



MARYLAND
Department of Health

Developmental Disabilities Administration

Developmental Disabilities Administration

**Eligibility Requirements
for
Qualified Service Providers
(DDA Approved and/or Licensed)
in DDA's
Home and Community-Based Waivers
(Community Pathways, Community Supports and
Family Supports Waivers)**

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I. Introduction

DDA's Community Pathways (CPW), Community Supports (CSW), and Family Supports (FSW) Waivers are Medicaid 1915 (c) Home and Community-Based Waivers established to provide supports and services to eligible participants and their caretakers. Waiver participants have a developmental disability in accordance with Annotated Code of Maryland, Health-General §7-101(f). Additionally, eligible participants in the Family Supports Waiver (FSW) are in school and receive services through the Individual with Disabilities Education Act. Therefore, FSW participants have a portion of their daily support and supervision needs covered by their schools.

Requirements for Qualified Supports/Services Providers (QSPs) who are DDA Approved and/or Licensed are determined by the Department, and are identified in each waiver's Application for a 1915(c) Home and Community-Based Waiver. Eligibility requirements for providers have been approved by the Centers for Medicare and Medicaid (CMS). Applicants proposing to render supports and services must demonstrate that they have both the skills and capacity to render person-centered supports identified in participants' plans and to protect individuals' health and welfare.

In addition to the required skill and capacity qualifications, providers applying to provide day services (such as Day Habilitation and Career Exploration Services) in the Community Supports and Family Supports Waivers must meet the Community Settings Rule (CSR). Providers who choose to provide these services only in the Community Pathways Waiver must present a transition plan to meet the CSR. The DDA will perform a mandatory site inspection to assess and grant compliance.

All three waivers offer the following supports: *Assistive Technology and Services; Behavioral Supports; Environmental Assessment; Environmental Modification; Family and Peer Mentoring Supports; Family Caregiver Training and Empowerment Services; Housing Support Services; Individual and Family Directed Goods and Services; Participant Education, Training, and Advocacy Supports; Personal Supports; Housing Supports; Respite Care; Support Broker Services; Transportation; and Vehicle Modification Services.*

The CPW and CSW offer participants additional supports for *Meaningful Day* including: *Career Exploration Services, Community Development Services; Day Habilitation; Employment Discovery and Customization, Employment Services, and Supported Employment; and Nursing Services including Nurse Consultation, Nurse Health Case Management and Nurse Case Management and Delegation Services.*

The CPW is DDA's most comprehensive waiver. As such, it also offers *Community Residential and Nursing supports. Community Residential Services include: Community Living-Enhanced Supports; Community Living-Group Home; Live-In Caregiver Supports; Remote Electronic Monitoring Services; Shared Living Supports, Supported Living Services; and Transition Services.*

QSPs are self-employed, independent, licensed, certified, and/or DDA Approved contractors. QSPs are approved as licensed providers by joint DDA/OHCQ application and approval processes. DDA Approved Providers are solely approved by DDA through the application and approval processes. Some self-directed services and/or supports in participants' plans do not require providers to have a license or a certificate to render: Behavioral Supports, Community Development Services, Employment Discovery and Customization Services, Employment Services, Family and Peer Mentoring Supports, Family Caregiver Training and Empowerment Services, Housing Support Services, Nursing Services, Participant Education, Training, and Advocacy Supports, Personal Supports, Remote Monitoring Services, Respite Care Services, Shared Living, and Supported Living services. Relatives, neighbors, and friends committed to providing waiver services to a participant who is self-directing his or her services may be

approved to provide supports as specified in the approved DDA's waivers. Current providers licensed under COMAR 10.22.02, licensed and deemed an Organized Health Care Delivery System (OHCDS) under COMAR 10.22.20, and DDA Approved and serving participants in the CPW can apply to render services and supports to participants in the CSW and/or FSW.

http://www.dsd.state.md.us/COMAR/SubtitleSearch.aspx?search=10.22.02.*

There are general requirements each potential QSP must meet to provide licensed, non-licensed, certified, and/or non-certified supports and services. These requirements include:

1. Submitting a complete DDA Provider Application within the timeframes established by the DDA;
2. Having the required credentials, licenses and/or certifications;
3. Possessing current first aid and CPR certification;
4. Passing a criminal background investigation, Medicaid Exclusion List, Child Protective Clearance, if applicable, and any other required background checks;
5. Having Child Protective Clearance, if proposing to serve children;
6. Having Commercial General Liability Insurance;
7. Demonstrating financial integrity through IRS, Department, and Medicaid Exclusion checks;
8. Submitting reports with results from any inspections evaluating provision of services and supports for required period identified by the DDA;
9. Completing necessary pre/in-service training based on the participant's Person-Centered Plan;
10. Completing required orientation and other training designated by the DDA;
11. Having automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of services;
12. Providing services and supports to participants in DDA's Community and Family Supports Waivers, and new services and supports in the Community Pathways Waiver in locations which meet the Community Services Rule;
13. Submitting a signed Conditions of Participation Agreement;
14. Having a signed Medical Assistance Provider Agreement; and
15. Submitting a provider renewal application at least 60 days before expiration of DDA Approval or a license to render the service and support per DDA policy.

Additional general requirements for a business/agency include:

1. Being properly organized as a Maryland business;
2. Having Worker's Compensation Insurance;
3. Having a Program service plan approved by the DDA;
4. Having a Quality Assurance Plan approved by the DDA;
5. If a licensed provider, having a Governing Body which meets compliance requirements in COMAR;
6. Providing licensing reports for current and previous years (10) from any inspections evaluating provision of services and supports at application;
7. If currently licensed or DDA Approved, produce, upon written request from the DDA, licensing reports from the OHCQ and/or any inspections; and
8. Submitting a Business Plan including proposed and actual budgets which demonstrate the financial capability to render the proposed services and/or supports in which DDA Approval and/or a license is sought.

Participants in self-directed services have a Fiscal Management Service (FMS) provider which ensures that the individual or entity performing the service meets specific requirements to render the specific service and/or support identified in these eligibility guidelines. Under the self-directed service delivery model, providers must meet additional requirements based on the preferences and level of needs for participants self-directing their services

such as training by the participant/family on individual-specific information including preferences, positive behavior supports, and disability-specific information.

Finally, additional requirements for licensed providers are found in COMAR 10.22.02. This document describes service and support categories in DDA's waivers and the requisites QSPs must meet to render the specific support or service which are in addition to general requirements for all applicants and those added requirements for businesses/agencies.

II. Support Services and Eligibility Criteria for Providers

A. Assistive Technology and Services

Assistive Technology is an item, piece of equipment, or product which is used to maintain or improve a participant's functional abilities, enhance interactions, support meaningful relationships, promote ability to live independently and meaningfully participation in their community. The Assistive Technology Professional completes an evaluation for a participant which includes a list of all devices, supplies, software, equipment, product systems and/or waiver services (including a combination of any of the elements listed) that would be most effective to meet the need(s) of the participant. Assistive technology devices include, but are not limited to speech and communication, blind and low vision and deaf and hard of hearing devices, devices for computers and telephone use, environmental control devices, aides for daily living, cognitive and remote support devices, adapted toys and specialized equipment. Assistive Technology Providers render a service that directly assists an individual in the selection, acquisition, use, or maintenance of an assistive technology device. Assistive technology services by a provider include: 1) A needs assessment; 2) Program materials and assistance in the development of adaptive materials; 3) Training or technical assistance for the participant and their support network including family members; 4) Repair and maintenance of devices and equipment; 5) Programming and configuration of devices and equipment; 6) Coordination and use of assistive technology devices and equipment with other necessary therapies, interventions, or services in the participant's person-centered plan; and 7) Services consisting of purchasing or leasing devices.

Agencies - Qualified Service Providers rendering Assistive Technology and Services must meet the following standards:

1. Demonstrate compliance with all general and business /agency provider application requirements on page 4;
2. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
3. Be a current OHCDs to render Assistive Technology and Services; or
4. Complete the DDA provider application, and be approved as an OHCDs.

The OHCDs shall verify the licenses, credentials and experience of all professionals with whom they contract or employ and have a copy of these documents during application and upon request. The OHCDs must verify that the organization or professional providing the evaluation is credentialed, licensed or certified in an area related to the specific type of technology needed.

An Assistive Technology Professional must meet the following standards:

1. Assistive Technology assessments, with the exception of Speech Generating Devices, must be completed by a specialist that has any of the following certifications as appropriate:
 - a. Rehabilitation Engineering Assistive Technology Society of North America (RESNA) Assistive Technology Practitioner (ATP);
 - b. California State University Northridge (CSUN) Assistive Technology Applications Certificate; and
 - c. Certificate of Clinical Competence in Speech Language Pathology (CCCSLP).

2. Speech Generating Devices must:
 - a. Have a needs assessment and recommendations completed by a licensed Speech Therapist; and
 - b. Program and training can be conducted by a Rehabilitation Engineering Assistive Technology Society of North America (RESNA) Assistive Technology Practitioner (ATP) or California State University Northridge (CSUN) Assistive Technology Applications Certificate.
3. An Assistive Technology/Specialist Practitioner must have an acceptable certification from any of the following:
 - a. Rehabilitation Engineering Assistive Technology Society of North America (RESNA) Assistive Technology Practitioner (ATP);
 - b. California State University Northridge (CSUN) Assistive Technology Applications Certificate;
 - c. Certificate of Clinical Competence in Speech Language Pathology (CCCSLP); and
 - d. Minimum of three (3) years of professional experience in adaptive rehabilitation technology in each device and service area certified.
4. Licensed professionals must have:
 - a. A Maryland Board of Audiologists, Hearing Aid Dispensers, or Speech Language Pathologists license;
 - b. A Maryland Board of Occupational Therapy Practice license for Occupational Therapist; and
 - c. Required license, certification, and/or credentials in the area related to the specific type of technology needed.

