Developmental Disabilities Administration
Community and Family Supports Waivers
Eligibility Requirements for Qualified Supports and Services Providers

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I. Introduction

DDA’s Community Supports and Family Supports Waivers are 1915 (c) Home and Community-Based Waivers established to provide supports and services to eligible participants and their caretakers. Waiver participants have a developmental disability in accordance with Annotated Code of Maryland, Health-General §7-101(f). Additionally, eligible participants in the Family Supports Waiver (FSW) are in school and receive services through the Individual with Disabilities Education Act. Therefore, FSW participants have a portion of their daily support and supervision needs covered by their schools.

Requirements for Qualified Supports/Services Providers (QSPs) are sanctioned by the Department and are identified in each waiver’s application for a 1915(c) Home and Community-Based Waiver. Eligibility requirements for providers have been approved by the Centers for Medicaid and Medicaid. Applicants proposing to render supports and services must demonstrate that they have the both the skills and capacity to provide person-centered supports identified in participants’ plans and to protect participants’ health and welfare. Both waivers offer Personal Supports, Respite Care, Assistive Technology, Behavioral Supports, Environmental Assessment, Environmental Modification, Family and Peer Mentoring supports, Family Caregiver Training and Empowerment services, Individual and Family Directed Goods and Services, Participant Education, Training, and Advocacy supports, Transportation, and Vehicle Modification services.

The Community Supports Waiver (CSW) offers participants additional supports for Employment, Meaning Full Day and Support Broker Services. Employment and Meaning Full Day supports include Community Development Services, Day Habilitation, Employment Discovery and Customization, Supported Employment and Transitional Employment Services.

QSPs are self-employed, independent contractors. Some participants’ plans may not require providers to have a license or a certificate to render Community Development Services, Employment Discovery and Customization Services, Family and Peer Mentoring Supports, Participant Education, Training, and Advocacy Supports, Personal Supports, Respite Care, and Support Broker Services. Family members, neighbors and friends committed to providing care to a participant may be approved to provide supports and services under the CSW and FSW. Providers licensed under COMAR 10.22.02 or deemed an Organized Health Care Delivery System under COMAR 10.22.20 can also apply to render services and supports to participants in the CSW and/or FSW.

http://www.dsd.state.md.us/comar/comarhtml/10/10.22.02.00.htm
http://www.dsd.state.md.us/comar/comarhtml/10/10.22.20.00.htm

There are general requirements each potential QSP must meet (i.e. submission of a complete application which demonstrates education/training for applicant and applicant’s employees are met, protection requirements are met, applicant has Department of Tax and Assessment clearance, applicant has submitted a signed Provider Agreement with the DDA, etc.). Additional requirements for licensed providers are found in COMAR 10.22.02. This document describes the support and service categories in
DDA’s waivers and the requisites QSPSs must meet to render a specific support or service which are in addition to general and/or licensing requirements.

II. Supports/Services in the CSW and FSW and applicable QSP Criteria

A. Assisitive Technology-
Assistive Technology is an item, piece of equipment, or product which is used to maintain or improve a participants’ functional abilities, enhance interactions, support meaningful relationships, promote ability to live independently and meaningfully participation in their community. Assistive technology devices include, but are not limited to speech and communication, blind and low vision and deaf and hard of hearing devices, devices for computers and telephone use, environmental control devices, aides for daily living, cognitive and remote support devices, and adapted toys and specialized equipment.

Assistive Technology Providers render a service that directly assists an individual in the selection, acquisition, use, or maintenance of an assistive technology device. Assistive technology services by a provider include: 1) A needs assessment; 2) Training or technical assistance for the participant and their support network including family members; 3) Repair and maintenance of devices and equipment; 4) Programming and configuration of devices and equipment; 5) Coordination and use of assistive technology devices and equipment with other necessary therapies, interventions, or services in the participant’s person-centered plan; and 6) Services consisting of purchasing or leasing devices.

**Qualified Service Providers rendering Assistive Technology services to waiver participants self-directing their services or receiving traditional services** must meet the following minimum standards:

1. Be a DDA Certified Organized Health Care Delivery System Provider (OHCDS) under COMAR 10.22.20 and for individuals self-directing their services be a certified specialist, licensed professional, or DORS approved vendor based on service requested. The FMS shall verify the licenses, credentials and experience of all professionals for individuals self-directing their services. The OHCDS shall verify the licenses, credentials and experience of all professionals with whom they contract or employ and have a copy of these documents during application, audits, and other inspections. The OHCDS must verify that the organization or professional providing the evaluation is credentialed, licensed or certified in an area related to the specific type of technology needed.

