



# Developmental Disabilities Administration Monitoring and Follow-Up Guidance

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# Training Objectives

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1. Understand the DDA's requirements and essential activities related to Monitoring and Follow-Up.
2. Know the CCS role during the Monitoring and Follow-Up process.
3. Learn how families, service providers and other chosen team members assist and contribute to the Monitoring and Follow-Up process.

# Agenda

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- Overview of Monitoring and Follow-Up
- How to facilitate the Monitoring and Follow-Up Process
- Using the *LTSSMaryland* System to document

## Monitoring and Follow-Up

- Resources
- Questions

# Purpose of the Monitoring and Follow-Up (MFU) Process

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- Satisfaction of services
- Progress toward identified goals
- Health and safety
- Change in need



# Requirements and Essential Activities

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- Receiving CCS Services while someone is:
  - On the **Waiting List**
  - Utilizing DDA services in their **Community**
  - **Transitioning** into their community from an institutional setting
- Visits must be **in person**
- When receiving DDA-funded services:
  - Visits must be in a **different service setting** each quarter
  - Applicable to **both** the **Traditional and Self-Direction Models**

# Requirements and Essential Activities

<b>CCS Service Type</b>	<b>Monitoring Frequency</b>	<b>Monitoring Activities</b>	<b>Monitoring Due Date</b>
Determines the minimum monitoring requirements needed	How many in-person visits are needed	What is being assessed	When monitoring is due by

# Waiting List Coordination

Priority Category	Monitoring Frequency	Monitoring Activities
Crisis Resolution	Monthly (for the first 90 days) then quarterly	<ul style="list-style-type: none"><li>• Health and Safety</li><li>• Change in need</li></ul>
Crisis Prevention	Quarterly	
Current Request	Annually	

\*Due date based on the date the **Priority Category Assessment (PCA)** was finalized

# Community Coordination

Monitoring Frequency	Monitoring Activities
Quarterly	<ul style="list-style-type: none"><li>● Satisfaction with services</li><li>● Progress toward identified goals</li><li>● Health and Safety</li><li>● Change in need</li></ul>

\*Due date based on the **Annual Plan Date (APD)**



# Transitioning Coordination

Monitoring Frequency	Monitoring Activities
Monthly (for the first 90 days) then quarterly	<ul style="list-style-type: none"><li>● Satisfaction of services</li><li>● Progress toward identified goals</li><li>● Health and Safety</li><li>● Change in need</li></ul>

\*Due date based on the date the **CCS Agency** was assigned.

## **MFU Should Also Occur When:**

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- A recent abuse or neglect allegation or other incident has occurred, as outlined in PORII.
- Services are “flagged” for review by the person in MyLTSS or any ISAS inquiries on service deliveries.
- A person moves or starts a new service.
- A person is enrolled in a DDA waiver and no services are being provided.
- Etc.

# Helpful Tips

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- Preparing for the visit
- Understand: considerations and confirmation sources
- Action steps
- Loop closure
- Recording/Documentation




## Satisfaction With Services; Progress Toward Identified Goals

Considerations	Applicable Confirmation Sources
<ul style="list-style-type: none"><li>● How many days of services were missed? What were the reasons?</li><li>● Are they acquiring any new skill(s) that would help them meet their goals? What skills?</li><li>● Are the person's devices working?</li><li>● Does the person express they want new staff/providers?</li><li>● Are there any barriers in achieving their goals? What are those barriers?</li><li>● Does the person talk about new and exciting activities?</li></ul>	<ul style="list-style-type: none"><li>● The person's team: relatives, involved support planners, providers, staff</li><li>● Service observation</li><li>● EVV Services Rendered Report when applicable</li><li>● Provider's Staff Training Log</li><li>● The Community Settings Questionnaire (CSQ) when applicable</li><li>● Provider's Daily Activity Log</li><li>● <a href="#">Charting the LifeCourse Tool: Goal Attainment: Planning and Tracking Success</a></li></ul>

# Health and Safety

Considerations	Applicable Confirmation Sources
<ul style="list-style-type: none"><li>• Does the person appear healthy and safe? Observe their physical appearance, bruises, lesions, weight, hygiene, etc.</li><li>• Have they visited their doctor or specialist more than they usually do? Have they seen an increase in medical care?</li><li>• Has the person had a change in their mental health?</li><li>• Has the person had recent legal involvement?</li><li>• Has the person missed multiple days of school or work?</li><li>• Do they appear sad and withdrawn? Are they expressing that they are unhappy?</li></ul>	<ul style="list-style-type: none"><li>• The person</li><li>• The person’s team, including their family</li><li>• Environmental observations</li><li>• Incident Reports and applicable Corrective Action Plan</li><li>• The Community Settings Questionnaire (CSQ) when applicable</li></ul>