Individual Applicants providing Assistive Technology and Services must meet the following standards:

1. Demonstrate compliance with general requirements for all applicants' provider applicants on page 4;
2. Demonstrate compliance with Assistive Technology Professional required credentials, license and certifications in the area related to the specific type of technology in which application is made for services to be delivered; and
Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

B. Behavioral Supports

Behavioral Supports services assist participants who, without such supports, are experiencing, or are likely to experience difficulty at home or in the community as a result of behavioral, social, or emotional issues. Behavioral supports help to understand a participant's challenging behavior, its function, and to develop a behavior plan with the primary aim of enhancing the participant's independence and inclusion in their community. Behavioral supports include behavioral assessment, behavioral consultation, and/or brief support implementation of services. Behavioral support providers complete behavioral assessments which identify an individual's challenging behaviors. A behavioral assessment is based on the principles of person-centered thinking and a functional behavior assessment (FBA) is completed. Behavioral support providers collect and review relevant data to complete the FBA, discuss this information with the participant's support team, recommend behavioral strategies, and develop a behavior plan, if needed. Behavioral consultation services may also be provided to a participant to oversee and monitor the implementation of the behavior plan. Finally, behavioral supports may include brief support implementation services which is a time-limited service which provides direct assistance and modeling to families, agency staff, and caregivers so they can independently implement methods in a participant's behavior plan.

A Behavioral Supports Professional must meet the following minimum standards:

1. To complete behavioral assessments and consultations, a provider must be:
 - a. Licensed psychologist;

- b. Psychology associate working under the license of the psychologist (and currently registered with and approved by the Maryland Board of Psychology);
 - c. Licensed professional counselor;
 - d. Licensed certified social worker; and
 - e. Licensed behavioral analyst.
2. All clinicians must have training in the following:
 - a. Applied Behavior Analysis; and
 - b. Behavioral Tiered Supports Plans
 3. Staff providing the Brief Support Implementation Services must:
 - a. Have a high school diploma, GED, or higher education status;
 - b. Have successfully completed 40-hours of Registered Behavioral Technician (RBT) training; and
 - d. Receive ongoing supervision by a qualified clinician who meets the criteria to provide behavioral assessment and behavioral consultation.

Agencies - Qualified Providers rendering Behavior Supports must meet the following standards:

1. Demonstrate compliance with general and business/agency requirements for provider applicants on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
4. Demonstrate the capability to provide for the provision of Behavior Support Services by including the following documents with the application:
 - a. A Program service plan that details the agencies' service delivery model which addresses experience in behavior analysis, conducting functional analysis/assessment, developing behavior plans, working with participants and participants' families, and delivering behavior support services;
 - b. A business plan that clearly demonstrates the ability of the agency to provide the behavior support services;
 - c. A written quality assurance plan to be approved by the DDA; and
 - d. A summary of the applicant's and applicant's staff's demonstrated training and experience in the field of developmental disabilities;
5. Submit documentation which reflects behavior support staff credentials including having required certifications, licenses, and/or trainings to perform the required services; and
6. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for Behavior Support services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any Brief Implementation Services must meet the following minimum standards:

1. Be at least 18 years old;
2. Have required credential, license, and/or certification;
3. Pass a criminal background investigation and other required checks including having Child Protective

- Clearance, if supporting a child;
4. Be current in first aid and CPR certification;
 5. Complete required training and orientation designated by DDA;
 6. Complete necessary pre/in-service training based on the Person-Centered Plan and training designated by DDA prior to service delivery;
 7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
 8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of services.

Individual Applicants providing Behavior Supports must meet the following standards:

1. Demonstrate compliance with the general requirements for provider applicants on page 4;
2. Demonstrate compliance with credentials for a Behavior Supports Professional;
3. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
4. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of services; and
5. Have three (3) professional references which attest to the provider's ability to deliver Behavior Supports in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

C. Environmental Assessment

An environmental assessment is an on-site assessment with the participant at his or her primary residence to determine if environmental modifications or assistive technology may be necessary in the participant's home. An environmental assessment includes an evaluation of the 1) Participant, 2) Environmental factors in the participant's home, 3) Participant's ability to perform activities of daily living, 4) Participant's strength, range of motion, and endurance, 5) Participant's need for assistive technology and/or modifications, and 6) Participant's support network including family members' capacity to support his or her independence. An environmental assessment must be conducted by an occupational therapist licensed in the State of Maryland.

An Environmental Assessment Professional must meet the following minimum standards:

1. Demonstrate compliance with general requirements for provider applicants on page 4;
2. Be a professional currently licensed by the Maryland Board of Occupational Therapy Practice as an Occupational Therapist, or
3. Be approved as a vendor with the Division of Rehabilitation Services (DORS) and have a current license.

Agencies - Qualified Service Providers rendering Environmental Assessment Services must meet the following standards:

1. Demonstrate compliance with all general and business /agency provider application requirements on page 4;
2. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
3. Be a current OHCDs to render Environmental Assessment Services; or
4. Complete the DDA provider application, and be approved as an OHCDs.

The OHCDs shall verify the licenses, credentials and experiences of all professionals with whom they contract or employ to provide environmental assessment services and have a copy of these documents during application and upon request. The OHCDs must verify that the organization or professional providing the evaluation is credentialed, licensed or certified in an area related to the specific type of technology needed.

Individual Applicants providing Environmental Assessment Services must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Demonstrate compliance with required credentials, license, and certifications, and experience for an Environmental Assessment Professional;
3. Be at least 18 years or older;
4. Complete any specific training and orientation designated by DDA;
5. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
6. Have automobile insurance for automobiles that are owned and used to deliver the service; and
7. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

D. Environmental Modification

An environmental modification is a physical modification to a participant's home based on an assessment, and the modification is designed to support the participant's efforts to function with greater independence or to create a safer, healthier environment for the participant. Environmental modifications include but are not limited to installation of grab bars, access ramps, railings, alarms or locks on windows, doors, and fences, protective padding on walls, floors and pipes, Plexiglas and other forms of glass for safety, outside gates and fences, safety screen doors, bathroom modifications, lifts and stair glides, kitchen modifications, detectable warnings on walking surfaces, alerting devices for participants who have hearing or sight impairments, adaptations to electrical, telephone, and lighting systems, generators to support medical and health devices that require electricity, widening of doorways and halls; door openers, and equipment which raise or lower electrical switches for participants' safety.

A Vendor completing an Environmental Modification must meet the following minimum standards:

1. Demonstrate compliance with general and business/agency provider requirements, as applicable on page 4;
2. Be approved as a vendor with the Division of Rehabilitation Services (DORS), have a current license, and a current contract who meets requirements in 5a through h below;
3. Attest that if approved as a vendor, will verify staff, contractors or subcontractors, qualifications, licenses, and credentials for contractors employed, and/or with whom a contract is established, and will have a copy of these documents for inspection;
4. Obtain, in accordance with the Department of Licensing and Labor requirements, a Home Improvement License in completion of certain projects where an existing structure is modified;
5. Demonstrate compliance with requirements for home contractors or sub-contractors of services including:
 - a. Being properly licensed or certified by the State;
 - b. Being in good standing with the Department of Assessment and Taxation;
 - c. Being bonded as is legally required;
 - d. Obtaining all required State and local permits;
 - e. Obtaining final required inspections;
 - f. Performing all work in accordance with ADA, State and local building codes;
 - g. Ensuring that the work passes the required inspections including as performed in accordance with ADA, State and local building codes; and
 - h. Providing services according to a written schedule indicating an estimated start date and completion date and progress reports.

Agencies - Qualified Service Providers rendering Environmental Modification Services must meet the following standards:

1. Demonstrate compliance with all general and business/agency provider application requirements on page 4;
2. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
3. Be a current OHCDS to render Environmental Modification Services; or
4. Complete the DDA provider application, and be approved as an OHCDS.

The OHCDS shall verify that licenses, credentials and experiences of all professionals with whom they contract or employ meet requirements for the Environmental Modification vendor, and have a copy of these documents during application and upon request. The OHCDS must verify that the organization or professional providing the evaluation is credentialed, licensed or certified in an area related to the specific type of technology needed.

Individual Applicants providing Environmental Modification Services must meet the following standards:

1. Compliance with general requirements for providers on page 4;
2. Be at least 18 years or older;
3. Be a licensed home contractor or a Department of Rehabilitation Services (DORS) vendor;
4. Be properly licensed and certified by the state;
5. Be bonded as is legally required;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of services.
8. Complete the required training and orientation designated by DDA; and
9. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

E. Family and Peer Mentoring Supports

Family and Peer Mentoring Supports are supports from experienced mentors who have the shared experiences as the participant and/or his or her family members. These supports are provided from a mentor, parent, or other family member to a peer, another parent or family caregiver who is the primary unpaid support to the participant. Family and Peer Mentoring supports facilitate parent or family member "matches" which includes siblings, and provide follow up support to assure the matched relationships meet peer expectations. Family and Peer Mentors explain community services, programs, and strategies used to achieve the waiver participant's goals. Mentors help participants and family members to develop connections and relationships which build the resilience of the participant and his or her family. Family and Peer Mentoring Supports provide information, resources, guidance, and support from experienced peer mentors, parents or other family member to peers, other parents, or family caregivers who are the primary unpaid supporters to participants. This support encourages participants and family members to share their successful strategies and experiences in navigating a broad range of community resources beyond those offered through the DDA's waivers.

Agencies - Qualified Service Providers rendering direct Family and Peer Mentoring Supports must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services such as self-advocacy and parent organizations;
3. Demonstrate the capability to provide or arrange for the provision of all Family and Peer Mentoring services required in the submitted: a) Program service plan that details the agencies service delivery model;

- b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Family and Peer Mentoring Supports or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a Bachelor's Degree or demonstrate one (1) year of life experiences and skills in navigating a broad range of community resources for individuals with a developmental disability and their families;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance, if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Individual Applicants providing Family and Peer Mentoring Supports must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a Bachelor's Degree or demonstrate one (1) year of life experiences and skills in navigating a broad range of community resources for individuals with developmental disabilities and their families;
4. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
5. Have automobile insurance for automobiles that are owned and used to deliver the service; and
Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

F. Family Caregiver Training and Empowerment Services

Family Caregiver Training and Empowerment services are services which provide education and training specifically identified in a participant's person-centered plan and which address the family caregiver's unique needs. These services are only offered to a family caregiver who is providing unpaid support training, companionship, or supervision to a waiver participant. Education and training provided to the family caregiver helps to preserve and empower the participant's family unit by increasing the caregiver's confidence and stamina, and empowers the caregiver to support the participant. Family Caregiver Training and Empowerment services include payment for educational materials, training programs, workshops and conferences. These services help the family caregiver to: 1) Understand the disability of the participant, 2) Achieve greater competence and confidence in providing supports to the participant, 3) Develop and access community and other resources and supports for the participant and/or participant's family, 4) Develop or enhance key parenting strategies, 5) Develop advocacy skills, and 6) Support the participant in developing self-advocacy skills.

