



Maryland  
DEPARTMENT OF HEALTH

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

February 17, 2026



# Housekeeping



The image shows a Zoom meeting window. At the top, the name 'Yemonja Smalls' and 'No active cameras' are visible. The main content is a title slide with the Maryland Department of Health logo, the text 'Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting', and the date 'June 17, 2025'. The slide is framed by two horizontal strips of images: the top strip shows a diverse group of people, and the bottom strip shows various healthcare and community service scenes. At the bottom of the Zoom window, there is a control bar with icons for Record, React, Mic, Camera, Share, Leave, and Captions. A yellow arrow points to the Captions icon.

Click here for  
closed captioning

# Housekeeping

---



The image shows a Zoom meeting window. At the top, the name 'Yemona Smalls' and 'No active cameras' are visible. The main content is a title slide with the Maryland Department of Health logo, the text 'Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting', and the date 'June 17, 2025'. The slide is framed by a collage of photos showing diverse people. At the bottom, the Zoom control bar includes buttons for Record, React, Mic, Camera, Share, Leave, Captions, and Pop out.



# Housekeeping



The image shows a Zoom meeting window. At the top, the name 'Yemora Smalls' and 'No active cameras' are visible. The main content is a title slide with the Maryland Department of Health logo at the top. The slide text reads: 'Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting' in red and black, followed by the date 'June 17, 2025'. The slide is flanked by two horizontal strips of images: the top strip shows a group of diverse people, and the bottom strip shows various scenes of healthcare and community support. At the bottom of the Zoom window, there are control buttons for 'Record', 'React', 'Share', 'Leave', 'Captions', and 'Pop out'. Two yellow arrows point upwards from the bottom center towards the 'Share' and 'Leave' buttons.

# Housekeeping



The image shows a Zoom meeting window. At the top, the name 'Yemonja Smalls' is visible on the left, and 'No active cameras' is in the center. On the right, the time is '23:54' and there is a chat icon. A yellow arrow points to the chat icon. The main content area displays a title slide with the Maryland Department of Health logo at the top. The text on the slide reads: 'Developmental Disabilities Administration (DDA) Coordinators of Community Services Meeting' in red and black, followed by the date 'June 17, 2025' in red. The slide is framed by a collage of images showing diverse people in various settings. At the bottom of the Zoom window, there are controls for 'Record', 'React', 'Mic', 'Camera', 'Share', 'Leave', 'Captions', and 'Pop out'.

# Agenda

---

- Welcome
- LTSS *Maryland* Updates - Meghan Hall
- Helpdesk Ticket Reporting Form
- CCS Squad Who's Who?
- Toolbox- Client Roster Report
- Q&A Corner! - updates and reminders
- Resource Connections
- Closing and Questions

---

# ***LTSS*Maryland Updates**

# February 23, 2026 Releases: (1 of 3)

## Dashboard and Reports for Eligibility and Person-Centered Plan Creation

---

- Dashboard for Eligibility and Person-Centered Plan Creation with Reports
- **Why?**
  - The Program Eligibility Dashboard enables case managers and program staff to quickly view a participant's enrollment status across Medicaid programs. This helps identify any outstanding steps needed to ensure participants are fully enrolled and that providers can deliver and be reimbursed for services.

# February 23, 2026 Releases: (2 of 3)

## Dashboard and Reports for Eligibility and Person-Centered Plan Creation

- The dashboard is located in Client Summary > Eligibility Information within the Client Profile.
- What will it display?
  - Waiver Application status
  - Person-Centered Plan status (CO, CFC, CP, CPAS, ICS, BI, AUT)
  - MMIS span
  - Special Program span
  - Overall Decision Form status

# February 23, 2026 Releases: (3 of 3)

## Dashboard and Reports for Eligibility and Person-Centered Plan Creation

Client Summary

Eligibility Information

Program Eligibility

| Program | Waiver Application | Plan | MMIS Span | SPC Span | ODF |
|---------|--------------------|------|-----------|----------|-----|
| CP      |                    |      |           |          |     |

Symbol Description

- Complete and submitted.
- In progress.
- Client denied.
- Expired, client disenrolled or future enrollment date.
- Not applicable for this program.
- Missing — Please add form and submit.
- Not present due to data patch but considered complete.

