

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

The Developmental Disabilities Administration (DDA) held a public meeting on February 13, 2019 from 6:30 PM to 8:30 PM to share information and answer questions related to the proposed Amendments #1 2019 for the Family Supports Waiver, Community Supports Waiver, and the Community Pathways Waiver. This is a summary of questions submitted via the call in webinar options, in person, and submitted on paper with corresponding answers.

Question	DDA Response	Topic
I have questions regarding the Behavioral Support Services clinicians. Will DDA review graduate school transcripts and CE certificates? If so, what specific classes and trainings will they consider? Or, will the agency determine if a <u>clinician is qualified</u> ?	The DDA will review licenses, certification, resumes, and other supporting documentation.	Behavioral Support Services
So, if one has a BCBA certification/license they can provide services under self direction?	Individual providing services under the self-directed service model must meet the following standards: 1. Be at least 18 years old; 2. Have required credentials, license, or certification such as Licensed psychologist; Psychology associate working under the license of the psychologist (and currently registered with and approved by the Maryland Board of Psychology); Licensed professional counselor; Licensed certified social worker; and Licensed behavioral analyst; 3. Pass a criminal background investigation and any other required background checks and credentials verifications as provided in Appendix C-2-a.	Behavioral Support Services
What is a BSS provider?	A BSS provider is a community agency that has applied and been certified by the DDA to meet the provider qualification standards.	Behavioral Support Services
What does one need o do to be a BSS	The DDA has a dedicated provider webpage with information on the DDA website at https://dda.health.maryland.gov/Pages/providers.aspx	Behavioral Support Services
When the waiver changes go into effect, will day services be billable by the hour or day? We have a person whose family wants him to come for 2-3 hours a day and wants him to go home early because he tires easily. If a service is supposed to be individualized, why can't this be an option??	With the approval of this amendment, day services will remain as a day service until July 2020. After July, 2020, billing requirements will include the use of hourly billing to allow for the flexibility to meet the various schedule and support needs of people in services.	Billing

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
Many individuals with severe disabilities are fortunate to have paid work doing jobs in the community that don't meet the DDA's criteria for competitive integrated employment. How will DDA make sure the waiver still provides support for these individuals?	The 90 day limit will not apply to people currently receiving services. People currently receiving Career Exploration will create an employment goal within their Person-Centered Plan during their annual team process that outlines their trajectory and transition timeframe toward community integrated employment.	Career Exploration
Appendix C: Please explain how SD employees working Community Development hours will be reimbursed for mileage. If transportation is to be embedded in the hourly rate, how will that rate be adjusted to account for mileage?	The rate associated with this service includes cost associated with program support, employee related expenses, and general and administrative costs which includes mileage.	Community Development Services
how SD employees working Community Development hours will be reimbursed for mileage. If transportation is to be embedded in the hourly rate, how will that rate be adjusted to account for mileage?	The rate associated with this service includes cost associated with program support, employee related expenses, and general and administrative cost which includes mileage. The employer will need to manage and make adjustments.	Community Development Services
Integrated BUT NOT ALL THE TIME. Why can't people go into the community and interact and then choose to do some CDS at home. CMS supports that home is COMMUNITY.	Community Development Services provide the participant with development and maintenance of skills related to community membership through engagement in community-based activities with people without disabilities. This includes participation in: 1. Activities that facilitate and promote integration and inclusion of a participant in their chosen community; including identifying a path to employment for working age individuals; 2. Travel training; 3. Participating in self-advocacy classes and activities; 4. Participating in local community events; and 5. Volunteering.	Community Development Services
As a support broker I have brought up issues with CCS Agencies and turn over and I don't see any changes in those specific agencies at all. Is that going to change?	As the facilitator of person-centered planning and monitoring of service for people in service, the CCS has expanded responsibilities. The DDA sent out a memo on Sept. 25, 2018 to provide clarity regarding specific roles and responsibilities of the person supported, family/authorized representatives, CCS, and providers. In order to continue to equip CCS's, the DDA is working with The Columbus Organization to develop competency based training modules. In addition, the DDA has onboarded additional regional staff to support monitoring and technical assistance of CCS's. Concerns related to the delivery of services should be shared with the DDA Regional Director.	Coordination of Community Services