Agencies - Qualified Service Providers rendering direct Family Caregiver Training and Empowerment Services must meet the following standards:

1. Compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services such as self-advocacy and parent organizations;
3. Demonstrate the capability to provide or arrange for the provision of all Family Caregiver Training and Empowerment Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Family Caregiver Training and Empowerment Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a Bachelor's Degree or demonstrate one (1) year of life experiences and skills in providing education and training to family caregivers of individuals with a developmental disability or a similar population;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Individual Applicants providing Family Caregiver Training and Empowerment Services must meet the following standards:

1. Compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a Bachelor's Degree or demonstrate one (1) year of life experiences and skills in providing education and training to family caregivers of individuals with a developmental disability or a similar population;
4. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
5. Have automobile insurance for automobiles that are owned and used to deliver the service; and
6. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

G. Individual and Family Directed Goods and Services

Individual and Family Directed Goods and Services purchase equipment or supplies for participants self-directing their services. The equipment and supplies relate to a need or goal identified in the participant's person-centered plan, maintains or increases independence, promotes opportunities for community living and inclusion, and are not available under a waiver service, state plan services, or another source. The goods and

services must provide or direct an exclusive benefit to the participant. Individual and Family Directed Goods and Services decrease the need for other Medicaid services, increase community integration, increase the participant's safety in the home, and the service or item is not available from another source. Goods and services may include: 1) Fitness memberships, 2) Fitness items that can be purchased at most retail stores, 3) Toothbrushes or electric toothbrushes, 4) Weight loss program services other than food, 5) Dental services recommended by a licensed dentist and not covered by health insurance, 6) Nutritional supplements recommended by a professional licensed in the relevant field, 7) Therapeutic swimming or horseback riding with recommendation from licensed professional; and 8) Fees for activities that promote community integration.

Participants self-directing their services use their FMS to purchase goods and services.

The FMS shall verify the licenses, credentials and experiences of all professionals with whom they contract or employ to provide Individual and Family Directed Goods and Services and have a copy of these documents during application and upon request. The FMS must verify that the vendor, organization or professional providing the service has the capacity and is credentialed, licensed or certified in an area related to the provision of the goods and services. The FMS must provide the relative documents verifying the same upon request.

H. Nursing Support Services and Eligibility Criteria for Providers

Nursing Support services provided to participants focus on health safety and practices which reduce or prevent adverse outcomes. Nursing Support services are identified in participants' plans which include goals for participants' quality health outcomes. Nursing Support services include Nurse Consultation, Nurse Health Case Management, Nurse Case Management and Delegation.

1. Nurse Consultation Services

Nurse Consultation services are provided to participants enrolled in self-directed services or receiving Supported Living services from a DDA-licensed provider in his or her own home or family home. Nurse Consultation services offers participants, who are able to perform and train on self-medication and treatment administration, a licensed Registered Nurse who: 1) Reviews information about the participant's health, 2) Based on the review, provides recommendations to the participant on how to have these needs met in the community, and 3) In collaboration with the participant, develop care protocols for the participant to use when the participant trains staff. In the event the person is not able to perform and train on self-medication and treatment administration but all health needs including medication and treatment administration are performed gratuitously, the Nurse Consultant: 1) Reviews information about the participant's health needs; 2) Based on the review, provides recommendations to the participant and gratuitous caregivers on how to have the participant's needs met in the community; and 3) In collaboration with the participant and gratuitous caregivers, develop care protocols for the participant and gratuitous caregivers that describes the health services to be delivered gratuitously. At a minimum, Nurse Consultation services for the participant must include:

- a. Performance of a comprehensive nursing assessment to identify health issues and assist the participant, and his or her gratuitous caregivers, to understand the participant's health needs and risks to develop health protocols that guide the participant and or gratuitous care provider in performing health tasks;

- b. Completion of the Medication Administration Screening Tool, both on an annual basis and when the Nurse Consultant is notified of any changes in the cognitive status of the participant to determine the level of support needed for medication administration;
- c. Review of the Health Risk Screening Tool (HRST) at Level 3 or above, both on an annual basis and when any significant changes in the health of the participant occurs, to assist the participant to understand his or her health needs and to develop recommendations for obtaining service in the community; and
- d. Provision of recommendations to the participant, and his or her gratuitous caregivers, for accessing health services that are available in the community and other community resources.

In addition, to address a participant's needs, Nurse Consultation services may also include, as appropriate:

- a. Review and development of communication systems the participant may need to communicate effectively with all health care providers (licensed and unlicensed) working to ensure the health of the participant, and awareness of the lifesaving medical equipment in use by the participant in the event of an emergency or power loss; and
- b. Development of emergency protocols, as needed, to guide the participant and his or her staff in responding to an emergency, including accessing emergency services available in the community.

2. Nurse Health Case Management Services

Nurse Health Case Management services are provided to participants who: 1) Are able to perform self-medication and, 2) Have medications and treatments provided for using the exemption from delegation from the Maryland Board of Nursing (MBON) related to the gratuitous provision of care; or (3) Have direct support staff employed by a DDA-licensed community provider who performs health services for the participant. Participants can receive Nurse Health Case Management services if they are: 1) Receiving traditional services using the delivery model at a DDA-licensed community provider site, including but not limited to residential, day, or employment services; or 2) Receiving Personal Support services from a DDA licensed community provider; or 3) Enrolled in the self-directed services program in which direct support staff are employed by a DDA-licensed community provider. Nurse Health Case Management services provide participants with a licensed Registered Nurse (RN) who: 1) Reviews the participant's health services and supports as part of a collaborative process, 2) Assesses, plans, implements, coordinates, monitors, and evaluates options and services to meet the participant's health needs, and 3) Uses available resources to promote quality participant health outcomes and cost-effective care.

At a minimum, Nurse Health Case Management services include:

- a. Performance of a comprehensive nursing assessment of the participant identifying his or her health, medical appointment, and nursing needs;
- b. Review of the Health Risk Screening Tool (HRST) at Level 3 or above, both on an annual basis and when any significant changes in the health of the participant occurs, to assist the participant and the team to understand his or her health needs and to make recommendations to the participant and the team for obtaining services in the community;
- c. Completion of the DDA Medication Administration Screening Tool, minimally annually and when any significant changes in the cognitive status of the participant occurs, to determine and/or verify the level of support needed for medication administration;

- d. Review the participant's health services and supports delivered by the DDA provider agency direct support staff for safe, appropriate and cost-effective health care as per Maryland Board of Nursing (MBON) definition of case management;
- e. Provision of recommendations to the participant's person-centered team planning members for accessing needed health services that are available in the community and other community resources;
- f. Communication with the participant and his or her person-centered planning team members to ensure the team has all appropriate health information and recommendations related to the provision of health services provided via the DDA community provider agency staff;
- g. Development of health care plans and protocols, as needed, that direct the DDA licensed provider staff in the provision of health services to be performed that include: 1) Activities of daily living (ADL) performance, 2) Emergency intervention and 3) Other health monitoring provided by the DDA licensed provider staff;
- h. Completion of training, supervision, evaluation and remediation on all health services provided by the DDA licensed provider staff as identified in: 1) Nursing Care Plans that direct the provision of health services to include ADL service and health monitoring, and 2) Emergency health protocols;
- i. Provision of monitoring of the health services delivered by the DDA- licensed community staff for compliance with the participant's Nursing Care Plan; and,
- j. Provision of monitoring of health data collected by the DDA-licensed community provider staff as directed by the Nursing Care Plan.

In provision of Nurse Health Case Management Services, the RN will collaborate with the DDA licensed provider agency in the development of policies and procedures required for delegation of any nursing tasks in accordance with COMAR 10.27.11.

3. Nurse Case Management and Delegation Services

Nurse Case Management and Delegation services are provided to participants who: 1) Receive services via the traditional services delivery model at a DDA-licensed community provider site, including residential, day, or employment services, or 2) Receives Personal Support services, or 3) Is enrolled in the self-directed services program. Nurse Case Management and Delegation services provides participants a licensed Registered Nurse Case Manager and Delegating Nurse (RN CM/DN) who: 1) Provides health case management services, and 2) Delegates nursing tasks for an unlicensed individual to perform acts that may otherwise be performed only by a RN or Licensed Practical Nurse (LPN), as appropriate and in accordance with applicable regulations. Participant's health conditions must be determined by the RN CM/DN to meet delegation criteria, the participant must require delegation as he or she is not able to perform his or her care, and the nursing tasks are assessed to be eligible for delegation as per the MBON COMAR 10.27.11.

At a minimum, Nurse Health Case Management services include:

- a. Performance of a comprehensive nursing assessment of the participant identifying his or her health, medical appointment, and nursing needs;
- b. Review of the Health Risk Screening Tool (HRST) at Level 3 or above, both on an annual basis and when any significant changes in the health of the participant occurs, to assist the participant to

understand his or her health needs and to develop a plan for obtaining health services in the community;

- c. Completion of the Medication Administration Screening Tool, both on an annual basis and when any significant changes in the health of the participant occurs, to determine the level of support needed for medication administration;
- d. Review the participant's health services and supports to promote quality client outcomes and cost-effective care according to the Maryland Board of Nursing regulations;
- e. Provision of recommendations to the participant, caregivers under delegation of the RN CM/DN, and the participant's person-centered planning team for health care services that are available in the community;
- f. Communication with the participant and his or her person-centered planning team members in order that the person-centered planning team can coordinate services and supports to meet the participant's health needs;
- g. Development of health care plans and protocols, as needed, that direct the paid direct support staff in the provision of health services to be performed that include: a) Administration of medications, b) Performance of medical and nursing treatments, c) ADL performance, and d) Identification and intervention in an emergency;
- h. Completion of training, supervision, evaluation and remediation on all health services provided under the delegation of the RN CM/DN by the paid staff as identified in the Nursing Care Plans;
- i. Performance of monitoring services delivered under delegation of the RN CM/DN by direct support staff for compliance with the Nursing Care Plan; and,
- j. Performance of monitoring health data obtained by direct support staff under the delegation of the RN CM/DN and as directed in the Nursing Care Plan.

