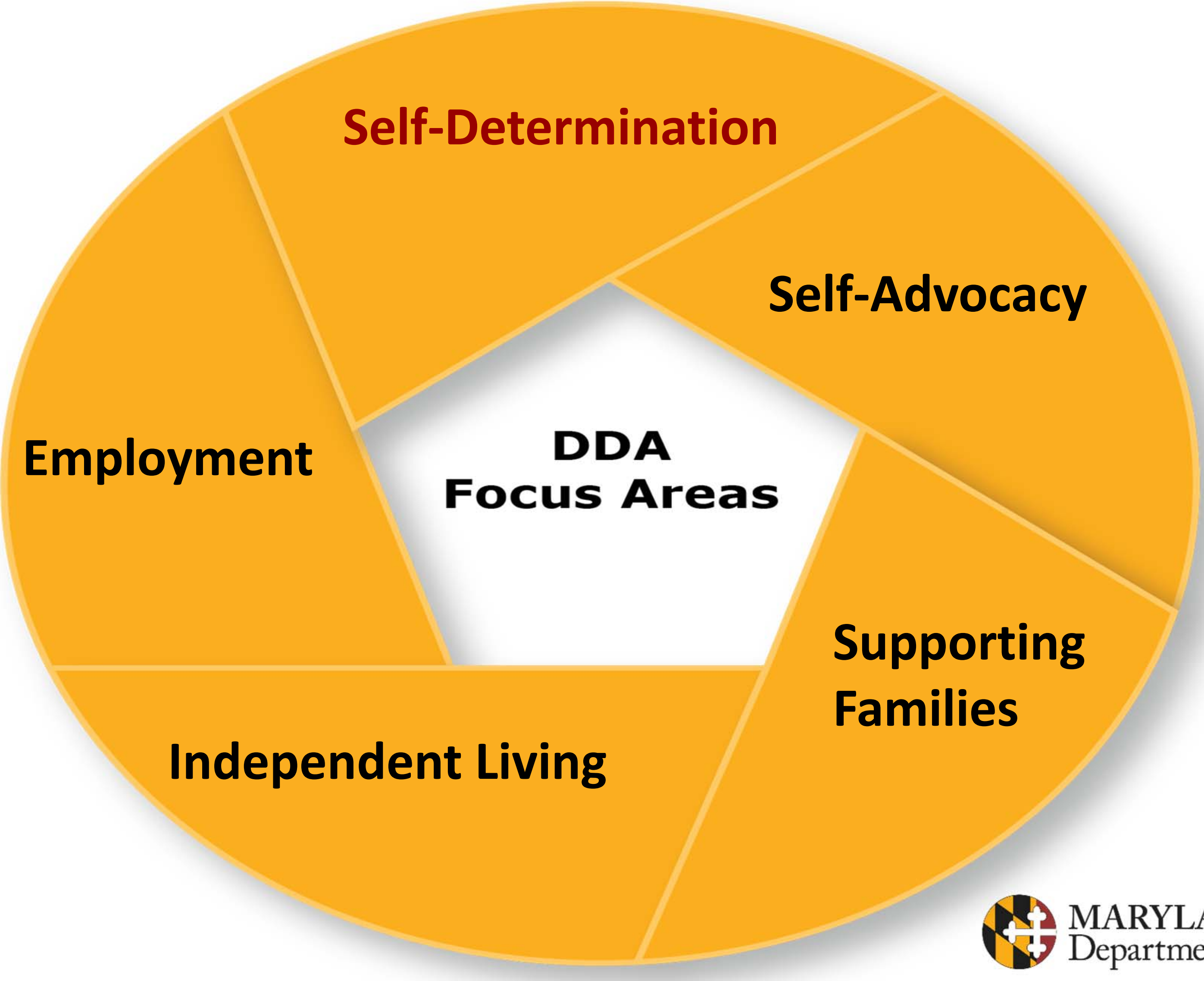
LifeCourse Integrated Star product of F2F LifeCourse Network/ UMK, UCEDD

My Good Life
Being Employed, Community Membership, My Own Apartment, Practicing My Faith, Taking a Vacation, and more…

Note: Eligibility specific services only can lead to a service life, isolated, loneliness, segregated, restrictions, lack of choice, and boredom.

Overview

DDA's Focus Areas



DDA Focus Areas

Self-Determination

Self-Advocacy

Supporting Families

Independent Living

Employment

Overview

DDA's Regional Offices

Region Office	Counties Served	Phone
Michael Bryan, Acting Director Central	Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County	410-234-8200 TDD: 877-874-2494
Kimberly Gscheidle, Director Eastern	Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties	410-572-5920 TDD: 1-800-735-2258
Judy Pattik, Director Southern	Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties	301-362-5100 TDD: 1-888-207-2479
Cathy Marshall, Director Western	Allegany County, Carroll County, Frederick County, Garrett County, Washington County	301-791-4670 TDD: 1-888-791-0193

Self-Direction

Challenges

Challenges

- Budget form
- July 1st service implementation date
- Access, development, and readability of the person-centered plan
- Access to staff recruitment and advertisement funds
- Fiscal management service cost

Challenges

- Gaps in services
- Community first choice services
- Personal supports services
- Transportation reimbursement for staff as benefit
- Reimbursement for use of family vehicle

Self-Direction

Challenges

- Designation representative
- Employment supports
- Community development services
- Certified medication technician training availability

Plans to address

- Self-direction service delivery model framework
- Infrastructure
- Policy
- Guidance
- Waiver Amendment

