



Maryland  
DEPARTMENT OF HEALTH

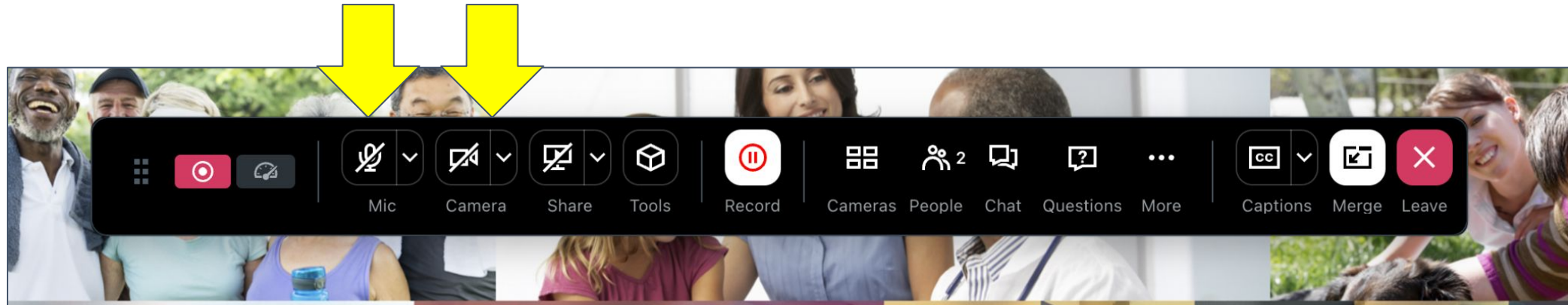
# Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting

April 15, 2025




# Housekeeping

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The image shows a Zoom meeting interface. A black control bar is overlaid on a video background of several people. Two yellow arrows point down to the 'Mic' and 'Camera' icons in the bar. The bar contains icons for: a grid (gallery view), a red circle with a dot (mute), a brain (noise reduction), a microphone with a slash (mute), a camera with a slash (video off), a screen with a slash (share screen), a cube (tools), a red square with a white pause symbol (record), a grid of cameras (cameras), a person icon with '2' (people), a speech bubble (chat), a question mark (questions), a three-dot menu (more), a CC icon (captions), a square with a checkmark (merge), and a red square with a white X (leave).

**Mic** **Camera** **Share** **Tools** **Record** **Cameras** **People** **Chat** **Questions** **More** **Captions** **Merge** **Leave**



**Maryland**  
DEPARTMENT OF HEALTH


## Developmental Disabilities Administration

# Housekeeping

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A screenshot of a Zoom meeting interface. The toolbar is visible with icons for Mic, Camera, Share, Tools, Record, Cameras, People, Chat, Questions, More, Captions, Merge, and Leave. Below the toolbar is the Maryland Department of Health logo, which consists of a stylized cross and the text 'Maryland DEPARTMENT OF HEALTH'. Below the logo is the text 'Developmental Disabilities Administration' in a large, bold, black font.

Mic Camera Share Tools Record Cameras People Chat Questions More Captions Merge Leave

  
**Maryland**  
DEPARTMENT OF HEALTH

**Developmental Disabilities Administration**

# Agenda

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

# Welcome

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## Division of Rehabilitation Services (DORS)

- Tamla McDowell-Omodho, Staff Specialist at the Community Rehabilitation Programs
  - DORS Referral, Application and Eligibility





DIVISION OF  
REHABILITATION SERVICES



**Maryland**  
STATE DEPARTMENT OF EDUCATION

# Maryland State Department of Education: Division of Rehabilitation Services

04/15/2025

**PRESENTED BY**

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**Tamla McDowell-Omodho,**

Staff Specialist – Community  
Rehabilitation Programs





## Presentation Agenda

- DORS' referral, application, and eligibility process

A woman with long dark hair in a ponytail, wearing a light-colored hoodie, is seated in a wheelchair at a white desk. She is focused on a laptop screen, with her hands on the keyboard. The desk is mounted on a wall with a wood-grain panel. A modern, adjustable desk lamp is illuminated, casting light on the workspace. To the left, a white bedside table holds a remote control. The background features a large window with white blinds, partially open, allowing natural light into the room. The overall atmosphere is professional and inclusive.