| Waiver Application | Plan |
|--------------------|------|
|                    |      |

[Data Patched Client, Inactive, 7/29/2018](#)

ODF

[Submitted, Active, Approve, 12/1/2012](#)

# February 23, 2026 Releases: (1 of 4)

## Prevent retroactive enforcement of PCP hard limits

---

- Prevent retroactive enforcement of Person-Centered Plan hard limits
- **Why?**
  - The update aims to ensure that hard limits are only enforced on unit values for future months on Revised and Annual person-centered plans, based off an Auto-extend Person-Centered Plan so that months that cannot be edited (Current and Past months) are not blocking users from saving services to the Person-Centered Plan.

# February 23, 2026 Releases: (2 of 4)

---

- DDA Monitoring and Follow-Up Form - Updates to Ensure Basic Service Authorization information is not Included
  - This project updated two areas. The first was to add three new columns to help users view what PCP is linked to a Monitoring and Follow Up (MFU) Form, and the second was to ensure that basic services no longer appear in the forms.
  - **Why?**
    - Removing the outdated base MA numbers and associated services from populating the Monitoring and Follow Up Form will eliminate these issues, ensuring accurate documentation, equitable billing practices, and alignment with current service authorization standards.
    - Providing information about which Person-Centered Plan the form is linked to will ensure forms aren't inappropriately discarded.

# February 23, 2026 Releases: (3 of 4)

| CCS Monitoring and Follow Up - List |            |           |            |                    |                  |                 |                      |  |  |
|-------------------------------------|------------|-----------|------------|--------------------|------------------|-----------------|----------------------|--|--|
| Type Of Review                      | Due Date   | Status    | PCP Type   | PCP Effective Date | PCP Program Type | Active/Inactive | Actions              | Follow-up for Issues/Risks/Safety/Concerns |  |
| Quarterly                           | 03/30/2026 | Pending   | Annual PCP | 12/30/2025         | CP               | Inactive        | <a href="#">View</a> |  |  |
| Quarterly                           | 12/30/2025 | Submitted | Annual PCP | 12/30/2024         | CP               | Active          | <a href="#">View</a> |  |  |

# February 23, 2026 Releases: (4 of 4)

Before:

| List of Authorized Services                       | Provider                    | Was service monitored in person? | Other Information Sources | Is service delivered as specified in PCP? | Are staff trained on the PCP? | Is individual satisfied with service and provider? |
|---|-----------------------------|----------------------------------|---------------------------|---|-------------------------------|--|
| Day Habilitation (Transition Year)                | ATHELAS INSTITUTE MR/DDA    | No                               | staff                     | Yes                                       | Yes                           | No -   |
| Nursing Support Services                          | TRULIFE HEALTH SERVICES INC | No                               | staff                     | Yes                                       | Yes                           | Yes  |
| Personal Supports                                 | TRULIFE HEALTH SERVICES INC | No                               | staff                     | Yes                                       | Yes                           | Yes  |
| Community Development Services 1:1 Staffing Ratio | TRULIFE HEALTH SERVICES INC | Yes                              |                           | Yes                                       | Yes                           | Yes  |

After:

| List of Authorized Services                       | Provider                    | Was service monitored in person? | Other Information Sources | Is service delivered as specified in PCP? | Are staff trained on the PCP? | Is individual satisfied with service and provider? |
|---|-----------------------------|----------------------------------|---------------------------|---|-------------------------------|--|
| Community Development Services 1:1 Staffing Ratio | TRULIFE HEALTH SERVICES INC | Yes                              |                           | Yes                                       | Yes                           | Yes  |
| Personal Supports                                 | TRULIFE HEALTH SERVICES INC | No                               | staff                     | Yes                                       | Yes                           | Yes  |
| Nursing Support Services                          | TRULIFE HEALTH SERVICES INC | No                               | staff                     | Yes                                       | Yes                           | Yes  |

# February 23, 2026 Releases: (1 of 2)

## SIS Assessments

---

- Updates are being made to the interface between *LTSSMaryland* and SISOnline, so that it will only display information on Supports Intensity Scale<sup>®</sup> (SIS<sup>®</sup>) Assessments that were ‘Approved’ and not ones that have only been ‘Reviewed.’
- When the form is flagged as ‘Approved’ a PDF download button will become available.