Self-Direction

Service Delivery Enhancements

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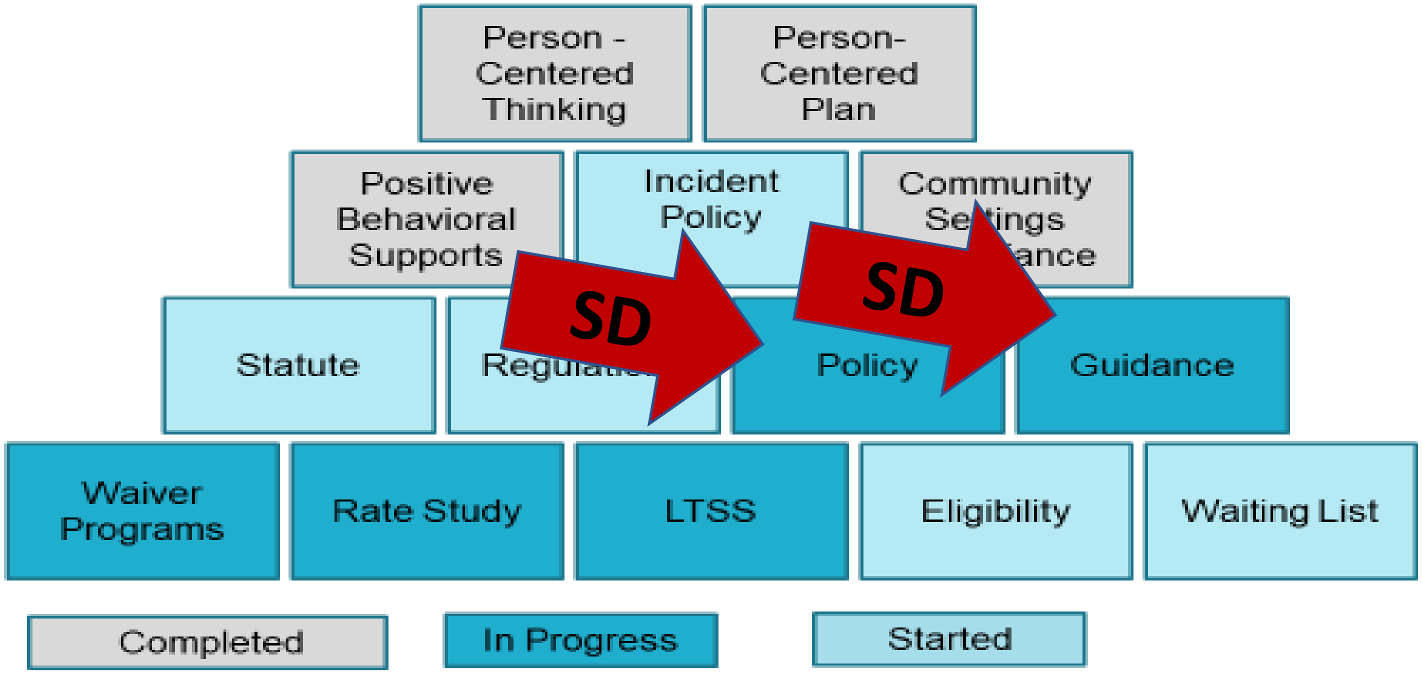
Framework and Infrastructure