Delegation of Nursing Tasks services includes:

- a. Assessment of: a) The needs and abilities of the participant, b) Direct care staff performance of delegated nursing tasks, and c) The environment of service or care delivery;
- b. Delegation of the performance of nursing tasks (*i.e.*, acts of a licensed nurse that include medication administration and treatment administration) to unlicensed direct care staff that may be Certified Medication Technicians (CMT), Certified Nursing Assistant (CNA), or other Unlicensed Assistive Personnel (UAP) in accordance with applicable Maryland Board of Nursing regulations;
- c. Performance in training, supervision, and remediation of unlicensed direct care staff who provide health services under the delegation of the RN (*i.e.*, administration of medication, treatments, ADL care, health monitoring) as required by applicable Maryland Board of Nursing regulations; and,
- d. Provision of on-call service to paid direct support staff who are performing delegated nursing tasks, while delegation is occurring, for up to 24 hours per day, 365 days per year as required by applicable Maryland Board of Nursing regulations.

In provision of Nurse Health Case Management and Delegation Services, the RN CM/DN will collaborate with the DDA licensed provider agency or self-directed service participant in the development of policies and procedures required for delegation of any nursing tasks in accordance with COMAR 10.27.11.

4. Nursing Provider Eligibility Requirements

A Provider rendering Nurse Consultation, Health Case Management, and/or Nurse Case Management and Delegation services must meet the following minimum standards:

1. Demonstrate compliance with general and business/agency provider requirements on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Nursing Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have Commercial General Liability Insurance; and
5. Have documentation that all vehicles used in the provision of services have automobile insurance.

Registered Nurses working for Nursing Agencies must meet the following standards:

1. Possess a valid Maryland and/or Compact Registered Nurse license;
2. Successfully complete the DDA RN Case Manager/Delegating Nurse (CM/DN) Orientation;
3. Be active on the DDA registry of DD RN CM/DNs;
4. Complete the online HRST Rater and Reviewer training;
5. Attend mandatory DDA trainings;
6. Attend a minimum of two (2) DDA-provided nurse quarterly meetings per fiscal year;
7. Pass a criminal background investigation and any other required background checks and credentials verifications;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services.

Individual Professional Nurse Applicant must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Have three (3) years of rendering nursing services to individuals with developmental disabilities or a similar population;
3. Have three (3) professional references which attest to the provider's ability to deliver the support/service in compliance with the Department's values in Annotated Code of Maryland, Health General, Title 7;
4. Possess a valid Maryland and/or Compact Registered Nurse license;
5. Successfully complete the DDA RN Case Manager/Delegating Nurse (CM/DN) Orientation;
6. Be active on the DDA registry of DD RN CM/DNs;
7. Complete the online HRST Rater and Reviewer training;
8. Complete required orientation designated by DDA;
9. Attend mandatory DDA trainings;
10. Attend a minimum of two (2) DDA provided nurse quarterly meetings per fiscal year;
11. Pass a criminal background investigation and any other required background checks and credentials verifications;
12. Have Commercial Liability Insurance;
13. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
14. Have automobile insurance for all automobiles that are owned, leased, and/or hired and used in the provision of services.

I. Participant Education, Training, and Advocacy Support Services

Participant Education, Training, and Advocacy supports are training programs, workshops and conferences which help the individual develop self-advocacy skills, exercise his or her civil rights, and acquire skills needed to exercise control and responsibility over other support services. Covered expenses include: 1) Enrollment fees, 2) Books and other educational materials, and 3) Transportation related to participation in training courses, conferences and other similar events.

Agencies - Qualified Service Providers rendering direct Participant Education, Training and Advocacy Support Services must meet the following standards: :

1. Demonstrative compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services such as self-advocacy and parent organizations;
3. Demonstrate the capability to provide or arrange for the provision of all Participant Education, Training and Advocacy Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Participant Education, Training and Advocacy Support Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a Bachelor's Degree, professional license, certification by a nationally recognized program demonstrate one (1) year of life experiences and skills in providing or arranging for the provision of education and training to individuals with developmental disabilities and their family caregivers or a similar population;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Individual Applicants providing Participant Education, Training and Advocacy Support Services must meet the following standards:

1. Compliance with general requirements for providers on page 4;

1. Be at least 18 years old;
2. Have a Bachelor's Degree, professional license, certification by a nationally recognized program, and or demonstrate one (1) year of life experiences and skills in providing or arranging for the provision of education and training to individuals with developmental disabilities and their family caregivers or a similar population;
4. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
5. Have automobile insurance for automobiles that are owned and used to deliver the service; and
6. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

J. Personal Supports

Personal Supports are individualized supports delivered in the participant's preferential manner to support that person's independence in his or her own home and/or community in which he or she wishes to be involved in. Personal supports assist participants to acquire and build the skills necessary to maximize their independence. Personal supports include but are not limited to:

1. In-home skills development in budgeting and money management, completing homework, maintaining a bedroom or home, cooking, personal care; house cleaning/chores; and laundry;
2. Building skills needed in which participants integrate, engage and navigate their lives at home and in the community. Skill areas may include, but are not limited to the development of skills which make it possible for participants to grocery shop, get a haircut, use public transportation, attend school or social events; join community organizations or clubs, recreate and/or participate in leisure activities, volunteer, and participate in organized worship or spiritual activities; and
3. Personal care assistance services during in-home skills development and community activities. Personal care assistance services include helping participants with daily living and instrumental activities of daily living, which may include meal preparation and cleaning when participants are unable to do for themselves, and only when in combination of other allowable personal supports activities are occurring.

Agencies - Qualified Service Providers rendering direct Personal Supports must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Personal Support Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Personal Support services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
7. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Staff providing training on money management, time management and community resources must have performed training on these topics in the previous two (2) years.

Individual Applicant Personal Support Professionals must meet the following standards:

1. Compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
5. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
6. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
7. Have three years of experience providing the direct support (e.g. training on money management, time management and community resources) to individuals with developmental disabilities or a similar population; and
8. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

K. Respite Care

Respite Care is short-term care intended to provide both the participant and his or her family with a break from their daily routines. Respite relieves families or primary caretakers from their caregiver responsibilities while providing participants with new opportunities, experiences, and self-determination. Respite care can be provided in: 1) The participant's own home, 2) The home of a respite care provider, 3) A licensed residential site, 4) A state-certified overnight or youth camp and, 5) Other settings and camps as approved by DDA. Someone who lives with the participant may be the respite provider, as long as this person is not the person who normally provides care for the participant and is not contracted or paid to provide any other DDA-funded service to the participant. A relative (who is not a spouse or legally responsible person) of a participant in self-

directed services may be paid to provide this service. The participant or the family member with whom the participant lives may use a relative, neighbor, or friend.

Agencies - Qualified Service Providers rendering Respite Care Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Respite Care Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Ensure a licensed site for all respite care services delivered in a provider-owned and operated site;
5. Ensure new provider licensed sites must meet the federal Community Setting Rule; and
6. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above for Respite Care Services if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Respite Care Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Receive training from the participant/family on individual-specific information (including preferences, positive behavior supports, when needed);
5. Meet additional requirements based on the participant's preferences and level of need;
6. Pass a criminal background investigation, have child protective services clearance if supporting a child;
7. Complete necessary pre/in-service training based on the Person-Centered Plan;
8. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019, all new hires must complete the DDA required training prior to service delivery.
9. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
10. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
11. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

An Individual Applicant Respite Care Provider must meet the following standards:

1. Meet compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Have three (3) years of experience providing the support (Respite Care Services) to individuals with developmental disabilities or a similar population;

5. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
8. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

Camps must meet the following minimum standards:

1. Compliance in general requirements on page 4;
2. Be an approved Organized Health Care Delivery Services provider;
3. Be state-certified overnight or youth camps as per COMAR 10.16.06, unless otherwise approved by the DDA, and
4. Be a DDA-approved camp.

Respite Care at Licensed Provider sites must meet the following minimum standard:

1. Must be a licensed site unless otherwise approved by the DDA.

L. Transportation

Transportation is providing non-medical assistance, training and transport to a participant and the participant's family caregiver, so the participant can access community activities in his or her own community in response to needs identified in the participant's person-centered plan. A relative or legal guardian who is not a spouse or a legally responsible person of a participant with DDA preapproval can provide transportation services. Transportation services can include, but are not limited to: 1) Orientation services in using other senses or supports for safe movement from one place to another, 2) Accessing mobility services such as transportation coordination and accessing resources, 3) Travel training such as supporting the individual and family in learning how to access and use informal, generic, and public transportation safely for independence and community integration, 4) Services provided by different modalities, including public and community, 5) Mileage reimbursement for transportation provided by another individual using their own car; and 6) Purchase of prepaid transportation vouchers and cards, such as the Charm Card and/or taxi cards.

A Transportation Professional or Individual Applicant providing Transportation Services to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. If an agency, meet general and business compliance standards on page 4;
2. If an agency, be an Organized Health Care Delivery System Provider;
3. If an Individual Applicant, meet general compliance standards on page 4;
4. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
5. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Vendors (Contracted or Subcontracted by the OHCDs and providing direct Transportation must meet the following standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Have required credentials license or certifications;

4. Be current in first aid and CPR certification;
5. Pass a criminal background investigation, Child Protection Services Background Clearance if supporting a child, and any other required background investigations;
6. Possess a valid driver's license for the operation of a vehicle necessary to provide services;
7. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
8. Complete necessary pre/in-service training based on the Person-Centered Plan; and
9. Complete training designated by DDA.

Self-Directed Services - Individuals providing Transportation Services for participants self-directing their services must meet standards 1 to 10.

An Orientation, Mobility and Travel Training Specialist providing training in Transportation Services must meet standards 1 through 10 above, and

1. Attend and have a current certification as a travel trainer from one of the following entities:
 - a) Easter Seals Project Action (ESPA);
 - b) American Public Transit Association;
 - c) Community Transportation Association of America;
 - d) National Transit Institute (NTI);
 - e) American Council for the Blind;
 - f) National Federation of the Blind;
 - g) Association of Travel Instruction;
 - h) DORS approved vendors/contractors and
 - i) Other recognized entities based on approval from the DDA.