# February 23, 2026 Releases: (2 of 2)

## SIS Assessments

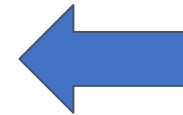
Assessment & POC — List

Expand All

- Assessment & POC Request [Create New Request](#)
- interRAI Assessment
- Plan of Care
- SIS Assessments [Initiate Off-cycle SIS Assessment](#)

| SIS ID  | Type      | Status                   | Request Date | Acknowledgement Date | Assessment Due Date | Assessment Past Due? | Results Received On | Reason for Off Cycle Assessment | Off Cycle RO Decision | Active | Actions              |
|---------|-----------|--------------------------|--------------|----------------------|---------------------|----------------------|---------------------|---------------------------------|-----------------------|--------|----------------------|
| 1892177 | Off-Cycle | Sent and Received<br>SID | 01/15/2026   | 01/15/2026           | 02/26/2026          |                      | N/A                 | testing                         | Approved              | No     | <a href="#">View</a> |

No PDF Link because it hasn't been imported yet because it is still in 'Reviewed' status.



Assessment & POC — List

Expand All

- Assessment & POC Request [Create New Request](#)
- interRAI Assessment
- Plan of Care
- SIS Assessments [Initiate Off-cycle SIS Assessment](#)

| SIS ID  | Type    | Status                        | Request Date | Acknowledgement Date | Assessment Due Date | Assessment Past Due? | Results Received On | Reason for Off Cycle Assessment | Off Cycle RO Decision | Active | Actions             |
|---------|---------|-------------------------------|--------------|----------------------|---------------------|----------------------|---------------------|---------------------------------|-----------------------|--------|---------------------|
| 1892005 | Regular | Sent and SIS Results Received | 01/14/2026   | 01/14/2026           | 02/25/2026          |                      | 01/16/2026          | N/A                             |                       | Yes    | <a href="#">PDF</a> |

PDF available because it is in an 'Approved' status.



# February 23, 2026 Defects

---

Defects being fixed this month:

1. Person-Centered Plan: Print View of Person-Centered Plan is not readable when clicking the "include focus areas" checkbox.
2. Person-Centered Plan: Unable to find/set provider(s) to Medical Day Care Service within Authorization Search.
3. Reports: Waiver Consolidation did not update the Coordination of Community Services - Annual Person-Centered Plan Status Report, resulting in processed Community Supports and Family Supports Person-Centered Plans displaying in results.
4. Person-Centered Plan: Non-DDA super users unable to save End Date as the same as Effective Date.
5. Reports: Double encoded invalid text displayed w/i 'Activity Description' output of Coordination of Community Services - Agency Activities Report.

# Questions

---



# LTSS Maryland Helpdesk Ticket Reporting (1 of 3)

---

- In order to facilitate better communication with the MDH LTSS Helpdesk, the following ticket format should be used:
  - **Subject Line on email:** “[Area impacted] [LTSS Client ID]” (i.e. Person Centered Plan- 001122334455)
  - **Email Body:**
  - **LTSS User:** (i.e. User name and role- Carol Coordinator- CCS, CCS Supervisor, etc...)
  - **Logged in under the delegation of (if applicable):** (Usually N/A as CCSs don’t delegate under any other role)

# LTSSMaryland Helpdesk Ticket Reporting (2 of 3)

---

- **LTSS User Agency:** (CCS agency name)
- **Type of Agency:** Coordination Services
- **Browser used:** (Google, Chrome, Safari, Firefox)
- **LTSS Client ID:**
- **Client Last Name:**
- **URL:** (copy the URL link information)
- **Steps to produce issue:**
  - 1.
  - 2.