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
How will we find housing within budget of 300% of income if not through the provider?	<p>Maryland has a number of programs that help people who have a low-income pay for rental housing in their community. People with and without disabilities can also apply for public housing or rental assistance through the Housing Choice Voucher (Section 8) program. However, the waiting lists for many of these people are long, so it is best to apply as soon as possible.</p> <p>The Maryland Department of Disabilities (MDOD) helps administer three programs for people with disabilities who have low incomes: Harry & Jeanette Weinberg Affordable Rental Housing Opportunities for Persons with Disabilities Initiative; the Section 811 Project Rental Assistance for People with Disabilities; and the Community Choice Homes. Additional information and resources can be viewed on their website at: http://mdod.maryland.gov/housing/Pages/Housing-Home.aspx</p>	Housing
I have been assured that my son will be able to continue favorite activities that include more than 4 people with a disability such as birthday parties, picnics, swimming, etc. How will the provider be reimbursed for those periods of time above the ratio?	All Meaningful Day services are designed to be habilitative in nature; meaning they should support people to learn, keep or improve skills and functional abilities. If people receiving services want to go out together as friends for a recreational activity, it could be supported under other services, depending on the particular outcome desired by the person.	Meaningful Day
Whose has defined the concept of meaningful day?	The DDA has designed meaningful day services to provide a ‘flow of services’ that can lead to outcomes of competitive integrated employment and/or meaningful community participation. They provide opportunities for individuals to: support the path to employment no matter where someone is on that path; work in competitive integrated employment; develop skills; engage in community life; and control personal resources.	Meaningful Day
How many people are receiving direct services in the FSW today? How many in CSW?	We have been able to reach 900 people on the DDA waiting list including some individuals in the current request priority category. We currently have all the allocated slots for the CSW and are working on filling the FSW slots. Cost data is not available at this time.	Other

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
As people age medical issues are increasing if we have a person who because of health can not participat readikly in the community will DDA fund the day hours? There are safety issues as well as their preference du to comfort. Yet we have been denied day fuidng for them to age in place. It feels as if DDA is ignoring the people who are aging.	A person's services/supports should be based on their personal outcomes/goals and assessed needs. A person who is medically fragile or of retirement age can receive Community Development Services for some part of their week to support activities they are interested in participating in. For supports needed during the week while in the residential home, you would again start with the assessed need and submit a plan for the number of dedicated hours needed. When a new medical issue arises, an emergency request could be submitted for the dedicated hours of support needed during the week that would typically be supported under the person's Meaningful Day services.	Other
HCBS Rule does not specify specifics on disctance between homes (except to sya not compass based). What are the issues of having 2 homes on one street or next to each other as long as they are supported separately? 2 homes do not make a compass in a neighborhood.	The DDA is assessing settings for compliance with the federal community-setting requirements. Proximity of homes was included in the provider self site assessment tool that was developed with input from the State Transition Advisory Team. The federal Center for Medicare and Medicaid Services (CMS) has provide guidance and exploratory questions related to settings that may have characteristics of isolating a person. The proximity information is being used to identify homes that may need further review to ensure it meets the community standards.	Other
Why have 3 waivers if they will all be aligned?	The Family Supports Waiver is designed to specifically support children up to age 21 years who receive supports during the day through the education system. The Community Supports Waiver is designed to support children with more needs and support adults with meaningful day services.	Other
Can parents as guardians-serving as staff?	Each service will indicate the type of providers and relationships such as parents, legally responsible persons, and relatives that can provide services. Please refer to the specific service within Appendix C.	Other
Why won't DDA pay for cooking classes when this is the skill needed?	The Medicaid waiver programs cover specific services as approved by the federal government. The programs can provide staff supports under several services to help a person gain skills in cooking. The program does not pay for cooking classes.	Other
Does DDA believe that homes aren't part of the community?	No.	Other
Will the slides be mailed out to online participants?	Yes.	Other

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
You do not want to pay for overnight staff under personal services. That makes a big problem for those self-directed participants that are mobility impaired. In case of an accident or a fire a participant needs some one there to help get them int a wheelchair and out safely. My daughter is visually impaired and C.P	Personal support services are designed to be habilitative in nature; meaning they should support people to learn, keep or improve skills and functional abilities. People that have a medical need for overnight supports may receive services under the Medicaid State Plan Community First Choice Program. In addition, natural supports, assistive technology, and remote support services can be explored.	Personal Supports
So can Personal Supports be used at any time of the day?	Yes.	Personal Supports
Given person centered focus: Will habilitative personal supports will be available during the day. For instance between the hours of 8:00 am & 4:00 p.m. after July 1, 2019.	Yes.	Personal Supports
Why are you ruining self-driected program with you "proposed changes" which it has been a beautiful program for many years?	The proposed changes to the self-directed service delivery model includes: 1. Adding support broker services as a waiver service in the Community Pathways Waiver; 2. Adding day habilitation and employment services as a service that can be self-directed in the Community Supports Waiver; 3. Adding nurse consultation and nurse case management and delegation services as a service that can be self-directed in the Family Supports Waiver.	Self-direction
Is the SB always an employee, or can they also be a contractor?	The support broker is considered an employee of the person self-directing services.	Self-direction
Can a family reach out directly to an FMS without going through a Support Broker?	Yes.	Self-direction
Why is this Amendment so limited? Why not address the limitation/new restrictions and hardships some of the new Waiver definitions have on those in Self Direction.	The DDA is working with self-directed advocates related to concerns for possible future amendments.	Self-direction
The webinar on 2/2 mentioned shared living host home providers need to be CMT but the amendment does not mention this. Can you please clarify?	The host home/person providing the direct services does not need to complete the CMT training.	Shared Living
Are residential services avaiable to individuals in their own homes under the traditional service delivery model? If yes, are there any limitation?	Yes. Supported Living is available to individuals living in their own home under the traditional service delivery model. Services requirements are noted in the waiver. There are not limitations noted.	Supported Living

