Agenda

• Overview
• Challenges
• Service Delivery Enhancements
  • Framework
  • Infrastructure
• Addressing Challenges
• Waiver Amendment #2
• Questions and Answers
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
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 “Good Life”
Overview

DDA Supports

- Children
- Adults
- Families
Overview

Trajectory to the “Good Life”

Integrated Supports

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.

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

DDA’s Focus Areas

- Self-Determination
- Self-Advocacy
- Employment
- Supporting Families
- Independent Living
## Overview

### DDA’s Regional Offices

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

Plans to address

• Self-direction service delivery model framework
• Infrastructure
• Policy
• Guidance
• Waiver Amendment
Self-Direction
Service Delivery Enhancements
Overview

Framework and Infrastructure

[Diagram showing the Framework and Infrastructure with Foundation Blocks, Person-Centered Thinking, Person-Centered Plan, Positive Behavioral Supports, Incident Policy, Community Settings Guidance, Statute, Regulation, Policy, Guidance, Waiver Programs, Rate Study, LTSS, Eligibility, Waiting List, Completed, In Progress, Started, with SD arrows pointing to Statute and Regulation.]
Overview

Waiver Amendments #2

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
- In Progress
- Started

SD

MARYLAND Department of Health
Overview

Waiver Amendments #2

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
In Progress
Started
Self-Determination Framework
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
- Access to satisfactory support options
- Commitment to excellence/outcomes
- Flexibility in support delivery

**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
Self-Direction

Policy Development

FRAMEWORK
Provides functionality

SERVICES
Guided by best practices

STAKEHOLDER
Inform practice

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

RESOURCES
Support the processes and organizational structure

MARYLAND Department of Health
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?
- Self-direction
- Community integration
- Expanded resources
- Efficiency
- Fairness

Policy Intentions

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

FINANCING STRATEGY & COMMUNICATION

ACtIONS

OUTCOMES
Self-Direction

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
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
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
Self-Direction

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
Self-Direction

Plans to address

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

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
Challenges

• Add employer authority to employment supports
• Explore additional certified medication technician training opportunities
Self-Determination Waiver Amendment
Amendment

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

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
## DDA Regional Self-Directed Services Leads

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

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