# LTSS Maryland Helpdesk Ticket Reporting (3 of 3)

---

- **Expected Result:** (what you expected to happen within LTSS)
- **Actual Result:** (What actually happened within LTSS)
- **Scope:** (Was it one person, multiple, etc...)
- **Workaround:** (Did you attempt to fix in another way?)
- **Screenshot:** (Include a screenshot of any error messages)

Email ticket information to: [mdh.ltsshelpdesk@maryland.gov](mailto:mdh.ltsshelpdesk@maryland.gov)

Helpdesk ticket format: [CCS-DDA Help Desk Ticket Reporting Format](#)

# CCS Squad- Who's Who?

---

# Coordination of Community Services Agencies

---

- Currently there are twenty Coordination of Community Services agencies serving almost 25,000 participants.
- Coordinators serve Maryland residents throughout the 23 counties and Baltimore City.
- Almost 20,000 participants receive some type of service with another almost 3,800 participants on the waiting list.
- Information about coordination agencies can be found on the DDA website under the tab:
  - [Pages - CCS and Providers](#)

# Coordination of Community Services Squad (1 of 5)

---

- There are Coordination of Community Services Squad teams at each of the four regional offices.
- The Squad provides support and technical assistance to agencies on coordination services.
- They review data reports, provide updates on policies and systems changes, and collaborate with coordinators and supervisors to talk through any issues.
- The Squad members have years of experience and are a valuable resource to coordination agencies.

# Coordination of Community Services Squad (2 of 5)

---

## Central Maryland Regional Office

- Nirvana Spriggs, CCS Squad Lead  
[Nirvana.spriggs1@maryland.gov](mailto:Nirvana.spriggs1@maryland.gov)
- Cassandra Williams, CCS Squad  
[Cassandra.williams1@maryland.gov](mailto:Cassandra.williams1@maryland.gov)
- Denise Character, CCS Squad  
[Denise.character@maryland.gov](mailto:Denise.character@maryland.gov)

Serves agencies with services in: Anne Arundel County, Baltimore City, Baltimore County, Harford County and Howard Counties.

# Coordination of Community Services Squad (3 of 5)

---

## Eastern Shore Regional Office

- Anne Fahey, CCS Squad Lead  
[Anne.fahey1@maryland.gov](mailto:Anne.fahey1@maryland.gov)
- Anna Marc, CCS Squad  
[Anna.marc@maryland.gov](mailto:Anna.marc@maryland.gov)

Serves agencies with services in: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Talbot, Somerset, Wicomico and Worcester Counties.

# Coordination of Community Services Squad (4 of 5)

---

## Southern Maryland Regional Office:

- Carol Bowman, CCS Squad Lead  
[Carol.bowman@maryland.gov](mailto:Carol.bowman@maryland.gov)
- Diamond Diggs, CCS Squad  
[Diamond.diggs@maryland.gov](mailto:Diamond.diggs@maryland.gov)
- Palash Bhanot, CCS Squad  
[Palash.bhanot@maryland.gov](mailto:Palash.bhanot@maryland.gov)

Serves agencies with services in: Calvert, Charles, Montgomery, Prince George's and St. Mary's counties.

# Coordination of Community Services Squad (5 of 5)

---

## Western Maryland Regional Office

- Marysa Maton, CCS Squad Lead-  
[Marysa.maton@maryland.gov](mailto:Marysa.maton@maryland.gov)
- Gina Grumbine-Hudock, CCS Squad-  
[Gina.grumbine-hudock@maryland.gov](mailto:Gina.grumbine-hudock@maryland.gov)

Serves agencies with services in: Alleghany, Carroll, Frederick, Garrett and Washington counties.

# Questions

---



# Toolbox: Client Roster Report

---

# Coordination of Community Services Toolbox

---

- LTSSMaryland has numerous reports that should be utilized to allow coordinators, supervisors and agency administrators to track their case management services to ensure quality of services, timely completion of coordinator roles and maintaining performance measure expectations.
- We will be reviewing the reports available for coordination agencies throughout the year.
- Today we are discussing the **Client Roster Report**- how to pull it, what information is available within it and some tips on things to review and follow-up on.