# OPENING DOORS to EMPLOYMENT





# DORS

- Vocational Rehabilitation (VR) Employment Services to help Marylanders with disabilities prepare for and find employment
- Student Employment Services (SES) and Pre-Employment Transition Services (Pre-ETS)

Services provide an opportunity to experience and explore the world of work and/or post-secondary education. These services are provided by DORS staff or community partners.

**\*Students ages 14-21**

# WHO SHOULD APPLY

- An individual who desires Competitive Integrated Employment (CIE) and has a disability or serious health condition that makes it hard for them to gain or maintain a job.
- An individual who can benefit from at least two substantial services (i.e., Job Development, Job Coaching, Benefits Counseling, Training).
- An individual who is immediately ready to participate in services and immediately ready to work after employment is obtained.
- A student who is at least 14 and is not older than 21 years of age (has not yet reached 22<sup>nd</sup> birthday).



## REFERRAL PROCESS



# REFERRAL PROCESS

- Referring a high school or college student, aged 14-21
- Adult 22 and older

Referrals are completed online under the **Request DORS Services** tab:

<https://dors.maryland.gov/consumers/Pages/referral.aspx>

*By the job seeker or student themselves, a parent or family member, a medical provider, a teacher, etc.*

\* Please allow 10 business days for your nearest DORS office to receive, process your form, and schedule an appointment



# ELIGIBILITY DETERMINATION PROCESS

# VOCATIONAL REHABILITATION (VR) EMPLOYMENT SERVICES – Ages 22+

- Following the intake appointment – Eligibility within 60 days, Individual Plan for Employment within 90 days of eligibility determination

## **Documentation Required for eligibility determination:**

- Award letter from DDA – expedites
- DDA proof of eligibility from provider agency – expedites
- Medical Records
- Psychological Evaluation





# STUDENT EMPLOYMENT SERVICES (SES) AND PRE-EMPLOYMENT TRANSITION SERVICES (Pre-ETS)

- Student records



# Brief overview – After Eligibility

- IPE
- Referral for appropriate services
- Closure



# Questions







# CONTACT INFORMATION

## **Tamla McDowell-Omodho**

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DIVISION OF  
REHABILITATION SERVICES



**Maryland**  
STATE DEPARTMENT OF EDUCATION

# Thank You!

**[dors.Maryland.gov](https://dors.Maryland.gov)**



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The Vocational Rehabilitation program receives 78.7% of its funding through a grant from the U.S. Department of Education. For the Federal fiscal year 2024, the total amount of grant funds awarded was \$60,204,299. The remaining 21.3% of the costs (\$14,999,444) were funded by State appropriations.

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# Statewide Themes and Trends

# Comprehensive Assessments

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Comprehensive Assessments should be individualized.

- Carefully review all Comprehensive Assessments narratives before submission.
- Do not copy and paste from other participant's information. Ensure all information only describes the assessed individual

**Why?** Any assessment which includes the identifying information of another participant is a HIPAA violation. *\*Once submitted, the assessment cannot be edited.*



# Medicaid Waiver Eligibility 1 of 4

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The Coordinator of Community Service must submit a **Notification Authorization to Participate (ATP)** to alert the Developmental Disabilities Administration (DDA) when an individual who is currently enrolled in a DDA Waiver program meets the following criteria:

- Deceased
- Admitted to a long-term care facility
- Moved out of state
- Declined waiver services
- No longer receiving DDA Waiver services

# Medicaid Waiver Eligibility 2 of 4

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- When the DDA Regional staff receives the **Notification Authorization to Participate** in *LTSS Maryland*, they will confirm that the information submitted is accurate and will submit a Disenrollment Authorization to Participate to the Eligibility Determination Division (EDD).

# Medicaid Waiver Eligibility 3 of 4

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## Medicaid Waiver Eligibility Packet Documentation Reminders

- Always submit current documents for the correct person.
- Submit fully completed documents.
- Include complete meeting minutes and a list of the meeting's attendees. The [Waiver Application Meeting Minutes template](#) is available on the DDA website.

# Medicaid Waiver Eligibility 4 of 4

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Individuals who are denied enrollment or are disenrolled from any of the DDA-operated Medicaid waiver programs must be added to an LTSS *Maryland* “wave” before reapplying.

