



Developmental Disabilities Administration Monitoring and Follow-Up Guidance

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Training Objectives

- 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.
- Learn how families, service providers and other chosen team members assist and contribute to the Monitoring and Follow-Up process.



Agenda

- 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

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





Requirements and Essential Activities

- 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

CCS Service Type	Monitoring Frequency	Monitoring Activities	Monitoring Due Date		
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	
Crisis Prevention	Quarterly	Health and SafetyChange in need
Current Request	Annually	

^{*}Due date based on the date the **Priority Category Assessment** (PCA) was **finalized**



Community Coordination

Monitoring Frequency	Monitoring Activities
Quarterly	 Satisfaction with services Progress toward identified goals Health and Safety Change in need

^{*}Due date based on the Annual Plan Date (APD)



Transitioning Coordination

Monitoring Frequency	Monitoring Activities				
Monthly (for the first 90 days) then quarterly	 Satisfaction of services Progress toward identified goals Health and Safety Change in need 				



^{*}Due date based on the date the CCS Agency was assigned.

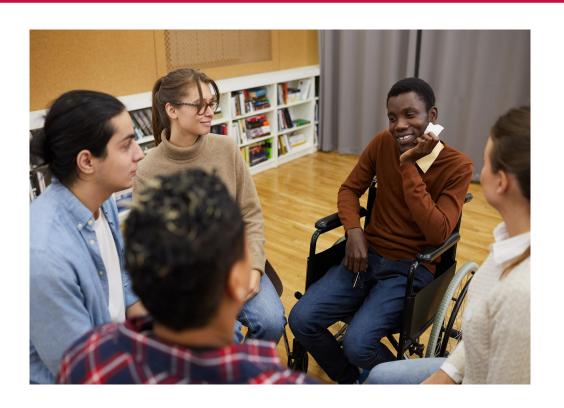
MFU Should Also Occur When:

- 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

- 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
 How many days of services were missed? What were the reasons? 	 The person's team: relatives, involved support planners, providers, staff
 Are they acquiring any new skill(s) that would help them meet their goals? What skills? 	Service observation Service observation
Are the person's devices working?Does the person express they want new	 EVV Services Rendered Report when applicable Provider's Staff Training Log
staff/providers?Are there any barriers in achieving their goals? What	 The Community Settings Questionnaire (CSQ) when applicable
are those barriers?Does the person talk about new and exciting activities?	 Provider's Daily Activity Log <u>Charting the LifeCourse Tool: Goal Attainment: Planning</u>
	and Tracking Success Maryland

DEPARTMENT OF HEALTH

Health and Safety

Considerations Applicable Confirmation Sources Does the person appear healthy and safe? Observe their The person physical appearance, bruises, lesions, weight, hygiene, The person's team, including their family etc. **Environmental observations** Have they visited their doctor or specialist more than Incident Reports and applicable Corrective Action they usually do? Have they seen an increase in medical Plan care? The Community Settings Questionnaire (CSQ) when Has the person had a change in their mental health? applicable Has the person had recent legal involvement? Has the person missed multiple days of school or work? Do they appear sad and withdrawn? Are they expressing that they are unhappy?

Change in Need

Applicable Confirmation Sources Considerations Any support needs to maintain eligibility for Medicaid, Comprehensively review all considerations* Medicaid waiver programs, DDA services and any other The Community Settings Questionnaire (CSQ) when relevant benefits or services? applicable Have there been any recent life-changing events such as: Charting the LifeCourse Tool: Goal Attainment: moving to a new home/residence, medical changes, a close **Planning and Tracking Success** relative getting married, family-related death, the person was proposed to or wants to propose, the person is pregnant, etc. Letters from the Eligibility Determination Department (EDD) Are there any changes in their community such as: limited public transportation, public health emergency declared, Level of Care due date increased weather conditions, etc. Redetermination date Have there been any successes made by the family? Emergency backup plan

Follow-Up Example

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

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?

- 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?

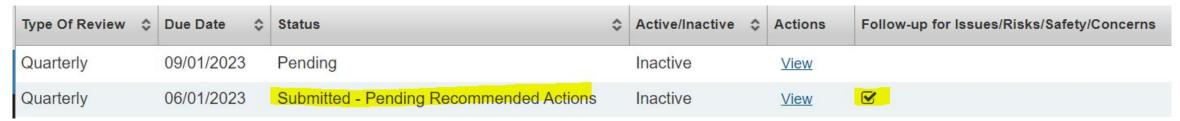


^{*}Form should be submitted by the due date noted in LTSS.

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."



• After submission, the system removes "Pending Recommended Actions" from the status.

Type Of Review \$	Due Date	\$\tatus \tag{\phi}	Active/Inactive \$	Actions	Follow-up for Issues/Risks/Safety/Concerns
Quarterly	09/01/2023	Pending	Inactive	View	
Quarterly	06/01/2023	Submitted	Active	<u>View</u>	



LTSS System Monitoring and Follow-Up FAQ

System-Generated Due Dates

Type Of Review	0	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		<u>View</u>		
Annual		03/11/2023		Not Complete - Priority Category Updated		Inactive		<u>View</u>		



DDA and QIO Support Team Roles

- DDA
 - CCS Squad-Technical assistance
 - Quality Enhancement (QE)-Reportable Incidents

QIO - Liberty Healthcare-TCM Reviews





Resources

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



Questions