2. The Assistive Technology Professional shall have a:
   a) Maryland Board of Audiologists, Hearing Aid Dispensers & Speech Language Pathologists license;
   b) Maryland Board of Occupational Therapy Practice license for Occupational Therapist;
   c) Certificate as a Assistive Technology Specialist/Practitioner based on acceptable certification from any of the following with a minimum of three years of professional experience in adaptive rehabilitation technology in each device and service area certified: 1) Rehabilitation Engineering Assistive Technology Society of North America (RESNA) Assistive Technology Practitioner (ATP);
      2) California State University Northridge (CSUN) Assistive Technology Applications Certificate;
3) Certificate of Clinical Competence in Speech Language Pathology (CCCSP); and

B. Behavioral Supports-
Behavioral Supports services assist participants who, without such supports, are experiencing, or are likely to experience difficulty in community living as a result of behavioral, social, or emotional issues. Behavioral supports include behavioral assessment, behavioral consultation, and/or brief support implementation of services. Behavioral support providers complete behavioral assessments which identify an individual’s challenging behaviors, and identify co-occurring mental health issues that contribute to those behaviors. Behavioral support providers collect and review relevant data to complete an assessment, discuss this information with the participant’s support team, and recommend one of three tiers for behavioral supports indicated in a behavior plan, if needed. Behavioral consultation services may also be provided to a participant to oversee and monitor the implementation of recommendations identified in the behavioral assessment and/or in a behavior plan. Finally, behavioral supports may include brief support implementation services which is a time limited service which provides direct assistance and modeling to families, agency staff, and caregivers so they can independently implement methods in a participant’s behavior plan.

A Qualified Behavioral Supports Provider rendering services to participants self-directing their services or receiving traditional services must meet the following minimum standards:
1. To complete behavioral assessments and consultations, a provider must be:
   a. Licensed psychologist;
   b. Psychology associate working under the license of the psychologist (and currently registered with and approved by the Maryland Board of Psychology);
   c. Licensed professional counselor;
   d. Licensed certified social worker; and
   e. Licensed behavioral analyst.
2. All clinicians must have training and experience in the following:
   a. Applied Behavior Analysis; and
   b. Behavioral Tiered Supports Plans
3. Staff providing the brief support implementation services must be one of the following:
   a. A Certified Crisis Intervention Specialist;
   b. A Certified Behavioral Intervention Technician; or
   c. A Registered Behavioral Technician.

C. Environmental Assessment-
An environmental assessment is an on-site assessment with the participant at his or her primary residence to determine if environmental modifications or assistive technology may be necessary in the participant’s home. An environmental assessment includes an evaluation of the 1) Participant, 2) Environmental factors in the participant’s home, 3) Participant's ability to perform activities of daily living, 4) Participant's strength, range of motion, and endurance, 5) Participant's need for
assistive technology and/or modifications, and 6) Participant's support network including family members’ capacity to support his or her independence. An environmental assessment must be conducted by an occupational therapist licensed in the State of Maryland.

**A Qualified Service Provider rendering Environmental Assessment services to participants self-directing their services** or **receiving traditional services** must meet the following minimum standards:

1. Be approved as a vendor with the Division of Rehabilitation Services (DORS) and have a current license and/or licensed as an Occupational Therapist in Maryland; or
2. Be a DDA Certified Organized Health Care Delivery System Provider who employs staff licensed by the Maryland Board of Occupational Therapy Practice as a licensed occupational therapist in Maryland.

Individuals in self-directing services, as the co-employer, may require additional staffing requirements based on their preferences.

**D. Environmental Modification**

An environmental modification is a physical modification to a participant’s home based on an assessment, and the modification is designed to support the participant’s efforts to function with greater independence or to create a safer, healthier environment for the participant. Environmental modifications include but are not limited to installation of grab bars, access ramps, railings, alarms or locks on windows, doors, and fences, protective padding on walls, floors and pipes, Plexiglas and other forms of glass for safety, outside gates and fences, safety screen doors, bathroom modifications, lifts and stair glides, kitchen modifications, detectable warnings on walking surfaces, alerting devices for participants who have hearing or sight impairments, adaptations to electrical, telephone, and lighting systems, generators to support medical and health devices that require electricity, widening of doorways and halls; door openers, and equipment which raise or lower electrical switches for participants’ safety.