# Current Roster- What's and Why's (1 of 12)

**What:** The management of a coordinator's and the agency's roster is a key component to ensure quality case management services. The steps to pull and review the roster are:

Within LTSSMaryland, login and go to:

1. Reports Tab: 

2. Select Client Roster Report:



# Current Roster- What's and Why's (2 of 12 )

---

3. Select the report type options:
  - a. Report type: Current Roster
  - b. Include full demographics: Yes (in most cases)
  - c. Start Date: Current date (in most cases)
  - d. Select Responsible Region: Where you are searching
  - e. Select by Coordinator, Supervisor, or entire agency
  - f. Typically leave the rest set as it is unless pulling for a specific category.

# Current Roster- What's and Why's (3 of 12 )

Screenshot of most common selections:

|   |                                       |                                |                                    |             |
|---|---------------------------------------|--------------------------------|------------------------------------|-------------|
| Report Type                             | Current Roster                        | Include Full Demographics      | Yes                                | View Report |
| Start Date                              | 2/9/2026 12:00:00 AM                  | End Date                       | 2/9/2026 12:00:00 AM               |             |
| Responsible Region                      | N/A, Central Maryland Regional Offi   | CCS Agency                     | No CCS Agency Assigned - 0000001   |             |
| CCS Supervisor                          |                                       | CCS Coordinator                |                                    |             |
| Client ID                               |                                       | CCS Service Type               | Community/Waiting List Coordinatio |             |
| Individual Priority Category            | None, Crisis Prevention, Crisis Resol | Wave Type                      | Blank, Community Supports Waiver   |             |
| Reason For CCS Coordinator Reassignment | N/A                                   | Reason For CCS Agency Transfer | N/A                                |             |

Once selections are made, hit the View Report Button.

# Current Roster- What's and Why's (4 of 12)

When the report generates, select the blue computer disk and download per your agency policy and program platform.



# Current Roster- What's and Why's (5 of 12)

---

After downloading the report, you can create filters and sort information as needed.

**Why:** The Client Roster report gives a coordinator, supervisors and agency's the ability to look at assignments, service types, priority category and services issues.

The CCS Squad has been working with agencies to review roster reports and the most common issues and trends were identified.

# Current Roster- What's and Why's (6 of 12)

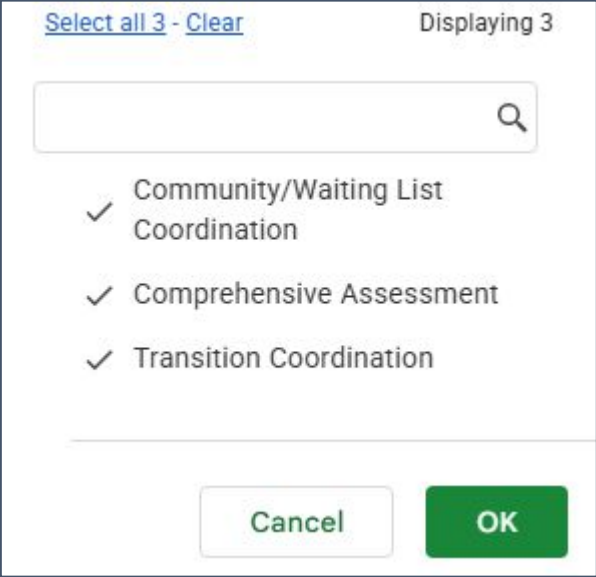
## Client and Supervisor Assignments:

| AJ                   | AK             | AL                | AM               | AN                           | AO         |
|----------------------|----------------|-------------------|------------------|------------------------------|------------|
| Agency Referral Date | CCS Supervisor | CCS Coordinator   | CSS Service Type | Individual Priority Category | Start Date |
| 09/01/2023           | Amy Supervisor | Carol Coordinator | Community/Wait   | Crisis Preventior            | 07/01/2024 |
| 09/17/2024           | Amy Supervisor | Carol Coordinator | Community/Wait   | Crisis Preventior            | 06/09/2025 |
| 11/06/2025           | Amy Supervisor |                   | Community/Wait   | Crisis Preventior            | 12/04/2025 |
| 09/01/2023           |                | Mark Coordinator  | Community/Wait   | Crisis Preventior            | 02/18/2025 |

