



Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting

January 21, 2025



Agenda

- Welcome
- Statewide Themes and Trends
- Policy and Program Updates
- Closing and Questions

Welcome

Spotlighting Targeted Case Management Agencies: Recognizing Excellence

- Share creative strategies and effective practices that enhance service delivery, improve outcomes, and address barriers for DDA participants
- Send your recommendations to nicolette.paparoidamis@maryland.gov



Statewide Themes and Trends

Comprehensive Assessments

The screenshot displays a web-based interface for 'Comprehensive Assessment'. It is divided into several sections:

- Due Dates:** Fields for 'Date Due:' and 'Revised Due Date:'.
- Assessment Results:** Fields for 'First Name:', 'Last Name:', 'Coordinator of Community Services:', 'Regional Office:', 'Date of Initial Contact:**' (05/14/2008), and 'Date of Interview:**' (08/31/2018). There is also a 'Summary of application review:**' text area.
- Documents Reviewed:** A table with columns 'Reviewed', 'Title', 'Source', and 'Date of Document'. One entry is visible: 'neuro 10/23/15' on '08/08/2018'.
- Documentation:** A table with columns 'Category', 'Source', 'Title', 'Description', 'Filename', and 'Date of Document'. The 'Application' section shows 'Adaptive Behavior Assessment System - Third Edition (ABAS-III)'.
- Workflow History:** A table with columns 'From Status', 'To Status', 'Actor Name/Role', 'Date', and 'Comments'. The current status is 'In Progress'.

Communication:

- Explain why submitting documentation is important
- Provide instructions on how to obtain missing documents
- Maintain HIPAA compliance when seeking documentation
- If support is refused, document and follow-up with the regional office
 - Why? It increases transparency and ensure timely access to service delivery

Medicaid Waiver Eligibility

DEVELOPMENTAL DISABILITIES ADMINISTRATION
Home and Community-Based Services Waiver

LEVEL OF CARE
INITIAL CERTIFICATE OF NEED

This is to certify that: _____
(Name: First, Middle, Last) (LTSS ID)

has been determined to need waiver services and meets the appropriate Level of Care.

In accordance with DDA eligibility criteria listed below, the above named has a severe chronic disability that:

- Is attributable to a physical or mental impairment, other than the sole diagnosis of mental illness, or to a combination of mental and physical impairments;
- Is manifested before the individual attains the age of 22;
- Is likely to continue indefinitely;
- Results in an inability to live independently without external support or continuing and regular assistance; and
- Reflects the need for a combination and sequence of special, interdisciplinary, or generic care, treatment, or other services that are individually planned and coordinated for the individual.

I verified that the participant has a "Developmental Disability" as noted in their **Eligibility Determination Form** in LTSSMaryland.

Coordinator of Community Services: _____ Date: _____
Signature

Coordinator of Community Services: (printed name): _____

Initial Level of Care Form Effective Dates:

- Effective date matches Medicaid Waiver Application signature date
 - Complete the **Initial Level of Care Form** when meeting the participant/family to complete the Medicaid Waiver Application
 - Make sure all forms are signed and dated
- ➔ Why? It streamlines the process to avoid unnecessary delays

Medicaid Waiver Eligibility

Once completed, remember to submit the **Level of Care Annual Recertification**

- Use *LTSSMaryland* reports to support your review of compliance
 - Why? This ensures participants receive uninterrupted services

Person-Centered Planning

Person Centered Plan — Summary
 Status: In Progress | Plan Type: Annual PCP

Overview Information
Client Details
 Participant Name: Harry Dell
 Nickname/Also Known As:
 Date of Birth: 12/31/1960
 Client ID: 969096
 MA Number: 4563214563
 Primary Phone #: (333) 333-2222
 Current Address: 1234 Mystreet Lane, Mycity MD 44444

Plan Details
 Program Type: CP
 Annual PCP Date: 04/10/2019
 Plan Type: Annual PCP
 Is Urgent? No
 Meeting Date: 12/14/2017
 Create Date: 12/22/2017
 Effective Date: 04/19/2018
 End Date:

Plan Contacts

Role	Name	Contact Number	Email
Brother	Jerry Dell	(333) 333-5555	jerrydell255@gmail.com
Sister	Harriet Sparks	(333) 888-7777	harrietsparks@verizon.net

Summary
What I like and Admire about Myself:
 People say I am energetic, I love my family, I work very hard to do a good job for my employer

What I am Interested in Doing:
 I like my current job but would be interested in something that pays more.

Important People in My Life:
 My brother and sister are the most important people in my life. Also important is my best friend, John.

Best Way to Communicate with Me:
 Email is preferred, be clear and spell things out for me and make sure I understand

Technology I use:
 Smartphone

Outcomes

Category	Outcome	Outcome Description	Requested Services
My Choices	People choose where they work	Harry has a job he enjoys where he makes at least \$12.50 an hour	Employment Discovery

Important To Me

Rank	Important To Me	Focus Area
1	To earn enough money for doing things I enjoy	Employment
2	To be understood by others	Communication
3	Opportunities to develop new skills	Lifelong Learn

Important FOR Me

Rank	Important For Me	Focus Area
1	Learn money-management skills	Finance
2	Stress/anxiety reduction measures	Health/Wellness

Risks

Risk Name	Description	How Addressed	Restriction	Focus Area
Stress feeling overwhelmed	Sometimes won't share stress; feels it is a sign of weakness	Have support of family		Communication

Rights Restrictions

Rights Restriction	Related Specific and assessed Need	Description of Condition	Positive Interventions and Less Intensive Methods Tried	Timeline to Monitor/Review Effectiveness
Choice and control	Stress management	Becomes stressed when schedule demands prevent sufficient rest or alone time	Weekly schedule in advance, notice of changes	Follow up quarterly

Note: Forms as shown are based on the LTSS at the time of this publication and are subject to

The **Annual PCP Date** is chosen by the person when the initial PCP is developed. **Created Date** refers to the most recent version and is auto-generated. **Effective Date** is the date the current PCP (or revision) is authorized for implementation.