**A Qualified Service Provider rendering Environmental Modification services to participants self-directing their services** or **receiving traditional services** must meet the following minimum standards:

1. Be a DDA Certified Organized Health Care Delivery System Provider who employs a contractor or subcontractor meeting requirements in 3a through h, or
2. Be an approved vendor approved through the Division of Rehabilitation Services (DORS) with a current contract who meets requirements in 3a through h,
3. If a contractor or subcontractor, be a licensed home contractor or certified by the State of Maryland, or be in accordance with the Department of Labor and License requirements and have a Home Improvement License for completion of certain projects where an existing structure is modified;
   a. Be in good standing with the Department of Assessment and Taxation;
   b. Be bonded as is legally required;
c. Obtain all required State and local permits;
d. Obtain final required inspections;
e. Perform all work in accordance with ADA, State and local building codes;
f. Ensure that the work passes the required inspections including as performed in accordance with ADA, State and local building codes; and
g. Provide services according to a written schedule indicating an estimated start date and completion date and progress reports.

Individuals in self-directing services, as the co-employer, may require additional staffing requirements based on their preferences.

E. Family and Peer Mentoring Supports-
Family and Peer Mentoring Supports are supports from mentors who have the shared experiences as the participant and/or his or her family members, and who assist by guiding the participant and/or his or her family members to navigate informed connections to community resources and to engage in community life. Family and Peer Mentoring supports facilitate parent or family member "matches" which includes siblings, and provide follow up support to assure the matched relationships meet peer expectations. Family and Peer Mentors explain community services and programs and suggest strategies to participants and their family members to achieve waiver participants’ goals. Mentors help participants and family members to develop relationships which build participants’ and their families’ resilience. Family and Peer Mentoring Supports provide information, resources, guidance, and support from experienced peer mentors, parents or other family member to peers, other parents, or family caregivers who are the primary unpaid supporters to participants. This support encourages participants and family members to share their successful strategies and experiences in navigating a broad range of community resources beyond those offered through the FSW and CSW.

A Qualified Support Provider rendering Family and Peer Mentoring Supports to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. Be a DDA Approved Family and Peer Mentoring Provider with 5 years demonstrated experience with self-advocacy and parent organizations delivering similar services.
2. Experience may be waived by the DDA with sufficient tangible demonstration of the skillset required.
3. Mentors providing one-to-one interactions to children must:
   a. Be at least 18 years old;
   b. Pass a criminal background investigation and Child Protective Services Background Clearance if supporting a child;
   c. Possess a valid driver’s license, if the operation of a vehicle is necessary to provide services; and
   d. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.
F. **Family Caregiver Training and Empowerment Services**

Family Caregiver Training and Empowerment services are services which provide education and training specifically identified in a participant’s individual plan and which address the family caregiver’s unique needs. Education and training provided to the family caregiver helps to preserve and empower the participant’s family unit by increasing the caregiver’s confidence and stamina, and empowers the caregiver to support the participant. Family Caregiver Training and Empowerment services include payment for educational materials, training programs, workshops and conferences, and transportation to and from training. These services help the family caregiver to: 1) Understand the disability of the participant, 2) Achieve greater competence and confidence in providing supports to the participant, 3) Develop and access community and other resources and supports for the participant and/or participant’s family, 4) Develop or enhance key parenting strategies, 5) Develop advocacy skills, 6) Assist in the development of vocational skills when a participant loses his or her job, and 7) Support the participant in developing self-advocacy skills.

**A Qualified Service Provider rendering Family Caregiver Training and Empowerment Services to participants self-directing their services or receiving traditional services** must meet the following minimum standards:

1. Be a DDA Approved Parent Support Agency with 5 years demonstrated experience or delivering similar services.

G. **Individual and Family Directed Goods and Services**

Individual and Family Directed Good and Services purchase equipment or supplies for self-directing individuals that relate to a need or goal identified in the person-centered plan, maintain or increase independence, promote opportunities for community living and inclusion, and are not available under a waiver service, State Plan services, or another source. Individual and Family Directed Goods and Services decrease the need for Medicaid services, increase community integration, increase the participant’s safety in the home, or support the family in the continued provision of care to the participant. The goods and services may include, but are not limited to: 1) Fitness memberships, 2) Fitness items that can be purchased at most retail stores, 3) Toothbrushes or electric toothbrushes, 4) Weight loss program services other than food, 5) Dental services recommended by a licensed dentist and not covered by health insurance, 5) Nutritional supplements recommended by a professional licensed in the relevant field, and 5) Fees for activities that promote community integration.

**Participants self-directing their services use their FMS to purchase goods and services.**

H. **Participant Education, Training, and Advocacy Supports**

Participant Education, Training, and Advocacy supports are training programs, workshops and conferences which help the individual develop self-advocacy skills, exercise his or her civil rights, and acquire skills needed to exercise control and responsibility over other support services. Covered expenses include, but are not limited to: 1) Enrollment fees, 2) Books and other educational materials,
and 3) Transportation related to participation in training courses, conferences and other similar events.