# Change in Need

Considerations	Applicable Confirmation Sources
<ul style="list-style-type: none"><li>• Any support needs to maintain eligibility for Medicaid, Medicaid waiver programs, DDA services and any other relevant benefits or services?</li><li>• Have there been any recent life-changing events such as: moving to a new home/residence, medical changes, a close relative getting married, family-related death, the person was proposed to or wants to propose, the person is pregnant, etc.</li><li>• Are there any changes in their community such as: limited public transportation, public health emergency declared, increased weather conditions, etc.</li><li>• Have there been any successes made by the family?</li></ul>	<ul style="list-style-type: none"><li>• <b>Comprehensively review all considerations*</b></li><li>• The Community Settings Questionnaire (CSQ) when applicable</li><li>• <a href="#">Charting the LifeCourse Tool: Goal Attainment: Planning and Tracking Success</a></li><li>• Letters from the Eligibility Determination Department (EDD)</li><li>• Level of Care due date</li><li>• Redetermination date</li><li>• Emergency backup plan</li></ul> 

# Follow-Up Example

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## Person expresses they are not satisfied with their services

(They mentioned they are “bored”)

### Understand

- Ask the person, family and provider the reason they may be bored.
- What would the person like to do to be less bored?

### Action Steps

- Talk with the person and their team to discuss things they could do to feel less bored.
- Help the person find fun things to do in their local community.

### Loop Closure

- Were the action steps taken?
- Is the person expressing satisfaction in services now?

# Follow-Up Example

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## Person expressed there has been a change in need

(The person mentioned they need more money)

### Understand

- Why does the person need or want more money?
- What sources of money does the person currently have?

### Action Steps

- Talk with the person and their team to discuss things they could do to get more money (work, save, etc.)
- Support the person in identifying financial resources (job, savings account, benefits, etc.)

### Loop Closure

- Were the action steps taken?
- Does the person feel they have more money?



# What Should You Include in Your MFU Form?

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- Is the person satisfied with supports? Do they have any changes in needs? Are they healthy and safe? Are they achieving their goals?
- What **confirmation sources** did you use (refer to [MFU Guidance](#))
- What **action steps** did you take or will you take?
- What did you do to close the loop?

\*Form should be submitted by the due date noted in LTSS.

# LTSS System Monitoring and Follow-Up FAQ

## Status: Pending Recommended Actions

- “Pending Recommended Actions” can be updated by the CCS to read “complete” or “no longer needed.”

Type Of Review	Due Date	Status	Active/Inactive	Actions	Follow-up for Issues/Risks/Safety/Concerns
Quarterly	09/01/2023	Pending	Inactive	<a href="#">View</a>	
Quarterly	06/01/2023	Submitted - Pending Recommended Actions	Inactive	<a href="#">View</a>	<input checked="" type="checkbox"/>

- After submission, the system removes “Pending Recommended Actions” from the status.

Type Of Review	Due Date	Status	Active/Inactive	Actions	Follow-up for Issues/Risks/Safety/Concerns
Quarterly	09/01/2023	Pending	Inactive	<a href="#">View</a>	
Quarterly	06/01/2023	Submitted	Active	<a href="#">View</a>	

# LTSS System Monitoring and Follow-Up FAQ

- System-Generated Due Dates

Type Of Review	Due Date	Status	Active/Inactive
Quarterly	08/13/2023	Pending	Inactive
Quarterly	05/13/2023	Submitted Late	Active
Quarterly	02/13/2023	Overdue - Not Complete	Inactive
Annual	02/05/2023	Submitted	Inactive
Quarterly	11/13/2022	Submitted	Inactive
Quarterly	08/13/2022	Submitted	Inactive
Annual	02/05/2022	Overdue - Not Complete	Inactive

# LTSS System Monitoring and Follow-Up FAQ

- April 2023 Release: **Add button**
  - These will not have a due date set by the system.
  - Use when MFU is completed outside of minimum requirements/Off Cycle Update.

CCS Monitoring and Follow Up - List							
Type Of Review	Due Date	Status	Active/Inactive	Actions	Follow-up for Issues/Risks/Safety/Concerns		
Quarterly	03/28/2023	Not Complete - Annual PCP Date Changed	Inactive	<a href="#">View</a>			
Annual	03/11/2023	Not Complete - Priority Category Updated	Inactive	<a href="#">View</a>			



# DDA and QIO Support Team Roles

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- DDA
  - CCS Squad-Technical assistance
  - Quality Enhancement (QE)-Reportable Incidents
- QIO - Liberty Healthcare-TCM Reviews



# Resources

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1. [Monitoring and Follow-Up Guidance](#)
2. [PORII Policies](#)
3. [Billable Activities 2022](#)
4. [Case Note Documentation Training Module](#)
5. [Coordination of Community Services: Community Settings Questionnaire Manual](#)
6. [CCS and ISAS Partnership Reminders](#)
7. [Coordinator of Community Services \(CCS\) Reference Guide to I Home Supports Assurance System \(ISAS\) Policies, Billing Processes, and System Navigation](#)
8. [Charting the LifeCourse](#)
9. [DDA CCS Coordinator User Manual \(LTSS\)](#)
10. [DDA Person-Centered Planning Webpage](#)
11. [Facilitating the Community Settings Rule Conversation June 1, 2023](#)
12. [Policy on Reportable Incidents and Investigations \(PORII\)](#)
13. [Supports and Services Planning \(SSP\) Tool \(video\)](#)
14. [SSP Tool Form](#)
15. [Quarterly Targeted Case Management Reviews Standard Operating Procedure Guidance](#)

# Questions

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