M. Vehicle Modification Services

Vehicle Modification services are adaptations or alterations which are made to a vehicle that is the participant's or the participant's family's primary means of transportation. Vehicle modifications are designed to accommodate the needs of the participant and enable him or her to integrate more fully into the community. Vehicle Modification services help ensure the health, welfare and safety and integration of the participant by removing barriers to transportation. Vehicle modifications may include, but are not limited to: 1) Assessment services which (a) help determine specific needs of the participant as a driver or passenger, (b) review modification options, and (c) develop a prescription for required modifications of a vehicle; 2) Assistance with modifications to be purchased and installed in a vehicle owned by or a new vehicle purchased by the participant, or legally responsible parent of a minor or other caretaker as approved by DDA; 3) Non-warranty vehicle modification repairs; and 4) Training on use of the modification. Vendors making vehicle modifications must complete an Adaptive Driving Assessment report and a Vehicle Equipment and Adaptation Prescription Agreement (VEAPA). The Adaptive Driving Assessment Specialist who wrote the Adapted Driving Assessment report and the VEAPA shall provide an on-site assessment and include a statement as to whether the vehicle modification(s) meets the individuals' needs. The Adaptive Driving Assessment Specialist shall 1) Ensure the vehicle modification fits the participant, and 2) Ensure the participant is able to safely drive the vehicle with the new adaptations/equipment by conducting an on-site assessment.

An Agency providing Vehicle Modification services to participants self-directing their services or receiving traditional services must meet the following minimum standards:

1. Demonstrate compliance with all general and business /agency provider application requirements on page 4;
2. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
3. Be a current OHCDS to render Vehicle Modification Services or Complete the DDA provider application, and be approved as an OHCDS; and
4. Be approved by DORS as a contractor or subcontractor with an OHCDS, be a Driver Rehabilitation Specialist or Certified Driver Rehabilitation Specialist.

A vendor performing Vehicle Modification Services must meet the following standards:

1. Have a contract with the OHCDS and be a Vehicle Modification Service Vendor;
2. Be at least 18 years old;
3. Be a Division of Rehabilitation Services (DORS) Vehicle Modification Vendor;
4. Have required credentials, licenses or certifications;
5. Be current in first aid and CPR certification;
6. Pass a criminal background investigation, Child Protection Clearance, if supporting a child, and any other required background investigations;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
9. Complete necessary pre/in-service training based on the Person-Centered Plan;
10. Complete required orientation and training designated by DDA;
11. Have three years of experience providing vehicle modification services;
12. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7;
13. Demonstrate financial integrity to IRS, Department and Medicaid Exclusion List checks;
14. Have a signed DDA Provider Agreement to Conditions of Participation, and
15. Have a signed Medicaid Provider Agreement.

III. Meaningful Day and Employment Supports and Eligibility Criteria for Providers

N. Community Development Services

Community Development Services (CDS) are distinct habilitative services, separate from residential services, which aide the participant to develop and maintain skills related to community membership through engagement in community-based activities with people without disabilities. CDS can be provided in a variety of settings in the community which support the participant's positive growth and development of skills and social supports necessary to gain, retain or advance competitive integrated employment opportunities. The participant is provided opportunities to learn socially acceptable behavior and self-advocacy skills. Community-based activities offered through CDS may include, but are not limited to the participant's participation and engagement in: 1) Activities which facilitate and promote integration and inclusion in the participant's chosen community; including identifying a path to employment for a working age participant; 2) Travel training; 3) Self-advocacy classes and activities; 4) Local community events; 5) Volunteering within a non-profit organization whose mission the participant's supports and/or 6) Performing a paid or unpaid internship. CDS also include transportation to, from, and within activities. Personal care assistance may also be provided during community activities so long as it is not the primary or only service provided. A legally responsible individual (who is not a spouse) and relatives for participants self-directing their service may be paid to provide CDS.

Agencies rendering Community Development Services must meet the following minimum standards:

1. Demonstrate compliance with general and business/agency provider requirements on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all CDS required in the submitted:
a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have documentation that all vehicles used in the provision of services have automobile insurance;
5. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide all new services in locations which meet the federal Community Settings Rule; and
5. If a currently licensed or DDA Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Community Development Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019, all new hires must complete the DDA required training prior to service delivery.
7. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care, and
10. Staff providing training on money management, time management and community resources must have performed training on these topics in the previous two (2) years.

Individual Applicant Community Development Supports Professional must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
5. Posses a valid driver's license, if the operation of a vehicle is necessary to provide services;
6. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;

6. Three years of experience providing the direct support (e.g. training on money management, time management and community resources) to individuals with developmental disabilities or a similar population; and
7. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

O. Day Services

Day Habilitation services are separate and distinct services from other waiver services, including residential services, which can be provided in a variety of settings in the community or in a facility owned or operated by a provider agency. Day Habilitation services provides the participant with development and maintenance of skills related to activities of daily living, instrumental activities of daily living, vocation, and socialization through application of formal teaching methods and participation in meaningful activities. Through meaningful Day Habilitation activities, a participant learns new skills in 1) Employment; 2) Socially-acceptable behavior; 3) Effective communication; 4). Self-direction and problem solving; 5) Engaging in safety practices; 6) Performing household chores; and 7) Performing self-care tasks. Day Habilitation activities include, but are not limited to the participant's engagement in: 1) Activities in which skills can be used to do the type of work the participant is interested in; 2) Self-advocacy classes and activities; 3) Local community events; 4) Volunteering within a nonprofit organization whose mission the participant's supports and/or 5) Training and supports designed to maintain abilities and to prevent or slow loss of skills for a participant's declining condition. Day Habilitation services also include transportation services and personal care assistance as long as it is not the primary or only service provided.

A Qualified Service Provider rendering Day Habilitation Services to participants must meet the following minimum standards:

1. Meet compliance with general and business/agency provider requirements on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Have a governing body that is legally that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, State and federal regulations and applicable laws and regulations;
4. Demonstrate the capability to provide or arrange for the provision of all Day Habilitation Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
5. Be licensed by the Office of Health Care Quality;
6. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide services in all locations which meet the federal Community Settings Rule; and
7. If currently licensed or DDA Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above for Day Services if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar

services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Day Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Staff providing training in ADL skill development and use of community resources must have
4. performed training on these topics in the previous two (2) years or having training as indicated in the Day Services Provider Program service plan to provide this training.
5. Be current in first aid and CPR certification;
6. Pass a criminal background investigation and any other required background checks;
7. Complete necessary pre/in-service training based on the Person-Centered Plan;
8. Complete the new DDA required orientation and additional training by July 1, 2019 or sooner. After July 1, 2019, all new hires must complete the DDA required training prior to service delivery;
9. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
10. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
11. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

P. Employment Discovery and Customization Services

Employment Discovery and Customization services are time-limited services (usually six (6) months), which are provided to a participant who wants to work in a competitive, integrated job paid by a private community employer. Employment Discovery and Customization services aid a participant to identify and develop customized employment options which works toward competitive, integrated employment for the participant. Employment Discovery is a time-limited comprehensive, person-centered, community-based employment planning process. The Employment Discovery process and activities include: 1) Visits to the participant's home; 2) Assessment of the community surrounding their home; 3) Work skills and interest inventory; 4) Community-based job trials and community-based situations in order to identify skills, interests, and learning style; 5) Identification of the ideal conditions for employment for the participant; and 6) Development of an Employment Discovery Profile with all pertinent information about the participant's skills, job preferences, possible contributions to an employer, and useful social networks. The profile may also include a picture or written resume. Customization is support to assist a participant to obtain a negotiated competitive integrated job. The Customization process and activities include: 1) The use of the participant's social network, community resources and relationships, the American Job's Centers, and provider business contacts to identify possible employers. 2) Flexible strategies designed to assist in obtaining a negotiated competitive integrated job including: (a) job development, (b) job carving, (c) job sharing, (d) self-employment; and other national recognized best practices, based on the needs of both the job seeker and the business needs of the employer. Transportation services are included in Employment Discovery and Customization Services. A participant self-directing his or her services may use a relative to provide this service as long as that person is not a spouse or legally responsible for the participant.

Agencies - Qualified Service Providers rendering Employment Discovery and Customization Services

must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Employment Discovery and Customization Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have documentation that all vehicles used in the provision of services have automobile insurance;
5. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide all services in locations which meet the federal Community Settings Rule; and
6. If currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Employment Discovery and Customization Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Have required credentials, certifications, licenses and /or training in providing Employment Discovery and Customization Services;
4. Demonstrate one (1) year of providing the service from paid employment or through shared life experiences supporting an individual with a developmental disability or a person in a similar population in skill development and/or maintenance, completing work skills and/or interest inventories, assisting individuals to seek and/or obtain employment, identifying work or developing interest profiles, and completing individual specific employment plans;
5. Be current in first aid and CPR certification;
6. Pass a criminal background investigation, have child protective services clearance, if supporting a child;
7. Complete necessary pre/in-service training based on the Person-Centered Plan;
8. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
9. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
10. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
11. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Individual Applicant Support Employment and Customization Professionals must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Have required credentials, certifications, licenses and /or training in providing Employment Discovery and Customization Services;
5. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
8. Have three (3) years of experience providing the direct support (e.g. completing work skills and/or interest inventories, assisting individuals to seek and/or obtain employment, identifying work, and/or developing interest profiles and individual specific employment plans; and
9. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

Q. Employment Services

Employment Services provide the participant with a variety of flexible supports to help the participant to identify career and employment interests, and find and keep a job. There are six (6) focus areas:

1) Discovery – A process which assists the participant in finding out who they are, what they want to do, and what they have to offer; 2) Job Development – Supports finding a job for the participant which includes customized employment and self-employment; 3) Ongoing Job Supports – which provide various supports a participant may need to successfully maintain their job; 4) Follow-Along Supports – which provide periodic supports after a participant has transitioned into their job; and 5) Self-Employment Development Supports – which assist a participant whose discovery activities and profile indicate a specific skill or interest that would benefit from resource ownership or small business operation; and 6) Co-Worker Employment Support –which provide support to a participant when an employer has identified that an onsite job coach would not be optimal, yet the participant could still benefit from additional support. Discovery is a time-limited comprehensive, person-centered, and community-based employment planning support service to assist the participant to identify his or her abilities, conditions, and interests. Discovery includes visits to a participant's home, a review of community employers, job trials, and the participant's interest inventory to develop a Discovery Profile and picture resume. Job Development provides: 1) Customized employment, a flexible process to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer; and 2) Self-employment including exploration of how a participant's interests, skills and abilities might be suited for the development of business ownership. Ongoing Job Supports are supports which help the participant to learn and complete job tasks either when beginning a new job, after a promotion, or after a significant change in duties or circumstances and provide individualized supports a participant may need to successfully maintain their job. Ongoing Job Supports include job coaching, facilitate provision of natural supports in the work place,

systematic instruction, travel training to commute independently to the job, personal care assistance, behavioral supports, and delegated nursing tasks, if needed to support the employment activity. Follow-Along Supports are provided after a participant has transitioned into his or her job, ensure the participant has the assistance necessary to maintain his or her job, and include at least two face-to-face contacts with the participant in the course of each month. Self-Employment Development Supports include assistance in the development of a business and marketing plan for the participant including potential sources of business, financing, and other assistance in developing and launching a business. Co-Worker Employment Supports are time-limited supports provided by the employer to assist the participant, upon employment, with extended orientation and training beyond what is typically provided for an employee. A relative (who is not a spouse or legally responsible person) of a participant in self-directed services may be paid to provide this service.