**A Qualified Support Provider rendering Participant Education, Training and Advocacy Support to participants self-directing their services or receiving traditional services** must meet the following minimum standards:

1. Be a DDA Approved Participant Education, Training and Advocacy Supports Agency with 5 years demonstrated experience with delivering similar services.
2. Agency staff providing one-to-one interactions to children must:
   a. Be at least 18 years old;
   b. Pass a criminal background investigation and Child Protective Services Background Clearance if supporting a child;
   c. Possess a valid driver’s license, if the operation of a vehicle is necessary to provide services; and
   d. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

**I. Personal Supports**

Personal Supports are individualized supports delivered in the participant’s preferential manner to support that person’s independence in his or her own home and/or community in which he or she wishes to be involved in. Personal supports assist participants to acquire and build the skills necessary to maximize their independence. Personal supports include but are not limited to:

1. In home skills development in budgeting and money management, completing homework, maintaining a bedroom or home, cooking, personal care; house cleaning/chores; and laundry;
2. Building skills needed in which participants integrate, engage and navigate their lives at home and in the community. Skill areas may include, but are not limited to the development of skills which make it possible for participants to grocery shop, get a haircut, use public transportation, attend school or social events; join community organizations or clubs, recreate and/or participate in leisure activities, volunteer, and participate in organized worship or spiritual activities; and
3. Personal care assistance services during in-home skills development and community activities. Personal care assistance services include helping participants with daily living and instrumental activities of daily living, which may include meal preparation and cleaning when participants are unable to do for themselves, and only when in combination of other allowable personal supports activities are occurring.

**Qualified Support Providers rendering direct Personal Supports to persons self-directing services** must meet the following minimum standards:

The individual must:

1. Be at least 18 years old;
2. Be current in first aid and CPR certification;
3. Pass a criminal background investigation and Child Protective Services Background Clearance if supporting a child;
4. Be certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant;
5. Possess a valid driver’s license, if the operation of a vehicle is necessary to provide services; and
6. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Participants self-directing their services, as the co-employer, may require additional staffing requirements based on their preferences and level of needs such as:

1. Training by participant/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information, and
2. Previous experience with in home skills such as training on money management, time management and community resources.

**Licensed Personal Supports Providers’ (per COMAR Chapter 10, Title 22) employees** must meet the following minimum standards:
1. Be at least 18 years old;
2. Be current first aid and CPR certification;
3. Pass a criminal background investigation and Child Protective Services Background Clearance (required if supporting a child);
4. Certified by the Maryland Board of Nursing (MBON) as Medication Technicians if paid to administer medication and/or perform treatments are;
5. Possess a valid driver’s license, if the operation of a vehicle is necessary to provide services;
6. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of care; and
7. If providing training on money management, time management and community resources, have performed training on these topics in the previous two (2) years.

**J. Respite Care**

Respite Care is short-term care intended to provide both the participant and his or her family with a break from their daily routines. Respite care can be provided in: 1) The participant’s own home, 2) The home of a respite care provider, 3) A licensed residential site, 4) A State certified overnight or youth camp and, 5) Other settings and camps as approved by DDA. Someone who lives with the participant may be the respite provider, as long as this person is not the person who normally provides care for the participant and is not contracted or paid to provide any other DDA funded service to the participant. A relative (who is not a spouse or legally responsible person) of a participant in self-directed services may be paid to provide this service. The participant or the family member with whom the participant lives may use a relative, neighbor, or friend.
**Qualified Support Providers rendering Respite Care to participants self-directing their services** must meet the following minimum standards:

1. Be current in first aid and CPR certification, unless waived by the participant or their family;
2. Pass a criminal background investigation, unless waived by the individual or their family;
3. Have a Child Protective Services Background Clearance (required if supporting a participant who is a child);
4. Be certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant; and
5. Be a State certified overnight or youth camp, or a DDA approved camp.

Participants self-directing their services, as the co-employer, may require additional staffing requirements based on their preferences and level of needs such as:

1. Training by participant/family on individual-specific information (including preferences, positive behavior supports, when needed, and
2. Disability-specific information).  

**DDA Certified Respite Care Providers’ (per COMAR Chapter 10, Title 22) employees** must meet the following minimum standards:

1. Be current first aid and CPR certification, unless waived by the participant or their family;
2. Be trained by the participant/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information).
3. Pass a criminal background investigation, unless waived by the individual or their family;
4. Have Child Protective Services Background Clearance (required if supporting a child);
5. Be certified by the Maryland Board of Nursing (MBON) as Medication Technicians if paid to administer medication and/or perform treatments; and

**Camps** must meet the following minimum standards:

1. Be State certified overnight or youth camps as per COMAR 10.16.06 unless otherwise approved by the DDA, and
2. Be a DDA approved camp.