Tips: Identifies unassigned coordinators and supervisors

# Current Roster- What's and Why's (7 of 12)

1.) Select the column: 2.) CCS Service Type: 3.) Sort by Category:



| CSS Service Type                    | Individual Priority Category |
|-------------------------------------|------------------------------|
| Comprehensive Assessment            | None                         |
| Community/Waiting List Coordination | Crisis Resolution            |
| Community/Waiting List Coordination | Crisis Prevention            |
| Community/Waiting List Coordination | Current Request              |
| Community/Waiting List Coordination | In Service                   |
| Community/Waiting List Coordination |                              |

# Current Roster- What's and Why's (8 of 12 )

---

## Tips on Service Types:

- **Comprehensive Assessment:**
  - What date were they assigned?
  - Are they assigned to a coordinator?
  - How many days until assessment is due?
  - (45 business days from assignment)
- **Community/Waiting List Coordination:**
  1. **Crisis Resolution:** (Include in Monitoring and Follow-up documentation)
    - How long has the participant been in crisis?
    - What is the current situation?
    - Are crisis concerns being addressed with referrals?
    - Should a request for wave placement occur?

# Current Roster- What's and Why's (9 of 12)

---

**Crisis Resolution continued:** (Include in Monitoring and Follow-up documentation)

- Should they remain in Crisis Resolution?
- What is their current monitoring schedule?
- (Minimum of monthly face to face visits for first 90 days then quarterly)

3. **Crisis Prevention:** (Include in Monitoring and Follow-up documentation)

- How long has the participant been in crisis?
- What is their current situation?
- Are there any state funded or community services that require a referral?
- Are there any natural or generic supports that could be put in place?

# Current Roster- What's and Why's (10 of 12)

---

## Crisis Prevention continued:

- Are they still in crisis or should they have a change in priority category?
- Are they being monitored as required?
- (Minimum quarterly face to face visits)

## 4. Current Request:

- What is the participant's current situation?
- Are there any state funded or community services that require a referral?
- Are there any natural or generic supports that could be put in place?
- Has there been a change in the participant's situation requiring a change in Priority Category?

# Current Roster- What's and Why's (11 of 12)

---

**Current Request continued:**

- Are they being monitored as required?
- (minimum annual face to face contacts)

**Important to check:**

- If a participant is receiving Community/Waiting List Coordination and has a blank space under Individual Priority Category, you need to determine cause: lost waiver services, deceased and needs removed or an issue within *LTSSMaryland*.

| CSS Service Type                    | Individual Priority Category |
|-------------------------------------|------------------------------|
| Community/Waiting List Coordination |                              |

# Current Roster- What's and Why's (12 of 12 )

## Additional Tips:

- **Birthdates:** By selecting full demographics on the Client Roster Report, you can filter for participant's birthdates which is useful for identifying future transitional youth, participants who may be in need of retirement planning and other life related events.
- **Current Address:** Full demographics also allow the coordinators to see what addresses are associated with the participant in *LTSSMaryland*.



| Date Of Birth |
|---------------|
| 07/09/2005    |
| 06/18/2012    |
| 11/23/2006    |
| 04/11/1940    |

# Questions

---



---

# Q&A Corner!

# Question and Answer Corner

---

- We will be including a new Q&A Corner at each of our monthly meetings, to address questions we received in previous meetings as well as others that are sent to the Squad or regional office staff.
- If you have a question related to a specific participant's needs or circumstances, coordinators should reach out to their regional office to discuss their unique situation.

# Question and Answer Corner: Nursing Support Services (1 of 8)

---

- **Question:** Does Nursing Support Services need to be added for everyone with an HRST score of 3 or above?
- **Answer:**
  - No. Most service categories other than a sole service of Personal Supports, Respite Services or Self-directed Community Development Services already have Nursing Support Services included as part of their service. ONLY participants with an HRST score of 3 or above who are solely receiving Personal Supports, Respite Services or Self-Directed Community Development Services must have Nursing Support Services added.

# Question and Answer Corner: Nursing Support Services (2 of 8)

---

- **Question:** Why is it called a 45 day nursing assessment if visits are only required every 90 days?
- **Answer:**
  - For participants who are receiving either Nurse Health Case Management or Nurse Consultation services, the participant receives 90 day nursing visits.
  - For participants receiving Nurse Health Case Management with delegation, 45 day assessments are also required as the nurse is delegating services such as medication administration.