Foundation Blocks



Person - Centered Thinking

Person-Centered Plan

Positive Behavioral Supports

Incident Policy

Community Se tings ance

Statute

Regulatio

Policy

Guidance

Waiver Programs

Rate Study

LTSS

Eligibility

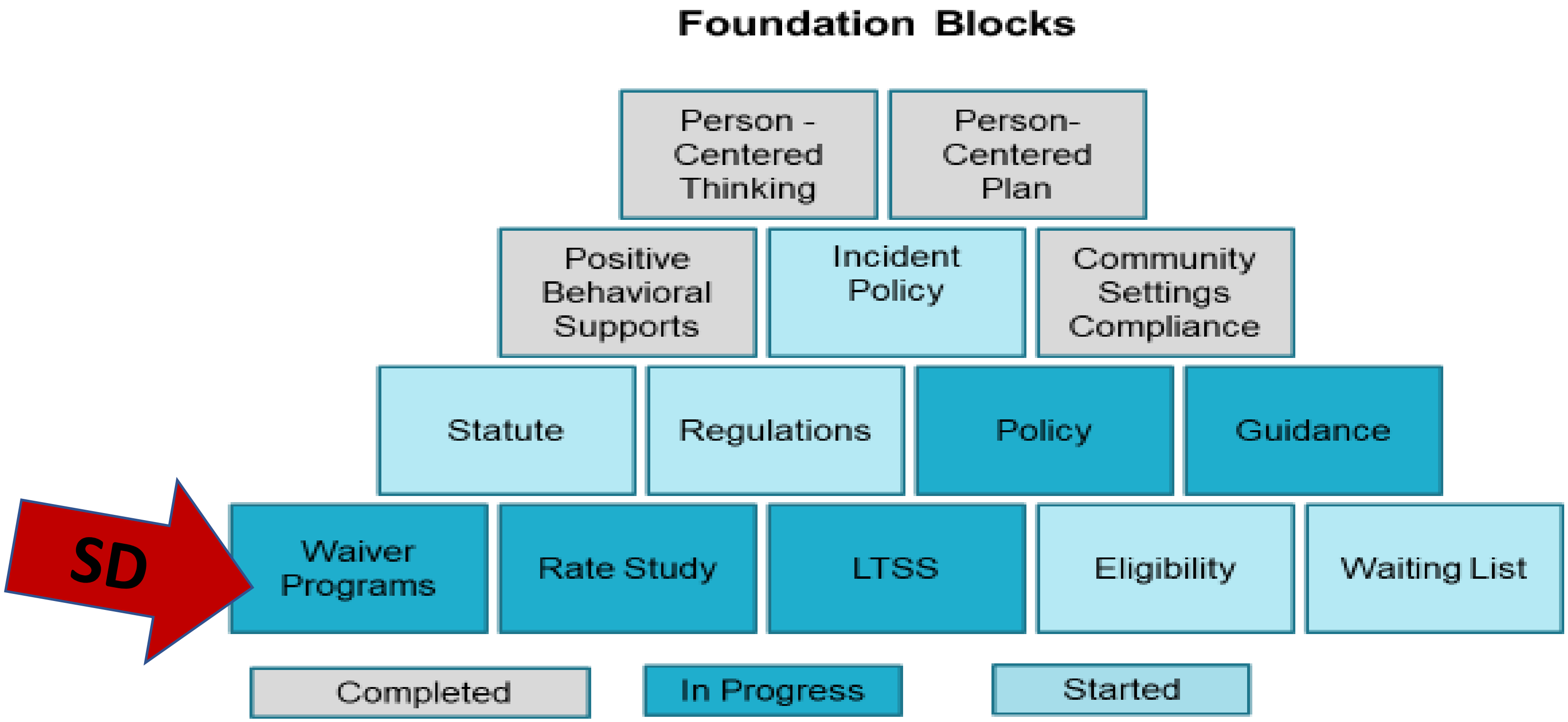
Waiting List

Completed

In Progress

Started

Waiver Amendments #2


Foundation Blocks
Person - Centered Thinking
Person- Centered Plan
Positive Behavioral Supports
Incident Policy
Community Settings Compliance
Statute
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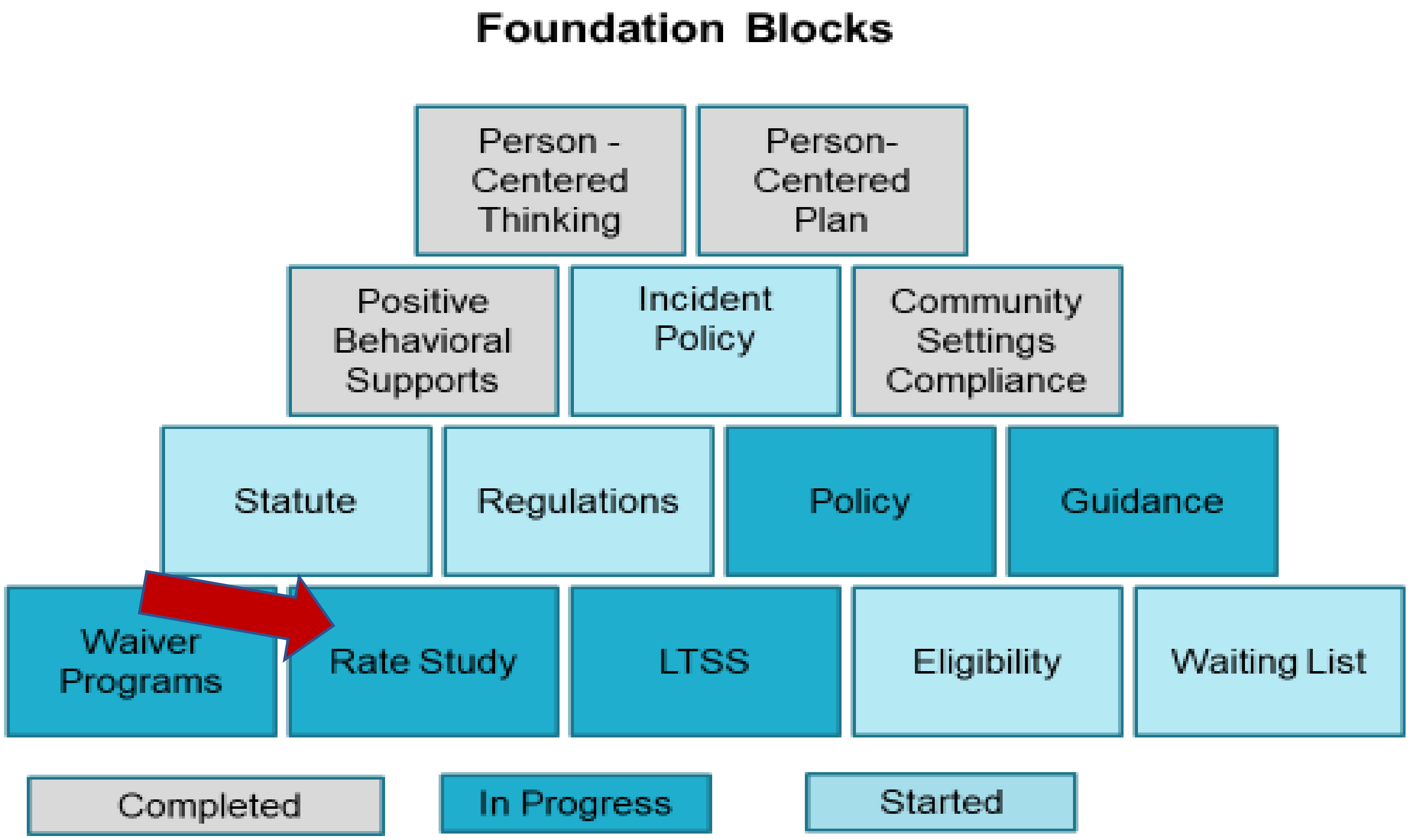

