



EMPLOYMENT DISCOVERY AND CUSTOMIZATION At a Glance

COVID-19 DDA Services

Temporary changes, effective March 13, 2020

Service Delivery Flexibilities

- May be provided over the phone, or by Skype, Zoom, Facetime, etc. to allow services to continue to be provided remotely in the home and community settings
- May be provided in a variety of settings such as residential sites, family homes, and other community setting
- Suspend six-hour minimum for services in a day under traditional service delivery model - May bill for the entire day if provide the person with, at minimum, one hour of cumulative supports during that day
- Personal care assistance may comprise the entirety of the service, when the person is unable to attend work

Staffing Flexibilities

- Staffing ratios may be exceeded due to staffing shortages
- May be rendered by relatives or legally responsible individuals (*including spouses and parents of minor children*)
- Expedited onboarding with only essential training required prior to supporting people

Service Authorization Flexibilities

- May be provided any day of the week and exceed eight hours a day and 40 hours per week within a person's authorized budget
- The timeframe to complete activities may exceed the six month authorization period

Visit our website for additional COVID-19 resources:

https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx

Have questions? Email them to: dda.toolkitinfo@maryland.gov

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