**Respite Care at Provider sites** must meet the following minimum standard:

1. Must be a licensed site unless otherwise approved by the DDA.

K. **Transportation**

Transportation is providing non-medical assistance, training and transport to a participant and the participant’s family caregiver so the participant can access community activities in his or her own community. Transportation services can include, but are not limited to: 1) Orientation services in using other senses or supports for safe movement from one place to another, 2) Accessing mobility services such as transportation coordination and accessing resources, 3) Travel training such as supporting the individual and family in learning how to access and use informal, generic, and public transportation safely for independence and community integration, 4) Services provided by different
modalities, including public and community and 5) Purchase of prepaid transportation vouchers and cards, such as the Charm Card and/or taxi cards.

A Qualified Service Provider rendering transportation to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. Be a Certified Organized Health Care Delivery System Provider. Staff providing direct transportation, must
   a. Be at least 18 years old;
   b. Pass a criminal background investigation and Child Protective Services Background Clearance if supporting a child;
   c. Possess a valid driver’s license, if the operation of a vehicle is necessary to provide services; and
   d. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
2. Be a relative or legal guardian (who is not a spouse or legally responsible person) of an individual with DDA preapproval to provide the transport service;
3. Be an Orientation, Mobility and Travel Training Specialist to provide training in transportation. This staff must:
   a. Have a valid Class C Driver’s License and car insurance
   b. Attend and have a current certification as a travel trainer from one of the following entities:
      1) Easter Seals Project Action (ESPA)
      2) American Public Transit Association
      3) Community Transportation Association of America
      4) National Transit Institute (NTI)
      5) American Council for the Blind
      6) National Federation of the Blind
      7) Association of Travel Instruction, and
      8) Other recognized entities based on approval from the DDA
4. Be current in first aid and CPR training and certification; and
5. Have passed a criminal background investigation and Child Protective Services Background Clearance (required if supporting a child).

Participants self-directing services may require additional requirements based on their preferences and level of needs such as training by individual/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information), and signing a self-directed provider agreement verifying qualifications and communicating expectations.

L. Vehicle Modification Services

Vehicle Modification services are adaptations or alterations which are made to a vehicle that is the participant’s or the participant’s family’s primary means of transportation. Vehicle modifications are designed to accommodate the needs of the participant and enable him or her to integrate more fully
into the community. Vehicle Modification services help ensure the health, welfare and safety and integration of the participant by removing barriers to transportation. Vehicle modifications may include, but are not limited to: 1) Assessment services which (a) help determine specific needs of the participant as a driver or passenger, (b) review modification options, and (c) develop a prescription for required modifications of a vehicle; 2) Assistance with modifications to be purchased and installed in a vehicle owned by or a new vehicle purchased by the participant, or legally responsible parent of a minor or other caretaker as approved by DDA; 3) Non-warranty vehicle modification repairs; and 4) Training on use of the modification. Vendors making vehicle modifications must complete an Adaptive Driving Assessment report and a Vehicle Equipment and Adaptation Prescription Agreement (VEAPA). The adaptive driving assessment specialist who wrote the Adapted Driving Assessment report and the VEAPA shall include a statement as to whether the vehicle modification(s) meets the individuals’ needs. The contractor or subcontractor shall 1) Ensure the vehicle modification fits the participant, and 2) Ensure the participant is able to safely drive the vehicle with the new adaptations/equipment by conducting an on-site assessment.

**A Qualified Service Provider rendering Vehicle Modification services to participants self-directing their services or receiving traditional services** must meet the following minimum standards:

1. Be a DDA Certified Organized Health Care Delivery System Provider (OHCDS) who is a Division of Rehabilitation Services (DORS) or DDA approved vendor;
2. Be an approved vendor approved through DORS, and
3. As a contractor or subcontractor with OHCDS or approved by DORS, be a driver rehabilitation specialist or certified driver rehabilitation specialist.

Participants self-directing services, as the co-employer, may require additional requirements based on their preferences.