Foundation Blocks

Person - Centered Thinking

Person-Centered Plan

Positive Behavioral Supports

Incident Policy

Community Settings Compliance

Statute

Regulations

Policy

Guidance

Waiver Programs

Rate Study

LTSS

Eligibility

Waiting List

Completed

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Self-Determination

Framework

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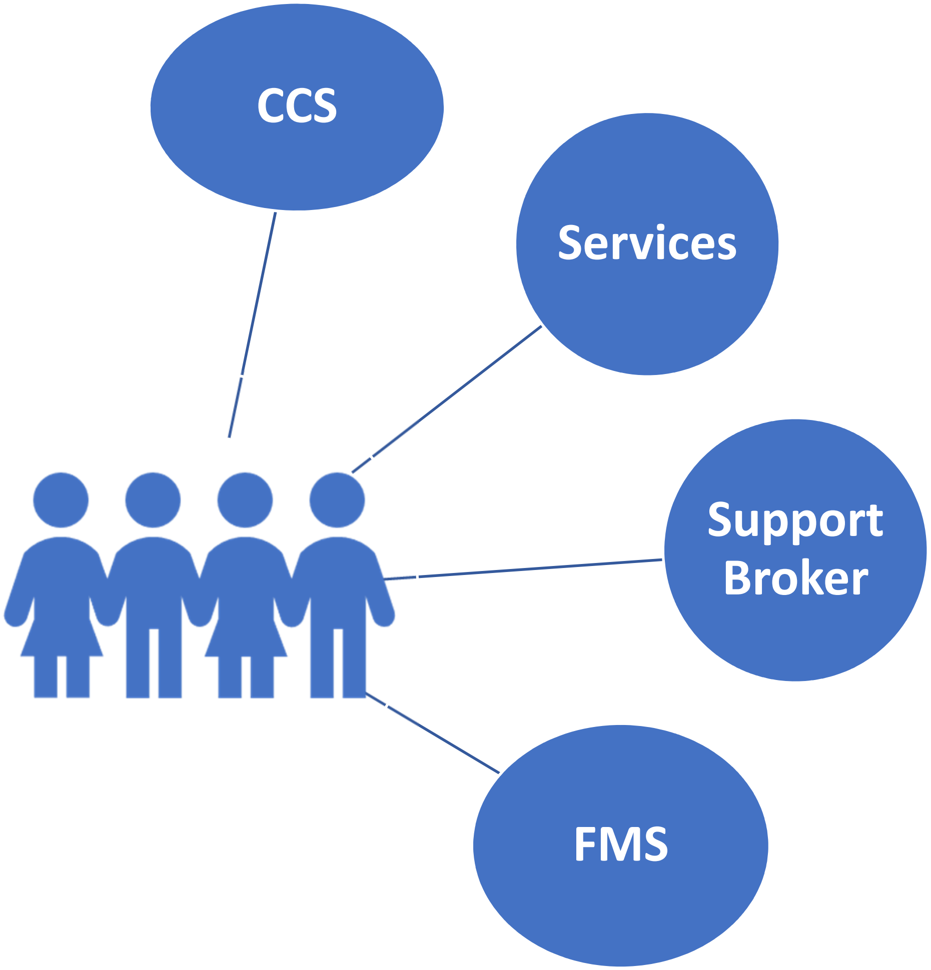
Self-Direction