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
Since Support Brokier are a waiveded servivces would they have to apply to be an approved waiver provider	No.	Support Broker
Please elaborate on the support broker service definition to understand better how it will benefit the parents/participants.	Support Broker Services are employer related information and advice for a participant in support of self direction to make informed decisions related to day-to-day management of staff providing services within the available budget. They provide information, coaching, and mentoring for participants and families related to: their roles and responsibilities and functioning as the common law employer; other employment related subjects pertinent to the participant and/or family in managing and directing services; individual and employer rights and responsibilities; and practical skills training (e.g., hiring, managing and terminating workers, problem solving, conflict resolution). Additional details can be viewed in the Community Pathways Waiver Appendix C page 152 -153 at https://dda.health.maryland.gov/Documents/Community%20Pathways%20Waiver%20-%20Appendix%20C%20%20Amendment%20-1%20Track%20Change%201-30-19.pdf	Support Broker
Why are you reducing support broker hours?	The DDA reviewed best practices and consulted with the Applied Self-Direction subject matter experts related to scope of work and support hours. Historically there has been confusion and overlap of coordinators of community services and support broker roles. To be fiscally accountable for funding, clarification of service scope and support hours are being proposed.	Support Broker
Is it still going to be possible to carry over hours so participant can vary hours of SB every month as long as the total hours is not used up? Are you saying here participant has to get approval from DDA for any month we go over 4 hours a month? If it turns out more is needed during the year can the participant ask for more? What will participant /family need to do to ask for more support broker hours?	No. Support broker hours will not carry over to the next month. Additional assistance, coaching, and mentoring may be authorized based on extraordinary circumstances when there significant changes in the participant's health or medical situation. The request will need to be submitted to the DDA.	Support Broker

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
As a support broker for others and a parent of an adult who has been in self-directed services since 2008, I am very concerned about relying on CCS Agencies to support people on self-direction. Turn over is very high, training is insufficient to execute self-direction functions on top of all the other work that CCSes have to do with DDA. Why are you reducing the role of Support Brokers when the model worked so well in many cases for a many years before having an alternative which fully works?	The DDA reviewed best practices and consulted with the Applied Self-Direction subject matter experts related to scope of work and support hours. Historically there has been confusion and overlap of coordinators of community services and support broker roles. To be fiscally accountable for funding, clarification of service scope and support hours are being proposed.	Support Broker
So you are saying during start-up SB should not be helping the participant hire staff?	Start up services include an initial introductory orientation related to the “employer of record”, Department of Labor, and applicable federal, State and local employment requirements; development of staff policies, procedures, schedules, and backup plan strategies; and recruitment, advertising, and interviewing potential staff.	Support Broker
Daughter wants to work at a restaurant, but at night. Can she have this job? Some regions say it needs to be personal supports.	Yes. Supported employment services can provide supports.	Supported Employment

DDA Amendment #1 2019 Town Hall February 13, 2019

Questions and Answers

Question	DDA Response	Topic
<p>You mentioned that a person does not have to work 4 hours a day in order to bill for Supported Employment. They could work 2 hours and then spend 2 hours in employment type activities. I understand Sup Employment will GO to an hourly service, but as it stands now, what does "unit " of Supported Employment entail? Is it 4 hours of service? If a person works 6 hours a day, how many units of service are being provided if the person is supported for their entire shift?</p>	<p>There is not a 4 hour minimum requirement for employment. However, DDA's current Meaningful Day services are based on a daily rate. That means that in order to bill daily for a particular service, the person must receive the service for a minimum of 4 hours, per COMAR. Under DDA's current service called Supported Employment, the person must be engaged in Supported Employment activities, for at least 4 hours in order for that to be considered a billable day. Per a clarification memo from Deputy Secretary Simons in September, 2014, allowable Supported Employment activities include: Job coaching; Individualized employment counseling; Training related to networking with coworkers; Assistive technology and accommodations assessment and training; Benefits awareness, planning, counseling, and management; Exploration of individualized integrated employment; Training related to acclimating in the workplace, communicating needs, and accessing workforce development or higher education opportunities; Mobility and travel training; and Transportation.</p> <p>Currently the unit of service is billed as one day and does not change based on the number of hours the participant works. After July, 2020, the billing unit will be based on an hour. In this case, if supports were provided during an entire 6 hour shift, the provider can bill 6 units of services.</p>	<p>Supported Employment</p>
<p>Clarify transportation. Will it be included in a rate?</p>	<p>Transportation is included in several services such as day habilitation, community living - group home, community development services, and employment services as noted in the service description or requirements. It is included in the rate.</p>	<p>Transportation</p>