**III. Meaning Full Day, Employment Supports and Support Broker Services in the CSW and QSP Criteria**

**M. Community Development Services**
Community Development services are distinct services, separate from residential services, which aide the participant to develop and maintain skills related to community membership through engagement in community-based activities with people without disabilities. Community Development Services can be provided in a variety of settings in the community which support the participant’s positive growth and development of skills and social supports necessary to gain, retain or advance competitive integrated employment opportunities. The participant is provided opportunities to learn socially acceptable behavior and self-advocacy skills. Community-based activities offered through Community Development Services may include, but are not limited to the participant’s participation and engagement in: 1) Activities which facilitate and promote integration and inclusion in the participant’s chosen community; including identifying a path to employment for a working age participant; 2) Travel training; 3) Self-advocacy classes and
activities; 4) Local community events; 5) Volunteering within a non-profit organization whose mission the participant’s supports and/or 6) Performing a paid or unpaid internship. Community Development Services also include transportation to, from, and within activities. Personal care assistance may also be provided during community activities so long as it is not the primary or only service provided.

A Qualified Service Provider rendering Community Development Services to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. Be a current in first aid and CPR training and certification;
2. Pass a criminal background investigation and any other required background checks and credential verifications;
3. Be certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant;
4. Be a relative or legal guardian (who is not a spouse or legally responsible person) of an individual with DDA preapproval to provide the Community Development service;
5. If applying as a DDA Licensed Vocational or Day Service Provider DDA Licensed Vocational or Day, meet the following additional provider and provider employee requirements the provider:
   a. Be trained on person-specific information (including preferences, positive behavior supports);
   b. Possess current appropriate licenses/certifications;
   c. Have training as required in COMAR 10.22.02 based on service provided and needs of the person at time of service; and
   d. Successfully pass a criminal background investigation and any other required background checks and credential verifications.

Participants self-directing services may require additional requirements based on their preferences and level of needs such as training by individual/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information), and signing a self-directed provider agreement verifying qualifications and communicating expectations.

N. Day Habilitation Services
Day Habilitation services are separate and distinct services from other waiver services, including residential services, which can be provided in a variety of settings in the community or in a facility owned or operated by a provider agency. Day Habilitation services provides the participant with development and maintenance of skills related to activities of daily living, instrumental activities of daily living, vocation, and socialization through application of formal teaching methods and participation in meaningful activities. Through meaningful Day Habilitation activities, a participant learns new skills in 1) Employment; 2) Socially acceptable
behavior; 3) Effective communication; 4). Self-direction and problem solving; 5) Engaging in safety practices; 6) Performing household chores; and 7) Performing self-care tasks. Day Habilitation activities include, but are not limited to the participant’s engagement in: 1) Activities in which skills can be used to do the type of work the participant is interested in; 2) Self-advocacy classes and activities; 3) Local community events; 4) Volunteering within a non-profit organization whose mission the participant’s supports and/or 5) Training and supports designed to maintain abilities and to prevent or slow loss of skills for a participant’s declining condition. Day Habilitation services also include transportation services and personal care assistance so long as it is not the primary or only service provided.

A Qualified Service Provider rendering Day Habilitation Services to participants must meet the following minimum standards:
1. Be licensed as a Day Habilitation Service Provider as per COMAR 10.22.02.01-1A(1);
2. Be trained and ensure employees have current in first aid and CPR training and certification;
3. Pass a criminal background investigation and any other required background checks and credential verifications and ensure the same for employees;
4. Ensure employees are certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant; and
5. Ensure employees are trained on person-specific information (including preferences, positive behavior supports, when needed, and disability-specific information).

O. Employment Discovery and Customization Services
Employment Discovery and Customization services are time limited services (usually 6 months) which are provided to a participant who wants to work in a competitive, integrated job paid by a private community employer. Employment Discovery and Customization services aid a participant to identify and develop customized employment options which works towards competitive, integrated employment for the participant. Employment Discovery is a time-limited comprehensive, person-centered, community-based employment planning process. The Employment Discovery process and activities include: 1) Visits to the participant’s home; 2) Assessment of the community surrounding their home; 3) Work skills and interest inventory; 4) Community-based job trials and community-based situations in order to identify skills, interest, and learning style; 5) Identification of the ideal conditions for employment for the participant; and 6) Development of an Employment Discovery Profile with all pertinent information about the participant’s skills, job preferences, possible contributions to an employer, and useful social networks. The profile may also include a picture or written resume. Customization is support to assist a participant to obtain a negotiated competitive integrated job. The Customization process and activities include: 1) The use of the participant’s social network, community resources and relationships, the American Job’s Centers, and provider business contacts to identify possible employers. 2) Flexible strategies designed to assist in obtaining a negotiated competitive integrated job including: (a) job development, (b) job carving, (c) job sharing, (d) self-
employment; and other national recognized best practices, based on the needs of both the job seeker and the business needs of the employer. Transportation services are included in Employment Discovery and Customization Services. A participant self-directing his or her services may use a relative to provide this service as long as that person is not a spouse or legally responsible for the participant.