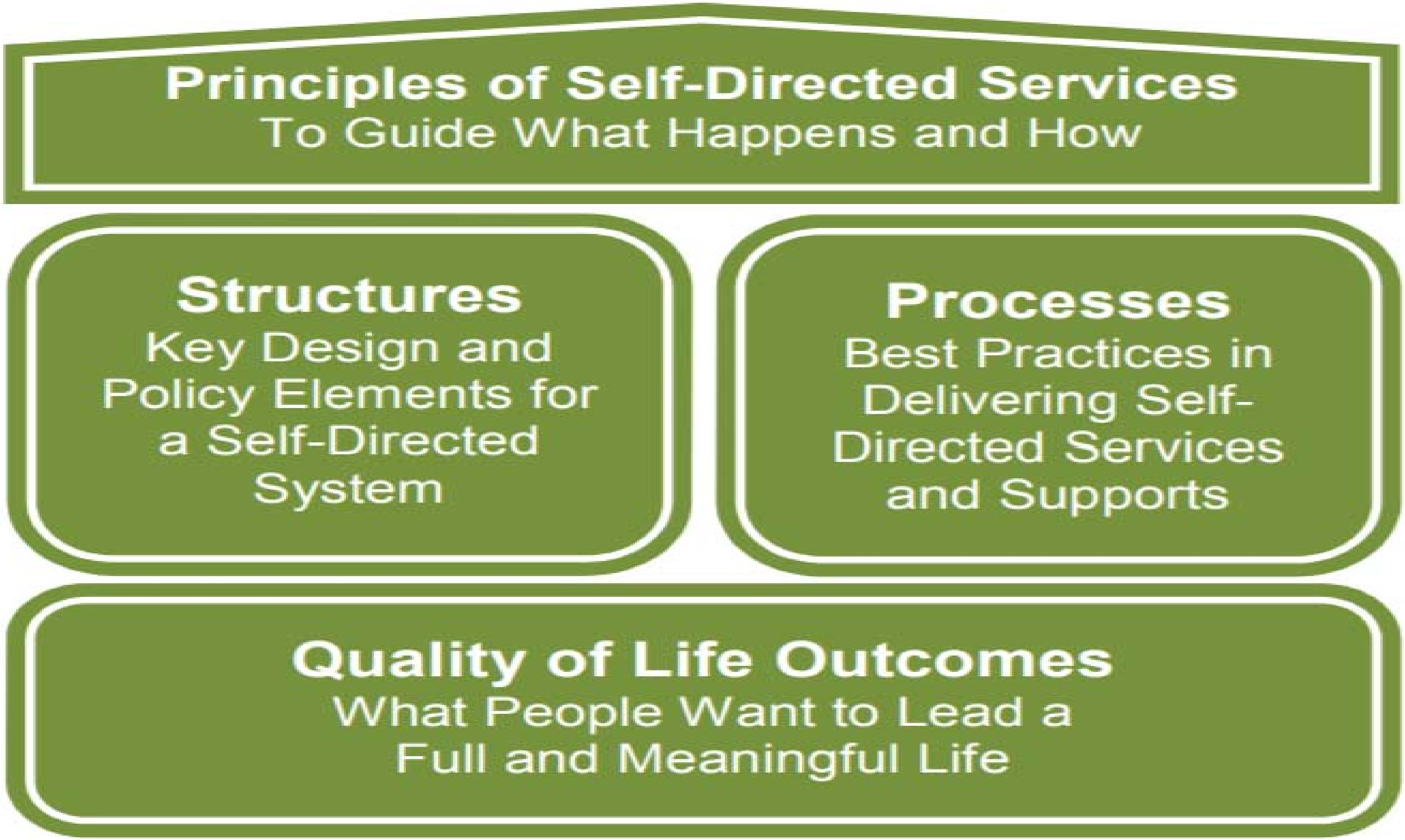
Framework

The Employer of Record


CCS
Services
Support Broker
FMS

Self-Direction

Framework

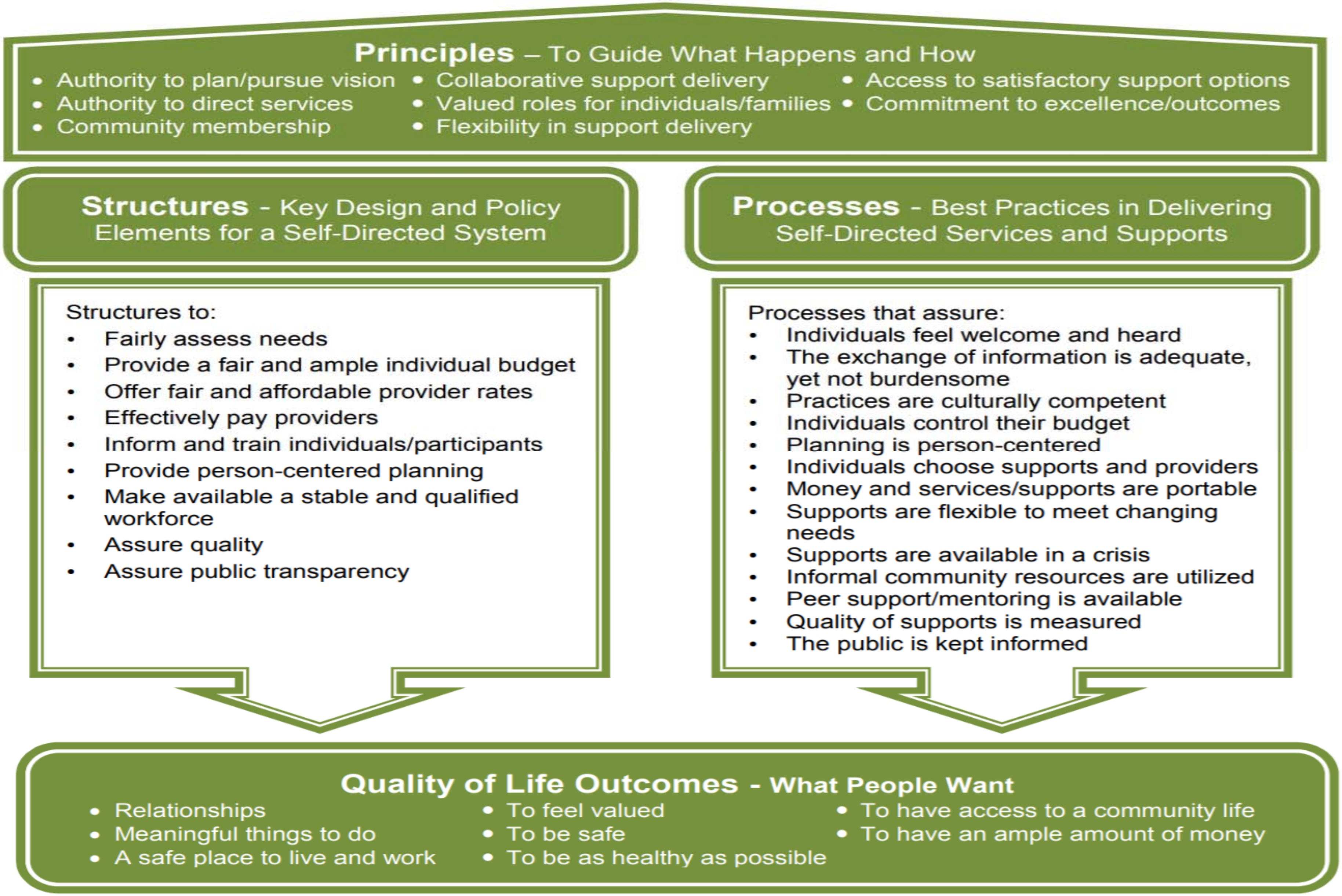


Principles of Self-Directed Services
To Guide What Happens and How

Structures
Key Design and Policy Elements for a Self-Directed System

Processes
Best Practices in Delivering Self-Directed Services and Supports

Quality of Life Outcomes
What People Want to Lead a Full and Meaningful Life



Principles – To Guide What Happens and How

- Authority to plan/pursue vision
- Authority to direct services
- Community membership
- Collaborative support delivery
- Valued roles for individuals/families
- Flexibility in support delivery
- Access to satisfactory support options
- Commitment to excellence/outcomes

Structures - Key Design and Policy Elements for a Self-Directed System

Structures to:

- Fairly assess needs
- Provide a fair and ample individual budget
- Offer fair and affordable provider rates
- Effectively pay providers
- Inform and train individuals/participants
- Provide person-centered planning
- Make available a stable and qualified workforce
- Assure quality
- Assure public transparency