Demographic information from Client Profile

Introductory questions about the person and his/her interests

All selected Outcomes are listed on this page.

Risks can be added and ranked at the summary level. Any identified Rights Restrictions will require additional information.

Ensure Participants receive a copy of their Person-Centered Plan:

- Provide a copy before they sign
- Explain the contents, address questions, and ensure they understand

→ Why? Promotes trust by supporting the core principles of person-centered planning, such as informed choice and active engagement

Person-Centered Planning

Requested services must comply with federal authority and include supporting documentation. Support individuals by:

- Utilizing the [Guidelines for Service Authorization and Provider Billing Documentation](#) to explain the requirements
 - Document action in *LTSSMaryland*
 - Alert the Regional Office of the risk of plan denial but still submit the plan
 - After 3 unsuccessful clarification requests, a Person-Centered Plan will be denied
 - People can exercise their right to appeal. Ensure they received a copy of their denial letter with appeal rights
- Why? It strengthens transparency and clarity to support informed decision making

Person-Centered Planning

Person-Centered Plan Approval and Denial Letters

- Both are mailed directly to the individual's mailing address
- Coordinators of Community Services should support the individual/family with next steps and appeal rights
 - ➔ Why? The Coordinator of Community Services is responsible for supporting the person in navigating DDA services

Monitoring and Follow-Up Visits/Form Submission

Tips to support timely completion:

- Scheduling visits ahead and blocking out time
 - Supervisors monitor, delegate and empower teams
 - Build a collaborative team culture
- Why? Monitoring and follow-up activities anticipate challenges in order to implement solutions before issues escalate, and they are required.



Monitoring and Follow-Up Visits/Form Submission

Ensure that the form has been submitted by:

- Reviewing *LTSSMaryland* data reports regularly
 - Monitor submission trends
 - Check for completeness and accuracy
 - Follow up during one-to-one meetings
- Why? Data verification safeguards integrity, supports quality assurance, address oversights, and addresses challenges promptly

Policy and Program Updates

Application Renewals

Targeted Case Management Recertification/Renewals

- Reminder emails have been sent by the regional office with instructions and deadlines
- Renewal checklist will be included for added support that will include:
 - Direct links to resources and required forms;
 - Applicable regulations to ensure compliance; and,
 - Disclaimers

Resources and Other Related Activities



Coordinators of Community Services are responsible for identifying and connecting participants with available resources— both within DDA and in their community.

May be assessed through:

- Monitoring and following process
- Person-Centered Planning

Resources and Other Related Activities

Easy-to-use Benefits Screener on [myMD THINK](#)

A Benefits Screener helps someone discover benefits programs people may qualify for, including:

- Food Assistance
- Cash Assistance
- WIC (Women, Infants, and Children) Program
- Medical Assistance
- Energy Bill Support

Resources and Other Related Activities

Maryland Center for Developmental Disabilities

[The Resource Finder](#)

- Childcare
- Educational
- Recreational
- Financial and Housing

Resources and Other Related Activities

Developmental Disabilities Administration

[Maryland Resources, Support, and Services](#)

- Social and Spirituality
- Healthy Living
- Daily Life and Employment
- Safety and Security
- Community Living
- Advocacy and Community Engagement

Reminders

DDA Communication - December 30, 2024

CCS State-Only Report Update


- Inability to run the report
- The state payment activities will appear on the January 2025 invoice, which will be generated on February 1, 2025
- Please contact Deneice Robinson at deneice.robinson@maryland.gov or your regional fiscal team for other immediate questions

Reminders

The DDA Connection - December 20, 2024

Personal Outcome Measures®

- A **Standard Operating Procedure** that details how Personal Outcome Measures® conversations are conducted is available on DDA's website.
- For questions or concerns related to the Personal Outcome Measures® summaries you receive, please contact Amber Rose, Quality Manager at Liberty Healthcare at Amber.Rose@LibertyHealth.com.




PERSONAL OUTCOME MEASURES®

1. People are safe
2. People are free from abuse and neglect
3. People have the best possible health
4. People experience continuity and security

Jill Westring

MEASURING *Personal* QUALITY OF LIFE

Reminders



Maryland
DEPARTMENT OF HEALTH

The DDA Connection

December 6, 2024




FROM THE DESK OF
Marlana R. Hutchinson
Deputy Secretary
Developmental Disabilities Administration

On November 15, DDA staff and I were honored to participate in the Maryland Department of Disabilities Direct Support Professional Awards. It was truly a privilege to recognize the important work that Direct Support Professionals do for Marylanders with disabilities every day.

As I mentioned at the event, we celebrate you as professionals and acknowledge the significant commitment you have made to the community of individuals with disabilities that we serve. Thanks to your dedication, many citizens with disabilities in Maryland can live more fulfilling lives in the communities of their choice.

In collaboration with the Maryland Department of Disabilities, the Maryland Department of Health's Developmental Disabilities Administration proudly celebrates Maryland's Direct Support Professionals. Although one specific week in September is dedicated to honoring your



Sign up for the DDA Connection (archive available [here](#))

If not receiving the DDA Connection, please send the email address not receiving the communications to

Nicolette.paparoidamis@maryland.gov and
donna.will@maryland.gov

Closing

Please send agenda topics, questions, or details about your agency's accomplishments and ideas for the next meeting to Nicolette Paparoidamis, Director of Coordination of Community Services, at Nicolette.Paparoidamis@maryland.gov.

Questions