**A Qualified Service Provider rendering Employment Discovery and Customization Services to participants self-directing their services or receiving traditional services** must meet the following minimum standards:

1. Be a current in first aid and CPR training and certification;
2. Pass a criminal background investigation and any other required background checks and credential verifications;
3. Possess current appropriate licenses/certifications and trainings, as required by regulations based on service provided and needs of the participant at time of service;
4. Be a relative or legal guardian (who is not a spouse or legally responsible person) of an individual with DDA preapproval to provide the Community Development service;
5. If applying as a DDA Licensed Vocational or Day Service Provider be licensed under COMAR 10.22.02.01-1A(1) and meet the following additional provider and provider employee requirements:
   a. Be trained on person-specific information (including preferences, positive behavior supports);
   b. Possess current appropriate licenses/certifications and trainings, as required by regulations based on service provided and needs of the participant at time of service;
   c. Have training as required in COMAR 10.22.02 based on service provided and needs of the participant at time of service; and
   d. Successfully pass a criminal background investigation and any other required background checks and credential verifications.

Participants self-directing services may require additional requirements based on their preferences and level of needs such as training by individual/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information), and signing a self-directed provider agreement verifying qualifications and communicating expectations.

**P. Medical Day Care Services**

Medical Day Care services is a medically supervised day program provided to a participant who is 21 years or older and who attends a minimum of 4 hours per day. A participant receives the following services as needed: 1) Health; 2) Nursing; 3) Physical therapy; 4) Occupational therapy; 5) Assistance with activities of daily living such as walking, eating, toileting, grooming, and supervision of personal hygiene; 6) Nutrition; 7) Social work; 8) Activity program; and 8) Transportation.
A Qualified Service Provider rendering Medical Day Care Services to a participant must meet the following minimum standards:

1. Be licensed as a Medical Day Care Service Provider as per COMAR 10.09.07;
2. Be trained and ensure employees have current in first aid and CPR training and certification;
3. Pass a criminal background investigation and any other required background checks and credential verifications and ensure the same for employees;
4. Ensure employees are certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant; and
5. Ensure employees are trained on person-specific information (including preferences, positive behavior supports, when needed, and disability-specific information).

Q. Supported Employment Services

Supported Employment services are provided to a participant a minimum of 4 hours per day and include a variety of supports to help the participant identify career and employment interests, as well as to find and keep a job paid by a community employer. Supported Employment activities include: 1) Individualized job development and placement; 2) On-the-job training in work and work-related skills; 3) Facilitation of natural supports in the workplace; 4) Ongoing support and monitoring of the participant's performance on the job; 5) Training in related skills needed to obtain and retain employment such as using community resources and public transportation; 6) Negotiation with prospective employers; and 7) Self-employment supports. Supported Employment services include support services that enable the participant to gain competitive integrated employment, transportation to, from, and within the activity, and personal care assistance so long as it is not the primary or only service provided. Additionally, Supported Employment may include behavioral supports, and delegated nursing tasks to support the employment activity. A family member of an adult participant may be paid to provide this service.

A Qualified Service Provider rendering Supported Employment Services to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. Be a current in first aid and CPR training and certification;
2. Pass a criminal background investigation and any other required background checks and credential verifications;
3. Be certified by the Maryland Board of Nursing as a Medication Technician when duties require passing of medication(s) and/or performance of treatments to the participant;
4. Be a relative or legal guardian (who is not a spouse or legally responsible person) of an individual with DDA preapproval to provide the Community Development service;
5. If applying as a DDA Licensed Vocational or Day Service Provider, meet the following additional provider and provider employee requirements:
a. Be trained on person-specific information (including preferences, positive behavior supports);
b. Possess current appropriate licenses/certifications;
c. Have training as required in COMAR 10.22.02 based on service provided and needs of the person at time of service; and
d. Successfully pass a criminal background investigation and any other required background checks and credential verifications.

Participants self-directing services may require additional requirements based on their preferences and level of needs such as training by individual/family on individual-specific information (including preferences, positive behavior supports, when needed, and disability-specific information), and signing a self-directed provider agreement verifying qualifications and communicating expectations.

R. Transitional Employment Services

Transitional Employment services are time limited services which use systematic instruction and other teaching methods that help participants to learn skills to work in competitive, integrated employment. Transitional Employment services can be facility-based or non-facility-based and provided in a small or large group. Facility-based employment supports are provided at a fixed site which is owned, operated, and/or controlled by a licensed provider, while small and other large group employment sites are in the community and not owned, operated, or controlled by the licensed provider. Small groups include 2 to 8 persons (including the participant) and large groups include 9 to 16 persons (including the participant). Groups complete work tasks on a contract-basis. Participants learn work related skills such as time-management, strategies for completing tasks, socially acceptable behavior, effective communication, and how to problem-solve. Participants must have an employment goal within their person-centered plan which outlines how they will transition to community integrated employment. Transportation services are included in Transitional Employment Services.