Agencies - Qualified Service Providers rendering Employment Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Employment Services required in the submitted: a) Program service plan that details the agencies service delivery model, b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have documentation that all vehicles used in the provision of services have automobile insurance;
5. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide all services in locations which meet the federal Community Settings Rule; and
6. If currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance with new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Employment Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Have a DDA-Approved certification in employment to provide discovery services;
4. Demonstrate one (1) year of providing the service from paid employment or through shared life experiences supporting an individual with a developmental disability or a person in a similar population in skill development and/or maintenance, completing work skills and/or interest inventories, assisting individuals to seek and/or obtain employment, identifying work or developing interest profiles, and completing individual specific employment plans;
5. Be current in first aid and CPR certification;
6. Pass a criminal background investigation, have child protective services clearance, if supporting a child;

7. Complete necessary pre/in-service training based on the Person-Centered Plan;
8. Complete the new DDA-required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
9. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as Medication Technicians;
10. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
11. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Individual Applicant Employment Service Professionals must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Have a DDA-Approved certification in employment to provide discovery services;
5. Be certified by the Maryland Board of Nursing as a Medication Technicians if unlicensed staff are paid to administer and/or perform treatments;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
8. Have three (3) years of experience providing the direct support (e.g. completing work skills and/or interest inventories, assisting individuals to get seek and/or obtain employment, identifying work, and/or developing interest profiles and individual specific employment plans; and
9. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

R. Medical Day Care Services

Medical Day Care services is a medically-supervised day program provided to a participant who is 21 years or older and who attends a minimum of four (4) hours per day. Medical Day Services take place in a non-institutional, community-based setting. A participant receives the following services as needed: 1) Health; 2) Nursing; 3) Physical therapy; 4) Occupational therapy; 5) Assistance with activities of daily living such as walking, eating, toileting, grooming, and supervision of personal hygiene; 6) Nutrition; 7) Social work; 8) Activity program; and 8) Transportation.

A Qualified Service Provider rendering Medical Day Care Services to a waiver participant must meet the following minimum standards:

1. Be licensed as a Medical Day Care Service Provider as per COMAR 10.12.04; and
2. All new Medical Day Care Service Providers must meet and comply with the federal Community Settings Rule.

S. Supported Employment Services

Supported Employment Services are provided to a participant a minimum of four (4) hours per day and include a variety of supports to help the participant identify career and employment interests, as well as to find and keep a job paid by a community employer. Supported Employment activities include: 1) Individualized job development and placement; 2) On-the-job training in work and work-related skills; 3) Facilitation of natural supports in the workplace; 4). Ongoing support and monitoring of the participant's

performance on the job; 5) Training in related skills needed to obtain and retain employment such as using community resources and public transportation; 6) Negotiation with prospective employers; and 7) Self-employment supports. Supported Employment services include support services that enable the participant to gain competitive integrated employment, transportation to, from, and within the activity, and personal care assistance as long as it is not the primary or only service provided. Additionally, Supported Employment may include behavioral supports, and delegated nursing tasks to support the employment activity.

Agencies - Qualified Service Providers rendering Supported Employment Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Supported Employment Services required in the submitted: a) Program Service Plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have documentation that all vehicles used in the provision of services have automobile insurance;
5. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide all services in locations which meet the federal Community Settings Rule; and
6. If currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Supported Employment Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance, if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA-required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
7. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Have one (1) year of providing similar services to individuals with developmental disabilities or a similar population (e.g. providing on the job training and work-related skills to an individual, providing ongoing job support, monitoring of an individual's work performance, and/or negotiating, and working with an individual's employers, etc.).

Individual Applicant Supported Employment Professionals must meet the following standards:

1. Compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as Medication Technicians;
5. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
6. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
7. Have three (3) years of experience providing the direct support (e.g. providing on the job training and work-related skills to an individual, providing ongoing support and monitoring of an individual's work performance, negotiating, working with an individual's employers, etc.); and
8. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

T. Career Exploration Services

Career Exploration services are time-limited services which use systematic instruction and other teaching methods that help participants to learn skills to work in competitive, integrated employment. Career Exploration services can be facility-based or non-facility-based and provided in a small or large group. Facility-based supports are provided at a fixed site which is owned, operated, and/or controlled by a licensed provider, while small and other large group supports are in the community and not owned, operated, or controlled by the licensed provider. Small groups include two (2) to eight (8) persons (including the participant) and large groups include (nine) 9 to 16 persons (including the participant). Groups complete work tasks on a contract-basis. Participants learn work-related skills such as time management, strategies for completing tasks, socially-acceptable behavior, effective communication, and how to problem-solve. Participants must have an employment goal within their person-centered plan which outlines how they will transition to community integrated employment. Transportation services are included in Career Exploration Services.

Agencies - Qualified Service Providers rendering Career Exploration Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Career Exploration Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
4. Have documentation that all vehicles used in the provision of services have automobile insurance;
5. If providing new services or services to participants in the Community and/or Family Supports Waiver, provide all services in locations which meet the federal Community Settings Rule; and
6. If a currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for

individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Career Exploration Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete the new DDA-required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
7. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as Medication Technicians;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Demonstrate one (1) year of providing the service with individuals with developmental disabilities or a similar population (e.g. in training individuals to learn skills to work in competitive, integrated employment) and/or the required training in the Career Exploration Services Provider's Program service plan.

IV. Community Residential Supports and Eligibility Criteria for Providers

U. Community Living – Enhanced Supports

Community Living - Enhanced Supports Services provide the participant, who exhibits challenging behaviors or has court-ordered restrictions, with development and maintenance of skills related to activities of daily living, instrumental activities of daily living, socialization, and supports the safety of the participant and others by providing additional observation and direction for the participant in a community residential setting. The participant is provided coordination, training, mentoring, and/or supervision for skills developed or maintained by Community Living - Enhanced Supports Services. The skills are identified in the participant's Person-Centered Plan in which individualized goals and outcomes are documented. Community Living - Enhanced Supports Services provide the participant with opportunities to develop skills related to activities of daily living, instrumental activities of daily living, socialization, and safety of self and others in the following areas which include, but are not limited to: 1) Learning socially-acceptable behavior; 2) Learning effective communication; 3) Learning self-direction and problem solving; 4) Engaging in safety practices; 5) Performing household chores in a safe and effective manner; 6) Performing self-care; 7) Learning skills for employment and remediating the participant's challenging behaviors. Community Living - Enhanced Supports Services also include trial experiences for persons transitioning from institutional or non-residential sites on a temporary, trial basis.

Agencies - Qualified Service Providers rendering Community Living-Enhanced Supports must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Be licensed as a DDA Residential Enhanced Supports Provider;

3. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
4. Have a Licensed Behavioral Analysis (LBA), Board Certified Behavioral Analysis (BCBA), and Psychologist on staff that has experience in the following areas:
 - a. Working with deinstitutionalized individuals;
 - b. Working with the court and legal system;
 - c. Trauma-informed care;
 - d. Behavior Management;
 - e. Crisis management models; and
 - f. Counseling
5. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted by the licensee, including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
6. Demonstrate the capability to provide or arrange for the provision of all Community Living - Enhanced Supports required in the submitted: a) Program service plan that details the agencies' service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
7. Have documentation that all vehicles used in the provision of services have automobile insurance;
8. Provide services in all locations which meet the federal Community Settings Rule; and
9. If a currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Community Living-Enhanced Supports or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have at least a GED or high school diploma;
3. Have required credentials, licenses, or certifications;
4. Be current in first aid and CPR certification;
5. Pass a criminal background investigation and any other required background checks and verifications;
6. Be trained in:
 - a. Person-Centered Planning;
 - b. Working with people with behavioral challenges;
 - c. Trauma-informed care;
 - d. De-escalation, and
 - e. Physical Management.
7. Based on the needs of the participant, the following additional training is required, if applicable;
 - a. Working with sex offenders;
 - b. Working with people in the criminal justice system; and/or
 - c. Working with the Community Forensics Aftercare program.
8. Complete necessary pre/in-service training based on the Person-Centered Plan;

9. Complete the new DDA-required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
10. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
11. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
12. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
13. Demonstrate one (1) year of providing the service with individuals with developmental disabilities or a similar population.

V. Community Living – Group Home Support

Community Living-Group Home Supports Services provide the participant with development and maintenance of skills related to activities of daily living, instrumental activities of daily living, and socialization, through application of formal teaching methods in a community residential setting. Skills to be developed or maintained under Community Living Group Home Services will be determined based on the participant's individualized goals and outcomes as documented in his or her person-centered plan. Staff provide formal teaching methods such as systematic instruction. These services provide the participant with opportunities to develop skills related to activities of daily living, instrumental activities of daily living, vocation and socialization which include, but are not limited to: 1) Learning socially-acceptable behaviors; 2) Learning effective communication; 3) Learning self-direction and problem solving; 4) Engaging in safety practices; 5) Performing household chores in a safe and effective manner; 6) Performing self-care; and 7) Learning skills for employment. Community Living Group Home Services include coordination, training, supports, or supervision (as indicated in the participant's Person Centered Plan) related to development and maintenance of the participant's skills. Community Living Group Home Services are provided in a licensed provider operated group home setting. Community Living Group Home Services are usually provided to no more than four (4) individuals (including the participant) in one home. Any exceptions require approval by the DDA. Community Living Group Home Services also include trial experiences for people transitioning from an institutional or non-residential sites on a temporary, trial basis.