- A new waiver application cannot be submitted by the Coordinator of Community Services for the individual unless they have been added to a LTSS *Maryland* wave.
- Coordinators of Community Services should contact the Regional Office if:
  - An individual wants to reapply; or
  - An individual has been globally deactivated and wants to be reactivated.



# Monitoring and Follow-Up

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**A participant who is self-directing their services loses their nurse during the plan year. Next steps?**

- The Coordinator of Community Services must work with the participant and their team to quickly identify and hire a new nurse.

Why? Coordinators of Community Services must ensure participants are receiving the services outlined in their Person-Centered Plan and that all health and safety needs are met. This also supports timely submission of the Person-Centered Plan.



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# **Policy and Program Updates**

# State-Funded Initiative

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Coordinators of Community Services must contact and support participants enrolled as State-Funded and Developmental Disabilities Eligibility in applying for a Developmental Disabilities Administration (DDA)-operated Medicaid waiver program, in accordance with COMAR [10.22.12.04](#) and [10.22.12.11](#).

# State-Funded Initiative

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- Utilize **LTSS*Maryland* CCS Claims and State Payment Status Report** to track participants who are enrolled in the State-Funded program.
- Participants receive a letter from the Regional Office.
  - If determined that a letter was not received, connect with the regional office to confirm.
- Participants who have applied in the last 6 months will not have received a letter.
- If an individual is Supports Only Eligible, they will not get a letter because they are not waiver eligible.



# State-Funded Initiative

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- Encourage and support applicants to submit all required documentation.
- Recommend resources such as the ABLE (Achieving a Better Life Experience) account.
- If a participant refuses, include details in your activity notes.
- If the State-Funded annual Person-Centered Plan is due, this must be completed and approved first before creating an initial Person-Centered Plan.
- If the Monitoring and Follow-Up Form due date changes, please use the “Add” button functionality to continue quarterly monitoring.

*Please note the Office of Eligibility Services is **not** prioritizing State-Funded participants.*

# National Core Indicators Surveys

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- Coordinators of Community Services must make sure the participant's *LTSSMaryland* profile, including the Representative Contact Form, is accurate and up to date.
- *LTSSMaryland* profiles are used to send out communication.
- This includes the National Core Indicator Surveys that Liberty Healthcare is completing on behalf of the Developmental Disabilities Administration.

# National Core Indicators Surveys (continued)

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Please ensure the following:

- The Relationship to Client section is accurate (i.e. Mother, Father, Sister, Brother, Aunt, etc).
- Include all contact information for the participant and their representatives full address, their telephone numbers and their email
  - Check for spelling errors and include the full address as this is used directly when mailing surveys

**Correct:** 1234 Abbey Road, Liverpool, Maryland 01234

**Incorrect:** 1234 Abby, Maryland 01234

# National Core Indicators Surveys (continued)

**Representative Contact Form**

**Representative Information**

First Name: \*

Last Name: \*

Middle Name:

Suffix:

Date of Birth:

Relationship to Client: \*

Status: \*

Check if there is a change in status

- Within the **Representative Contact Form**, check the “Change in status” box to mark the representatives’ information “Inactive” when:
  - The same representative is listed multiple times;
  - If they are no longer involved in the participant’s life (i.e. deceased)



# Self-Directed Services

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## Wage Exception Form process:

- Employee wages and vendor rates must be within DDA's established reasonable and customary standards
- Participants, with the support of their team, may request an exception to the established reasonable and customary staff wage range standards, up to no more than the established exception rate
- The [Wage Exception Form](#) must be completed in order to request a Wage Exception

# Self-Directed Services

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Wage Exception Forms do not need to be completed annually; they must be completed when:

- There is a proposed change in rate for an employee
- A new employee is hired
- The participant changes Financial Management and Counseling Services providers

# Resources and Other Related Activities

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## Maryland Statewide Resources

- Safety and Security
  - Includes legal rights and emergency services
  - Maryland Supported Decision Making
  - Maryland Developmental Disabilities Council - Supported Decision Making Resources



# Resources and Other Related Activities

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## Prescription Discount Cards:

### FamilyWize:

- Website: <https://familywize.org/>
- Phone: 1-844-234-3057

### Good Rx:

- Website: <https://www.goodrx.com/>

### Rx Assist:

- Website: <https://www.rxassist.org/patients>
- Email: [info@rxassist.org](mailto:info@rxassist.org)

# Resource and Other Related Activities

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## Patient Assistance Programs:

- **Patient Advocate Foundation:**

Available for people of all ages who are enrolled in insurance regardless of plan type or insurer, or who are currently uninsured.