Processes - Best Practices in Delivering Self-Directed Services and Supports

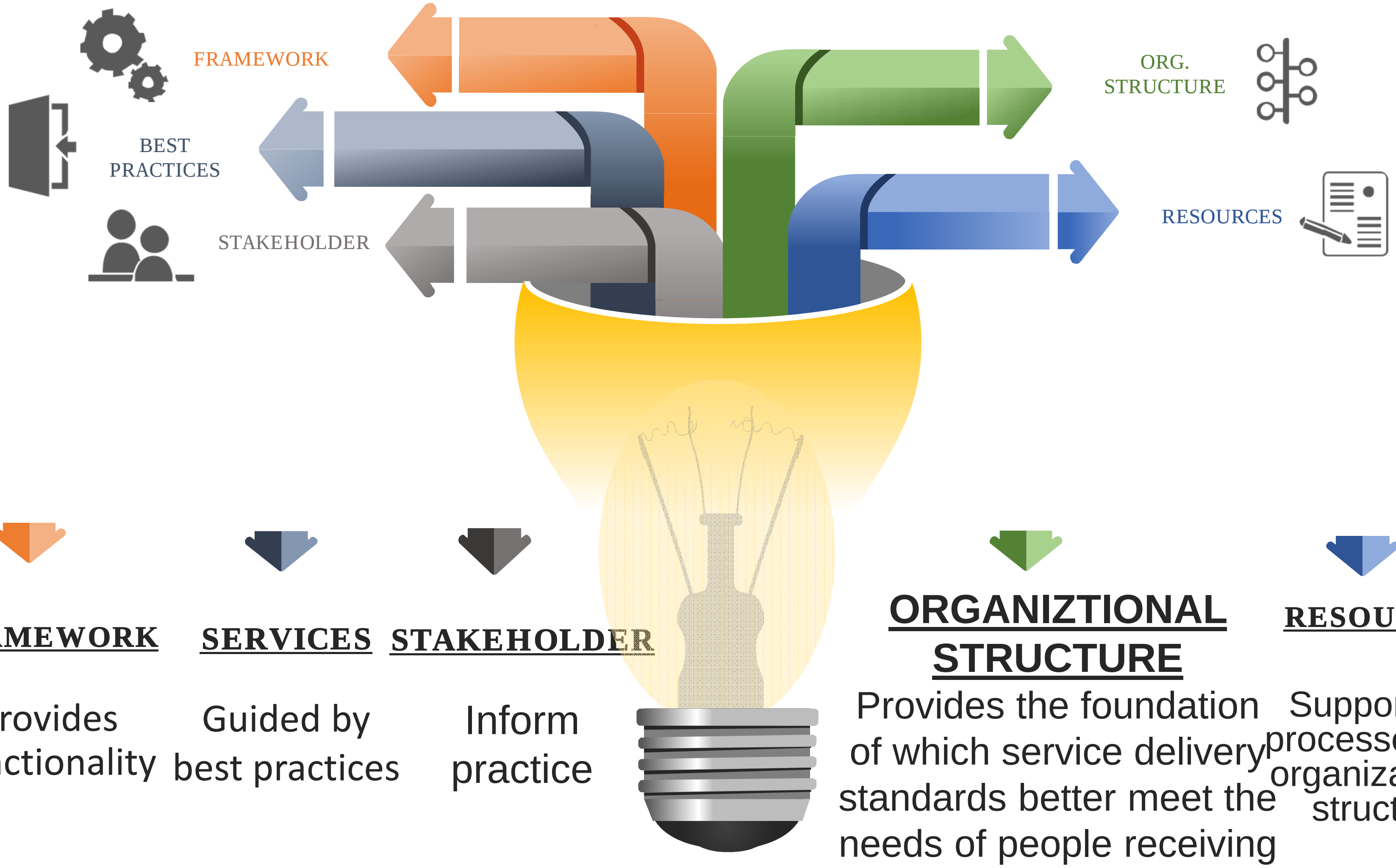
Processes that assure:

- Individuals feel welcome and heard
- The exchange of information is adequate, yet not burdensome
- Practices are culturally competent
- Individuals control their budget
- Planning is person-centered
- Individuals choose supports and providers
- Money and services/supports are portable
- Supports are flexible to meet changing needs
- Supports are available in a crisis
- Informal community resources are utilized
- Peer support/mentoring is available
- Quality of supports is measured
- The public is kept informed

Quality of Life Outcomes - **What People Want**

- Relationships
- Meaningful things to do
- A safe place to live and work
- To feel valued
- To be safe
- To be as healthy as possible
- To have access to a community life
- To have an ample amount of money

Policy Development


FRAMEWORK
BEST PRACTICES
STAKEHOLDER
ORG. STRUCTURE
RESOURCES

FRAMEWORK

Provides functionality

SERVICES

Guided by best practices

STAKEHOLDER

Inform practice

ORGANIZTIONAL STRUCTURE

Provides the foundation of which service delivery standards better meet the needs of people receiving services

RESOURCES

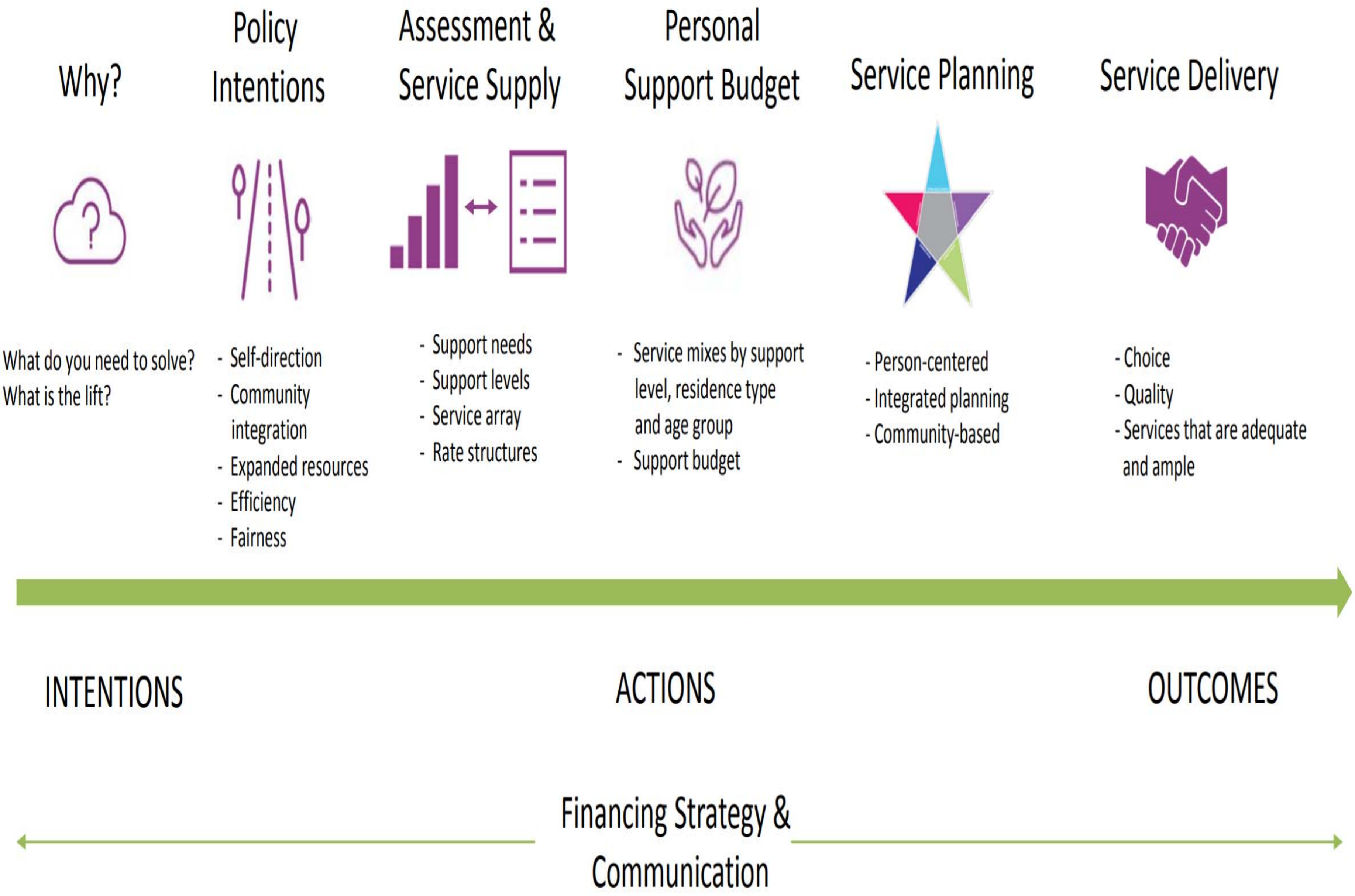
Support the processes and organizational structure