Agencies - Qualified Service Providers rendering Community Living-Group Home Support must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Be licensed as a DDA Residential Services Provider;
3. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
4. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
5. Demonstrate the capability to provide or arrange for the provision of all Community Living-Residential Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA;
6. The organizational structure in the program service plan must assure the services for each residence as specified in participants' Person-Centered Plans and the availability of back-up and emergency support 24 hours a day;
7. Have documentation that all vehicles used in the provision of services have automobile insurance;

8. If adding or providing new services, provide all services in locations which meet the federal Community Settings Rule; and
9. If a currently licensed or DDA-Approved provider, have an approved transition plan which ensures compliance to new federal Community Settings Rule.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Community Living-Residential Services or spending any time alone with the participant must

meet the following minimum standards:

1. Be at least 18 years old;
2. Have at least a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation and any other required background checks and verifications;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Complete training designated by DDA including the new DDA required training by July 1, 2019 or sooner.
After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
11. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as Medication Technicians;
12. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
13. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

W. Housing Support Services

Housing Support services are time-limited supports to help participants to navigate housing opportunities, address or overcome barriers to housing, and secure and retain their own home. Housing Support Services include: 1) Housing Information and Assistance to obtain and retain independent housing; 2) Housing Transition Services which assess a participant's housing needs and develops an individualized housing support plan; and 3) Housing Tenancy Sustaining Services which assist the individual to maintain living in their rented or leased home. Housing Information and Assistance provides participants with 1) Applicable housing programs' rules and requirements and their applicability to the participant; 2) Housing searches; 3) Application processes including obtaining documentation necessary to secure housing such as state identification, birth certificate, Social Security card, and income and benefit information; 4) Assessments to determine participants' preferred, safe and ready for move-in living environments, 5) Requests for reasonable accommodations in accordance with the Fair Housing Act to support a participant with a disability equal opportunity to use and enjoy a dwelling unit, including public and common use areas; 6) Identification of resources for security deposits, moving costs, furnishings, assistive technology, environmental modifications, utilities, and other one-time costs; 6) Reviews of leases and other documents, including property rules, prior to the participant's signing; 7) Assistance in the participants development, review and revision of a monthly budget, including a rent and utility payment plan; 8) Identification and planning which address housing challenges such as credit and rental history, criminal background, and behaviors and 9) Assistance with resolving disputes.

Housing Transition Services assist participants by: 1) Completion of a tenant screening and housing assessment including but not limited to collecting information on potential housing barriers and identification of potential housing retention challenges; and 2) Development of an individualized housing support plan that is incorporated in the participant's Person Centered Plan and that includes but is not limited to a) Short- and long-term goals; b) Identification of strategies to address identified barriers including prevention and early intervention services when housing is jeopardized; and c) Natural supports, resources, community providers, and services to support goals and strategies.

Housing Tenancy Sustaining Services assist participants to maintain living in their rented or leased home by providing participants with: 1) Education and training on the role, rights and responsibilities of the tenant and landlord; how to be a good tenant; and lease compliance; 2) Coaching to develop and maintain key relationships with landlord/property manager and neighbors; 3) Assistance with housing recertification process; 4) Early identification and intervention for behaviors that jeopardize tenancy; 4) Assistance with resolving disputes with landlords and/or neighbors; 5) Advocacy and linkage with community resources to prevent eviction; and 6) Conducting reviews with the participant to update and modify his or her housing support plan.

Agencies – A Housing Support Service Provider must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services which includes experience with federal affordable housing and/or rental assistance programs;
3. Demonstrate the capability to provide or arrange for the provision of all Housing Support Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Housing Support Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have at least a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Possess current, appropriate certifications as required by regulations based on service provided and needs of the person at time of service;
5. Meet minimum training requirements which include training in the following areas:
 - a. Conducting a housing assessment;
 - b. Person-Center Planning;
 - c. Knowledge of laws governing housing as they pertain to individuals with disabilities;
 - d. Affordable housing resources;
 - e. Leasing processes;
 - f. Strategies for overcoming housing barriers;
 - g. Housing search resources and strategies;

- h. Eviction processes and strategies for eviction prevention; and
 - i. Tenant and landlord rights and responsibilities;
5. Pass a criminal background investigation and any other required background checks and verifications;
 6. Complete necessary pre/in-service training based on the Person-Centered Plan;
 7. Complete any additional training designated by DDA including the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
 8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
 9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
 10. Demonstrate one (1) year of providing the service or similar services with individuals with developmental disabilities or a similar population.

Individual Applicant Housing Support Professional must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Have training in the following:
 5. Conducting housing assessments;
 6. Person-centered planning;
 7. Knowledge of laws governing housing as they pertain to individuals with disabilities;
 8. Affordable housing resources;
 9. Eviction processes and strategies for eviction prevention, and
 10. Tenant and landlord rights and responsibilities;
11. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
12. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care;
13. Have three (3) years of experience providing the direct support providing housing assistance to individuals with developmental disabilities and/or similar populations; and
14. Have three (3) professional references which attest to the provider's ability to deliver the service/support in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.

X. Live-In Caregiver Supports

Live-In Caregiver Supports assist persons who are unrelated and who reside in the same household as a participant. The participant holds the rights of tenancy and the Live-In Caregiver does not. The Live-In caregiver assists the participant with his or her activities of daily living. Live-In caregiver supports pay the additional cost of rent and food that can be reasonably attributed to the unrelated caregiver. Live-In Caregiver Supports must comply with 42 CFR §441.303(f)(8) and be approved by DDA. An Organized Health Care Delivery System (OHCDS) verifies the qualified entities and/or vendors providing Live-In Caregiver Supports.

Costs associated with the Live-In Caregiver's rent and food can be paid to:

1. Any qualified vendor (i.e. property manager, landlord, or DDA Approved Health Care Delivery System Provider) chosen by the individual providing residences at a customary and reasonable cost within limits established, and
2. Local and community grocery stores for the purchase of food at a customary and reasonable cost within limits established.

Agencies – An Agency providing Live-In Caregiver Supports must meet the following standards:

1. Demonstrate compliance with all general and business /agency provider application requirements on page 4;
2. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
3. Be a current OHCDs to render Live-In Caregiver Supports; or
4. Complete the DDA provider application, and be approved as an OHCDs.

Y. Remote Electronic Monitoring Services

Remote Electronic Monitoring Services provide oversight and monitoring within a participant's home through an off-site electronic support system in order to reduce or replace the amount of staffing a participant needs. Remote Electronic Monitoring Services include: 1) Electronic support system installation, repair, maintenance, and back-up system; 2) Training and technical assistance for the participant and his or her support network; 3) Off-site system monitoring staff; and 4) Stand-by intervention staff for notifying emergency personnel such as police, fire, and back-up support staff. Remote Electronic Monitoring is designed and implemented for a participant who is 18 years and older and ensures the participant's independence and privacy. Use of the system may be restricted to certain hours as indicated in the participant's Person-Centered Plan. Remote Electronic Monitoring is done in real time by awake staff at a monitoring base using: 1) Live two-way communication with the participant being monitored; 2) Motion sensing systems; 3) Radio frequency identification; 4) Web-based monitoring systems; and 5) Other devices approved by the DDA.

Agencies – A Remote Monitoring Agency must meet the following standards: :

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services which includes: a) Knowledge in designed and implementation of an electronic monitoring /support system and on-site response system implemented to ensure the health and welfare of the participant(s), and b) Written policies which detail:
 - i. How the participant's privacy and the system's security will be maintained in the use of the system,
 - ii. Assure the stand-by intervention staff meets the qualifications for direct support professional as required by COMAR, and
 - iii. Assure that the Remote Electronic Monitoring system will be monitored by a staff person trained and oriented to the specific needs of each participant served as outlined in his or her Person-Centered Plan.
3. Have a governing body that is legally that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
4. Demonstrate the capability to provide or arrange for the provision of Remote Monitoring Services in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
5. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Remote Monitoring Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have at least a GED or high school diploma;
3. Provide stand-by intervention and have the required credentials, licenses, certifications, and training;
4. Be current in first aid and CPR certification;
5. Pass a criminal background investigation and all other required background checks and verifications;
6. Complete necessary pre/in-service training based on the Person-Centered Plan;
7. Complete any training designated by DDA including the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Demonstrate one (1) year of providing remote electronic monitoring or similar monitoring services.

Z. Shared Living Supports

Shared Living Supports provide coordination, oversight and monitoring of Host Homes for participants. Shared Living Supports: 1) Recruit Host Home providers, 2) Facilitate recruitment and matching services of participants and Host Homes based on the participant's preferences and choice, 3) Oversee quality management and monitoring compliance with program requirements once the arrangement is established; and 4) Provide compensation to Host Home providers for additional household costs incurred as a result of participant expenses. Shared Living Supports emphasize the long-term sharing of lives, forming of caring households, and close personal relationships between a participant and the Host Home. The primary responsibility of a Host Home is to make a real home for a participant in which he or she has 1) A satisfying and meaningful relationship, 2) Is safe and free from harm and 3) Has the support that he or she needs to take risks and to work and participate in community activities. The Host Home is a mutually agreed upon arrangement in which a couple or a family in the community share their home and the hosts and the participants share life's experiences.

Agencies – Shared Living Providers rendering Shared Living Supports must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Be an Organized Health Care Delivery System Provider;
3. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
4. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
5. Demonstrate the capability to provide or arrange for the provision of all Shared Living Supports required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
6. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for

individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

A Couple or Family Host Home must meet the following minimum standards:

1. Be chosen by the participant;
2. Be at least 18 years old;
3. Complete the necessary pre/in-service training based on the Person-Centered Plan (including preferences, positive behavior supports, when needed, and disability-specific);
4. Possess current first aid and CPR training and certification;
5. Pass a criminal background investigation and any other required background checks and credentials verifications;
6. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
7. Have automobile insurance for all automobiles that owned, leased, and/or hired and used in the provision of services; and
8. Have a service agreement articulating expectations.