Website: <https://www.patientadvocate.org/>

Phone: 1 (800) 532-5274

- **Prescription Outreach:**

Prescription (RX) Outreach provides affordable medications to everyone.

Website: <https://rxoutreach.org/> OR <https://rxoutreach.org/espanol/>

Phone: 314.222.0472 or 888.796.1234



# Resources and Other Related Activities

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- **NeedyMeds:**

Help with paying for prescriptions, finding a free clinic, or understanding healthcare options.

Website: <https://www.needymeds.org/>

Phone: 1-800-503-6897

- **RxHope:**

Help in obtaining critical medications.

Website: <https://www.rxhope.com/Patient/Home.aspx>

# Resources and Other Related Activities

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## Mental Health Resources:

### Mental Health America

Website: <https://mhanational.org/> OR <https://mhanational.org/recursos-en-espanol>

# Reminders

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## [LTSSMaryland Provider Portal Billing Support Contact](#)

- Use this form to:
  - Request OTP devices;
  - Report a phone issue;
  - Report an OTP issue.
- This new form replaces the [mdh.ltssbilling@maryland.gov](mailto:mdh.ltssbilling@maryland.gov) email address and the Case Manager Communication Google form.
  - Please take the opportunity to update any material/process still noting the above email address to reflect the new process and hyperlink to the form above.
- A Quick Guide is posted on the LTSSMaryland home page.

# Reminders

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To use the Case Manager Communication Form, please select that option under “Type of Issue”.



\*Type of Issue

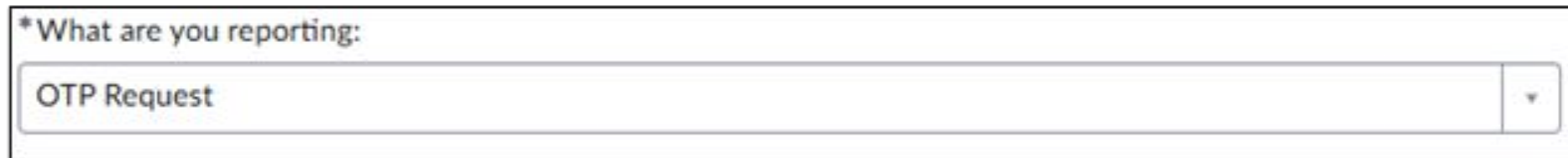
Case manager communication form ▼

The image shows a screenshot of a web form. It features a dropdown menu with a light blue border. The text '\*Type of Issue' is positioned above the dropdown. The dropdown itself is open, showing the selected option 'Case manager communication form' and a small downward-pointing arrow on the right side.

# Reminders

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The Case Manager Communication Form is also used to request more OTP devices by selecting OTP Request under “What are you reporting”.



\*What are you reporting:

OTP Request

A screenshot of a web form field. The label is '\*What are you reporting:'. Below the label is a dropdown menu with a white background and a thin border. The text 'OTP Request' is displayed in the menu, and a small downward-pointing arrow is visible on the right side of the menu box.



# **CRISP Alerts**

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**As of April 12, 2025, *LTSSMaryland* connects with the CRISP (Chesapeake Regional Information System for our Patients) database.**

- Coordinators of Community Services (CCS) will receive alerts when a CRISP event (like a hospital visit or discharge) is linked to a participant.

**There are no required actions at this time. Additional guidance will be shared as it becomes available.**

# Closing

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Please submit agenda topics, questions, or details about presenting your agency's accomplishments and ideas for the next meeting to Nicolette Paparoidamis, Director of Coordination of Community Services, at [Nicolette.Paparoidamis@maryland.gov](mailto:Nicolette.Paparoidamis@maryland.gov).

# Questions

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