Framework

The overarching goal of the DDA's self-directed service delivery model is to create an option that is efficient, fair, and person-centered

Self-Direction

Framework



Why?

What do you need to solve?
What is the lift?

Policy Intentions

- Self-direction
- Community integration
- Expanded resources
- Efficiency
- Fairness

Assessment & Service Supply

- Support needs
- Support levels
- Service array
- Rate structures

Personal Support Budget

- Service mixes by support level, residence type and age group
- Support budget

Service Planning

- Person-centered
- Integrated planning
- Community-based

Service Delivery

- Choice
- Quality
- Services that are adequate and ample

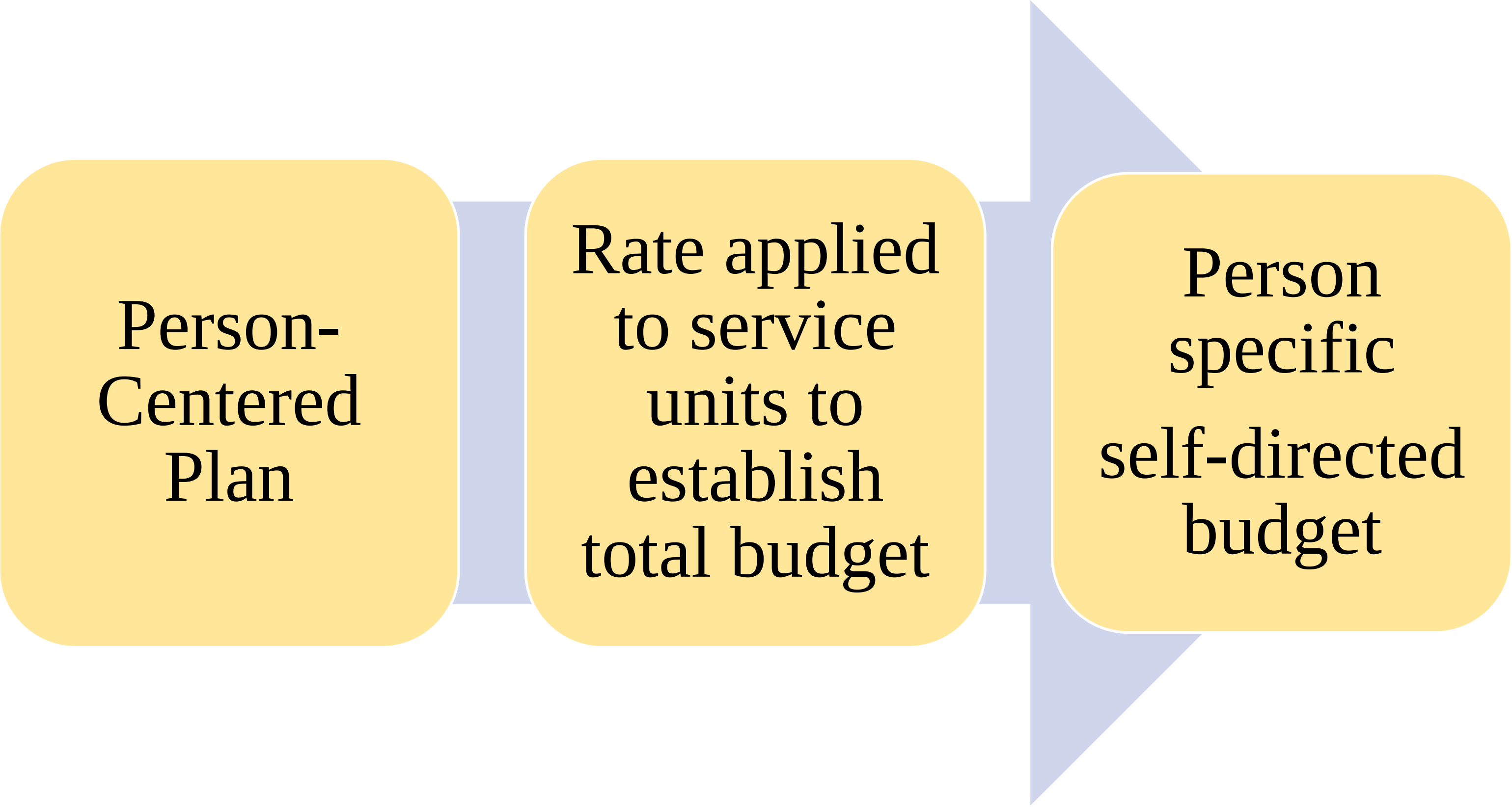
INTENTIONS

ACTIONS

OUTCOMES

Financing Strategy & Communication

Framework



Person-Centered Plan

Rate applied to service units to establish total budget

Person specific

self-directed budget

Framework

- A person has the **freedom** to make his/her own decisions and plan his/her own future
- The **authority** to control how money is spent for his/her supports
- The **support** needed from friends, family, and others the person chooses
- Takes **responsibility** for those decisions

Self-Determination

Infrastructure

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Self-Direction

Infrastructure

- Goal to build a self-directive option for Marylander with developmental disabilities to have better access to DDA waiver services