A Qualified Service Provider rendering Transitional Employment Services to participants must meet the following minimum standards:

1. Be a DDA Licensed Vocational or Day Service Provider under COMAR 10.22.02.01-1A(1).
2. The licensed provider and provider staff:
   a. Be trained on person-specific information (including preferences, positive behavior supports);
   b. Possess current appropriate licenses/certifications;
   c. Have training as required in COMAR 10.22.02 based on service provided and needs of the person at time of service; and
d. Successfully pass a criminal background investigation and any other required background checks and credential verifications.

S. **Support Broker Services**

Support Broker Services are employer related services which provide information and assistance to a participant employer who is self-directing his or her services. Support Brokers support participants to make informed decisions related to day-to-day management of their services and budget. Support Brokers provide information about: 1) Self-direction including roles and responsibilities and functioning as the common law employer; 2) Additional subjects pertinent to the participant and/or participant’s family in managing and directing services; 3) The process for changing the participant’s person centered plan and individual budget; 4) The grievance/complaint process; 5) Risks and responsibilities of self-direction; 6) Policy on Reportable Incidents and Investigations; 7) Free choice of staff/employees; 8) Individual rights; and 9) Reassessments and reviews of work schedules. Support Broker assistance to a participant includes: 1) Initial planning and start-up activities; 2) Practical skills training (e.g., hiring, managing and terminating workers, problem solving, conflict resolution); 3) Development of risk management agreements; 4) Development of an emergency back-up plan; 5) Recognizing and reporting critical events; 6) Independent advocacy, to assist in filing grievances and complaints when necessary; 7) Recruiting, interviewing, and hiring staff; 8) Staff supervision and evaluation; 9) Firing staff; 10) Participant direction including risk assessment, planning, and remediation activities; 11) Managing the budget and budget modifications including reviewing employee timesheets and monthly Fiscal Management Services reports to ensure that the individualized budget is being spent in accordance with the approved person centered plan and budget and conducting audits; 12) Managing employees, supports and services; 13) Facilitating meetings and trainings with employees; 14) Employer development activities; 15) Employment quality assurance activities; 16) Developing and reviewing data, employee timesheets, and communication logs; 17) Development and maintenance of effective back-up and emergency plans; 18) Training all of the participant’s employees on the Policy on Reportable Incidents and ensuring that all critical incidents are reported to the Office of Health Care Quality and DDA; 19) Complying with all applicable regulations and policies, as well as standards for self-direction including staffing requirements and limitations as required by the DDA; and 20) Assisting with developing relationships between the employer, participant and participant’s family. A participant may use a family member or individual to provide Support Broker Services as long as the person is not a spouse, legally responsible adult and/or legal representative payee. The latter persons may act as unpaid support brokers. Individuals and organizations providing Support Broker Services to a participant cannot provide other paid services.

**A Qualified Service Provider rendering Support Broker Services to participants self-directing their services** must meet the following minimum standards:

1. Be a DDA Certified Support Broker Agency Provider who:
   a. Demonstrates core competency related to self-determination, consumer directed services and service systems (i.e. generic and government sponsored) for
individuals with developmental disabilities, and effective management strategies);

b. Completes all training required by the DDA, including the Policy on Reportable Incidents and Investigations and approved Support Broker trainings,

c. Successfully pass a criminal background investigation, and any other required background checks and credential verifications;

d. Ensures its staff successfully pass criminal background investigations and any other required background checks and credential verifications and required training;

e. Trained on person-specific information (including preferences, positive behavior supports); and

f. Maintains current DDA Support Broker certification.

2. Be a family member or individual who is

a. Trained on person-specific information (including preferences, positive behavior supports);

b. Completes all training required by the DDA, including the Policy on Reportable Incidents and Investigations and approved Support Broker trainings,

c. Successfully pass a criminal background investigation, and any other required background checks and credential verifications; and

d. Maintains current DDA Support Broker certification.

**Additional Provider Verification**

Following application, DDA approval processes, and enrollment of a CSW and/or FSW provider, the provider will undergo additional credentialing prior to delivering supports and services to waiver participants. Participants self-directing their services have a Fiscal Management Service which verifies providers’ qualifications prior to delivery or purchase of services. Participants who receive other traditional services under the FSW have Coordinators of Community Services who complete verifications of providers’ credentials prior to initiation or purchases of services.