AA. Supported Living Services

Supported Living Services provide participants with a variety of individualized services to support living independently in the community. Supported Living Services are individualized to the participant's needs and interests as documented in the participant's person-centered plan and must be delivered in a personalized manner. Supported Living services assists the participant to: 1) Learn self-direction and problem-solving related to performing activities of daily living and instrumental activities of daily living required for the participant to live independently; and 2) Engage in community-based activities of the participant's choosing within the participant's personal resources. Supported Living services enables the participant to: 1) Live in a house or apartment of his or her choice located where he or she wants to live; and 2) Live with other participants or individuals of his or her choosing which do not include relatives, legal guardians, or legally responsible persons. Supported Living Services include assistance and facilitation with finding an apartment or home, roommates, and shared supports based on the participant's preferences and choice; overseeing quality management; and performance in monitoring compliance with program requirements once the arrangement is established. Services may include up to 24 hours of support per day as specified in the Person-Centered Plan. Supported Living Services provide coordination, training, supports, and/or supervision as indicated in the person-centered plan.

Agencies – Supported Living Providers rendering Supported Living Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Supported Living Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Supported Living Services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have at least a GED or high school diploma;
3. Have required credentials, licenses, certifications, and training to provide services;
4. Be current in first aid and CPR certification;
5. Pass a criminal background investigation and any other required background checks, and credential verifications;
6. Complete necessary pre/in-service training based on the Person-Centered Plan;
7. Complete designated training by DDA including new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Have one (1) year of providing similar services to individuals with developmental disabilities or a similar population (e.g. assisting individuals to problem-solve and perform skills towards independence in ADLs).

BB. Transition Services

Transition Services provide funding for allowable experiences related to the participant moving from an institutional setting or a community residential provider to either: 1) A private residence in the community, for which the participant or his or her legal representative will be responsible, or 2) Another community residential provider site. Allowable expenses are defined as actual costs associated with moving and establishing a new household. Examples of costs may include security deposits; purchase of household goods, such as furniture, window coverings, and kitchen, bed, and bath items (which cannot be transferred from the previous location to the new one); set-up of, initial access to, or installation of essential utilities and for telephone, electricity, heating and water; services necessary for the participant's health and safety, such as pest removal services, one-time cleaning prior to moving in and moving expenses.

A Provider rendering Transition Services must meet the following minimum standards:

2. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
3. Be approved or licensed by the DDA to provide at least one Medicaid waiver service; and
4. Be a current OHCDs to render Transition Services; or
5. Complete the DDA provider application, and be approved as an OHCDs.

Vendors provide the items, goods, or services that are allowable expenses under this service. Examples include apartment or house landlords, vendors selling household items, utility services providers, pest removal or cleaning service providers, and moving service providers.

V. Support Broker Services

Support Broker services are provided to participants who elect to self-direct their own services and are designed to assist participants (or their authorized representative) with the human resources employer-related functions necessary for successful self-direction. Support Brokers provide assistance by mentoring and coaching the participant responsibilities as a common law employer related to staffing as per federal,

state, and local laws, regulations, and policies. Support Brokers do not make any decisions for the participant, sign off on service delivery or timesheets, or hire or fire workers.

Support Brokers, as the human resource support, are an active member of the participant's team. They support participants by providing information, coaching, and mentoring related to:

1. Risks and responsibilities as the common law employer;
2. Practical skills such as recruitment, hiring, training, scheduling, managing and terminating workers, and conflict resolution;
3. Employer and staff required forms and documents;
4. Development and adjustment to staff and service schedules;
5. Effective supervision techniques and staff evaluation strategies;
6. Managing service budgets, reviewing and approving timesheets or other invoices, reviewing monthly statements from the FMS, and budget adjustment strategies;
7. Recognizing and reporting incidents and filing complaints as per the Policy on Reportable Incidents and Investigations; and
8. Assisting in the development of risk management agreements.

A participant may use a relative to provide Support Broker Services as long as the person is not a spouse, legally responsible adult and/or legal representative payee. The latter persons may only act as unpaid Support Brokers. Individuals and businesses/agencies providing Support Broker Services to a participant cannot provide other paid services.

Agencies - Qualified Service Providers rendering Support Broker Services must meet the following standards:

1. Demonstrate compliance with general and business/agency provider requirements, if applicable, on page 4;
2. Have a minimum of five (5) years of demonstrated core competency related to self-determination, consumer- directed services and service systems (generic and government sponsored) for individuals with disabilities and effective staff management strategies experience;
3. Be certified by the DDA as a Support Broker Agency and maintain DDA Support Broker Certification;
4. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
5. Demonstrate the capability to provide or arrange for the provision of all Support Broker Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
6. Have documentation that all vehicles used in the provision of services have automobile insurance.

The DDA Deputy Secretary may waive the requirements noted above if an agency is licensed or certified by another state agency or accredited by a national accreditation agency, such as the Council on Quality and Leadership or the Council for Accreditation for Rehabilitation Facilities (CARF) for similar services for individuals with developmental disabilities, and is in good standing with the IRS and Maryland Department of Taxation.

Agency Staff – Staff working for or contracted with the agency, as well as volunteers utilized in providing any direct Support Broker services or spending any time alone with the participant must meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Have required credentials, certifications, and training to provide services including being

certified by DDA to demonstrate core competencies related to self-determination, consumer directed services and services systems (generic and government-sponsored) for individuals with disabilities and effective staff management strategies;

4. Complete required orientation and training designated by DDA, including the Policy on Reportable Incidents and Investigations (PORII) and Support Broker trainings;
5. Complete necessary pre/in-service training based on the person-specific information (including preferences, positive behavior supports, when needed, etc., and disability-specific information) as noted in the Person-Centered Plan;
6. Pass a criminal background investigation and have child protective services clearance, if supporting a child;
7. Complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Have one (1) year of experience providing Support Broker Services or similar services to individuals with developmental disabilities or a similar population.

An Individual Applicant Support Broker Professional must meet the following standards:

1. Demonstrate compliance with general requirements for providers on page 4;
2. Be at least 18 years old;
3. Have a GED or high school diploma;
4. Have three (3) years of demonstrated core competency related to self-determination, consumer-directed services and service systems (generic and government-sponsored) for individuals with disabilities and effective staff management strategies experience;
5. Have three (3) professional references which attest to the provider's ability to deliver Support Broker Services in compliance with the Department's values in Annotated Code of Maryland, Health-General, Title 7.
6. Be certified by the DDA as a Support Broker Professional and maintain DDA Support Broker Certification;
7. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services; and
8. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care.

Self-Directed Services - Individuals providing Support Broker Services to participants self-directing must meet requirements for the Support Broker Professional.

VI. Targeted Case Management and Fiscal Management Services

Targeted Case Management (TCM) is also referred to as Coordination of Community Services (CCS). All waiver participants receive CCS. These services provide a participant with: 1) Development of a person-centered, individual plan, 2) Referrals and related activities, and 3) Monitoring and follow-up activities. CCS assist participants to gain full access to the full range of Medicaid services, as well as access to any needed generic, medical, social, habilitative, vocational, recreational, housing, financial, counseling, legal, educational and/or any other support services.

The DDA licenses and contracts with CCS providers through the Medicaid State Plan TCM authority. The individual plan must meet the individual's needs, preferences, desires, goals and outcomes in the most appropriate integrated setting.

A DDA CCS Provider must meet the following standards:

1. Meet general and business requirements on page 4;
2. Meet minimum qualifications specified in Medicaid's TCM regulations for people with developmental disabilities, and;
3. Meet DDA's resource coordination regulations set forth in COMAR 10.09.48.05, 10.09.36.03, and 10.22.09.06, respectively, as amended.

Education and experience requirements for a CCS may be waived if an individual has been employed by a DDA-licensed Coordination of Community Service agency as a coordinator for a least one (1) year as of January 1, 2014.

Ineligibility for Employment

As provided in Medicaid's TCM regulations, an individual is ineligible for employment by a CCS provider, agency, or entity in Maryland if the individual:

1. Is simultaneously employed by any MDH-licensed provider agency;
2. Is on the Maryland Medicaid Exclusion List;
3. Is on the federal List of Excluded Individuals/Entities (LEIE);
4. Is on the federal list of excluded parties as maintained by the System of Award Management (SAM.Gov);
5. Has been convicted of a crime of violence in violation of Criminal Law Article §14-101, Annotated Code of Maryland;
6. Violates or has violated Health-General Article, §7-1102, Annotated Code of Maryland, or
7. Has been found guilty or been given Probation Before Judgment for a crime which would indicate behavior potentially harmful to participants receiving services, as documented either through a criminal history record check or criminal background check, pursuant to Health-General Article, §19-1902, et seq., Annotated Code of Maryland, and COMAR 12.15.

A CCS must be competent in:

1. Coordinating planning meetings;
2. Creating person-centered plans which meet individuals' needs;
3. Negotiating and resolving conflicts;
4. Assisting individuals in gaining access to services and supports, and
5. Coordinating services and monitoring the provision of services.

Required CCS Training

All DDA licensed CCS providers shall ensure and document that each CCS staff member receives all training required by the DDA, including person-directed and person-centered supports focusing on outcomes. Each CCS must complete training on using the framework for Charting the Life Course. This framework helps participants and their families to develop a vision for a good life, think about what they need to know and do, plan ahead, identify how to find or develop supports, and discover what it takes to live the lives they want to live.

Financial Management Services - Financial Management Services (FMS) are integral services to participant-directed services. FMS assist participants and/or their authorized representatives to:

1. Manage and direct the disbursement of funds contained in the participant-directed budget;
2. Facilitate the employment of staff by the participant or authorized representative, by performing as the participant's agent such employer responsibilities as verifying provider qualifications, processing payroll, withholding federal, state and local taxes, and making payments to appropriate tax authorities; and
3. Perform fiscal accounting and make expenditure reports to the participant or family and state authorities.

A DDA FMS provider must be certified by the DDA as an OHCD and meet general and business requirements on page 4. A DDA FMS provider and/or staff must attend any training, if designated by the DDA.

VII. Additional Provider Verification

Following the submission of an application for DDA-approval and enrollment of a Home and Community-Based provider, the provider will undergo additional credentialing prior to delivering supports and services to waiver participants. Participants self-directing their services have a FMS provider which verifies self-directed service providers' qualifications prior to purchase or delivery of services. Individuals, professionals, and DDA-Approved or licensed community agencies must insure initial compliance with provider and staff standards prior to service delivery and continuing thereafter for reimbursement of service delivery.