- Fiscal Management Services that provides a billing process that promotes autonomy, independence, and accountability

- Provide a questionnaire to be completed when the participant is interested in selecting a designated representative to assist with employer and budget authority

Self-Direction

Infrastructure

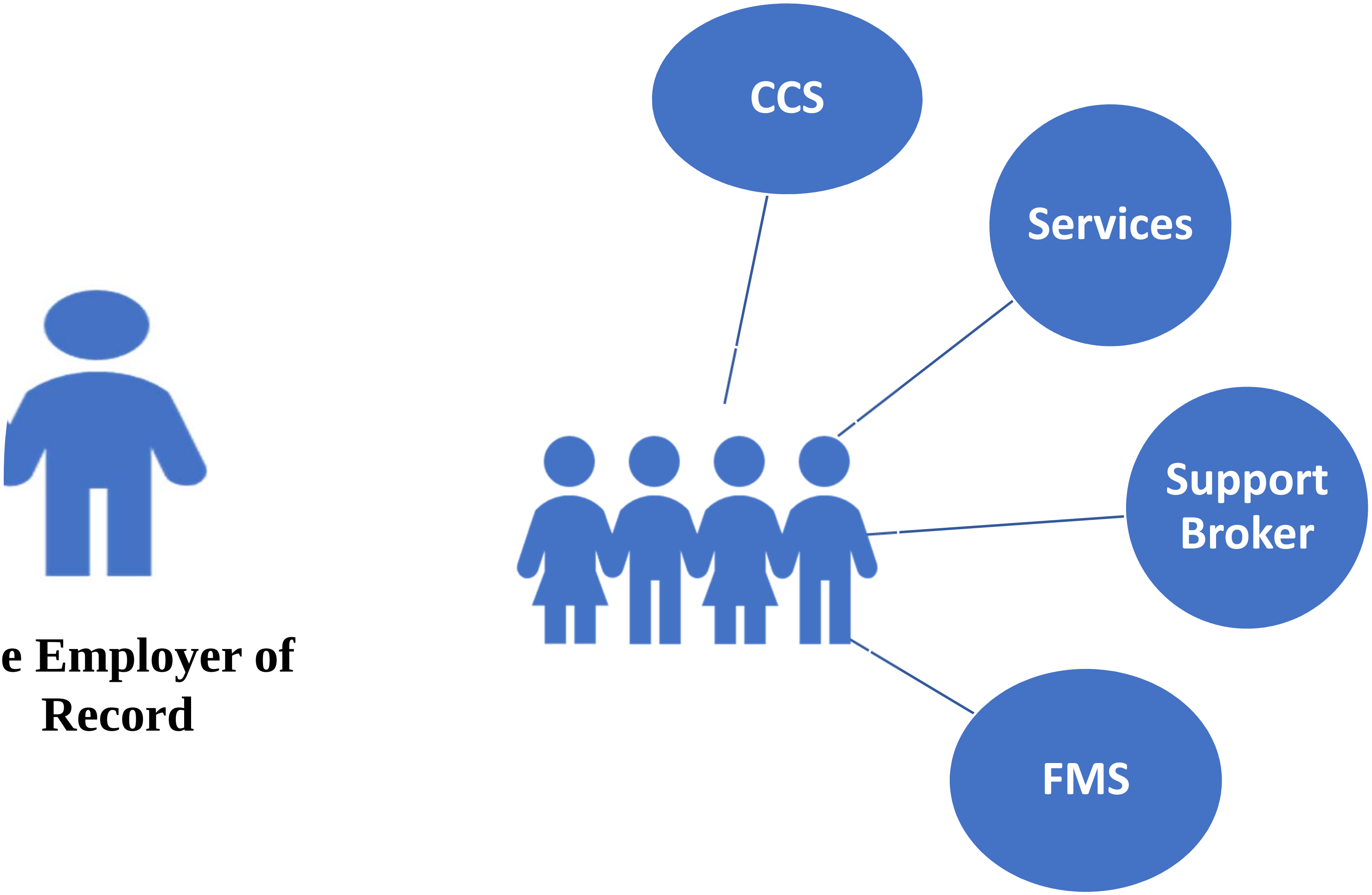
- Service Agreement to ensure the use of a legally responsible person, legal guardian, or relative (who is not a spouse) to provide services is in the best interest of the individual enrolled in Self-Directed Services delivery model
- Participants Encounter Form
- Self-Directed Services Agreement

Infrastructure

- Participant Handbook
- Fact Sheets
- Budget Sheet Form
- Brochure

Self-Direction

Infrastructure



The Employer of Record

CCS

Services

Support Broker

FMS

Self-Determination

Addressing Challenges

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Plans to address

- Self-direction service delivery model framework
- Infrastructure
- Policy
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Addressing Challenges

- Publish new self-directed budget form and tools
- Enhance fiscal management services
- Address and clarify the person-centered plan
- Authorize staff recruitment and advertisement funds for all self-directed budgets
- Distinguish fiscal management service cost within the new self-directed budget form

Addressing Challenges

- Policies, manuals, fact sheets, and other educational strategies to communicate
  - Meaningful day service options
  - Community first choice services
  - Personal supports services
  - Transportation reimbursement for staff as benefit
  - Reimbursement for use of family vehicle
  - Designation representative
  - Employment supports training requirements

Self-Direction

Challenges

- Add employer authority to employment supports
- Explore additional certified medication technician training opportunities

Self-Determination
Waiver Amendment

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Amendment

- Clarify terminology
- Expand individual and family directed goods and services
- Add employer authority to employment services

Next steps

- Establish dedicated self-direction email address for stakeholder input on today’s presentation
- Finalize manuals, handbook, fact sheets, and forms
- Stakeholder education and training
- Amendment #2 Proposal Webinar June 17, 2019
    - Posting in Maryland registry
    - 30 day public comment period

Self-Directed Service Delivery Model

DDA Regional Self-Directed Services 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 Otuyelu** 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, Carroll, Frederick, Garrett County, Washington Counties	**Tina Swink** tina.swink@maryland.gov 240-313-3877

Questions

dda.selfdirection@maryland.gov

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