# Question and Answer Corner: Nursing Support Services (3 of 8)

---

- **Question:** If a participant knows their medications and purposes but they physically can not independently administer their medications, would that require delegation?
- **Answer:**
  - It depends on if the participant had a gratuitous caregiver. In that case, delegation is exempt.

# Question and Answer Corner: Nursing Support Services (4 of 8)

---

- **Question:** If the participant's HRST score increases to a 3 due to an emergency room visit or medical appointments for a particular year and they never had nursing services previously, does the CCS need to add nursing support services and have the registered nurse complete the clinical review?
- **Answer:** Yes. Nursing Support Services will have to be added. The participants score will remain the same for the next year since it is within the 12 months. The registered nurse will complete the clinical review for the first HRST. After that, the registered nurse assigned to the participant would do the clinical review.

# Question and Answer Corner: Nursing Support Services (5 of 8)

---

- **Question:** What is the best way to determine if the tasks that staff are doing are delegatable or not?
- **Answer:**
  - The nurse should inform the team regarding which tasks are being delegated. If a coordinator has a question about a participant's delegation needs, they should reach out to the regional office nurse.

# Question and Answer Corner: Nursing Support Services (6 of 8)

---

- **Question:** What should a Coordinator of Community Services do if a participant or their team refuse having Nursing Support Services? What documentation needs to be submitted?
- **Answer:**
  - Per the DDA waiver, Nursing Support Services are required for any participant with an HRST Level of 3 or more and for anyone with delegated services. The coordinator should reach out to their regional office nurse to discuss if these services are being refused by the participant.

# Question and Answer Corner: Nursing Support Services (7 of 8)

---

- **Question:** If a participant is being discharged from a provider, is that provider still responsible for completing the clinical review since a new provider has not been identified?
- **Answer:**
  - The coordinator should work with the regional office as there are rules related to discharges. The team should be coordinating the discharge and transfer of services. The current nurse should update the HRST during this transfer process so that the most current HRST information is available to the new nurse.

# Question and Answer Corner: Nursing Support Services (8 of 8)

---

- **Question:** For someone receiving Nurse Consultation, do the nursing protocols need to be uploaded to the Person Centered Plan?
- **Answer:**
  - Yes. The coordinator should be asking for the nursing updated protocols, medication evaluation and nursing assessment at the annual meeting. Once received, these documents should be uploaded to the participant's plan.

# Questions

---



---

# Resource Connections!

# Question and Answer Corner: Supports Intensity Scale©

---

- **Supports Intensity Scale® (SIS®)**
  - Please make sure the person has a Supports Intensity Scale® uploaded in LTSSMaryland
  - The Supports Intensity Scale® should be found under the Programs tab then Assessment & Plan of Care section of LTSSMaryland
  - If there is not a Supports Intensity Scale®, please contact Carlyn Rubin at [crubin@telligen.com](mailto:crubin@telligen.com) to arrange for a Supports Intensity Scale® to be completed.
  - In the initial secure email, please provide the person's name, date of birth, LTSS identification number, and their regional assignment (i.e., SMRO, CMRO, ESRO, WMRO)

# Coordination of Community Services- Resource Connection Corner

---

We are looking to expand on resource information with our Resource Connection Corner. Stay tuned for more information.

- Camp season is coming up quickly. Now is the time to start talking to participants and families about their interest.



# Save The Date

---

We are excited to announce that the Eligibility Determination Division (EDD) will be presenting a webinar on financial eligibility specifically for our coordinators.

- When: Tuesday, February 24, 2026
- Time: 10:00 - 11:00 am

\*\*\*All Coordinators of Community Services are required to either attend the webinar or review the information within the next 30 days.

# Closing

---

- **Next meeting- March 17, 2026 10:00 am - noon.**
- Please submit agenda topics, ideas, or if you would like to present on behalf of your agency's accomplishments to [Debbie.balea@maryland.gov](mailto:Debbie.balea@maryland.gov)