



# **Developmental Disabilities Administration**

## **Self-Directed Services Training Series**

### **Module 13: Individual and Family Directed Goods and Services**

*Updated November 1, 2024*



# Overview

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- This training module will provide you with an overview of Individual and Family Directed Goods and Services.
- This training is a summary with important information on this topic
- More information and requirements are found in the Medicaid waiver program applications, laws, regulations, guidance and policies
- The most updated information regarding Self-Directed Services is published in the Self-Directed Services policy and manual that can be found on the DDA's website at <https://health.maryland.gov/dda/Pages/sdforms.aspx>

# Individual and Family Directed Goods and Services (1 of 4)

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- Services, equipment, activities, or supplies that support participants who choose the Self-Directed Services delivery model, including:
  - Recruitment and Advertising
  - Day-to-Day Administrative Supports
  - Other Goods and Services as outlined in guidance

# Individual and Family Directed Goods and Services (2 of 4)

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## Must:

- Relate to a need in the Person-Centered Plan; and
- Decrease the need for Medicaid waiver or Medicaid State Plan services; or
- Support the participant to maintain or increase independence; or
- Promote opportunities for the participant to live in, be integrated in their communities; and
- The participant does not have the funds to purchase the approvable item or service.

# Individual and Family Directed Goods and Services (3 of 4)

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- Must not compromise the participant's health and welfare
- Are provided to, or directly toward, the benefit of the participant
- Are not otherwise provided through the DDA-operated Medicaid waiver programs or through the Medicaid State Plan

# Individual and Family Directed Goods and Services (4 of 4)

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- The participant must identify savings within their annual budget to be used to purchase the goods and services
  - Savings may not be used if doing so would deplete the annual budget in a manner that leaves unmet needs or compromises the participant's health and welfare
- The goods and services provided must be cost- effective alternatives to standard Medicaid waiver program services or other Medicaid State Plan services

# Individual and Family Directed Goods and Services Requests

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- Good or service is connected to an assessed need in the Person-Centered Plan
- Request meets all requirements of the Medicaid waiver program, policies, and guidance
- Participant does not have funds to purchase the good or service
- All other funding sources have been explored and documented

# Recruitment and Advertising

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- Up to \$500 in dedicated funding
- May include:
  - Developing, printing, and posting flyers
  - Online staff registries



# Recruitment and Advertising Funding

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- Authorized in the Person-Centered Plan
  - Funding does not come from cost savings
  - Must be included in the Self-Directed Services Budget Sheet

# Day-to-Day Administrative Supports (1 of 2)

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Direct and non-direct tasks, non available under another waiver services such as:

- Household management and scheduling
- Scheduling appointment (medical visits)
- Personal money management

## Day-to-Day Administrative Supports (2 of 2)

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- Cannot include tasks such as:
  - Making decisions for the participant
  - Approving or signing timesheets and vendor / provider payments
- Must be reasonable based on assessed need

# Day-to-Day Administrative Supports: Employees

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- Must meet all requirements of employees listed in the Self-Directed Services Policy and Manual
- Must be paid a wage with taxes withheld (within Reasonable and Customary standards)
- Must receive any benefits required by law
- May receive other benefits as determined by the employer

# Day-to-Day Administrative Supports: Vendors

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- Must meet all requirements of vendors listed in the Self-Directed Services Policy and Manual
- Must be paid an hourly rate without taxes withheld (within Reasonable and Customary standards)

# Day-to-Day Administrative Supports Request

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- Must be requested through the Person-Centered Plan process:
  - Person-Centered Plans must include an outcome that can be supported by Day-to-Day Administrative Supports
  - Person-Centered Plans must note how the Day-to-Day Administrative Supports help to meet the outcome(s)
  - Self-Directed Services Budget Sheet must include Day-to-Day Administrative Supports wages or rates

# Day-to-Day Administrative Supports Payments

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- Financial Management and Counseling Services payments:
  - Employees must clock in and out using the Financial Management and Counseling Services provider's payroll system
  - Vendors must submit invoices to participants following invoice requirements outlined in the Self-Directed Services Manual

# Day-to-Day Administrative Supports Exclusions

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- A participant's Support Broker may not provide Day-to-Day Administrative Supports
- Employees may not provide any other waiver service at the same time that they provide Day-to-Day Administrative Supports



# Other Allowable Goods and Services

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- Cost savings can be used to purchase other allowable goods and services
- Requests must meet the definition and requirements of Individual and Family Directed Goods and Services
- Supporting documentation is required when requesting this type of Individual and Family Directed Goods and Services

# Allowable Goods and Services Include (1 of 2)

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- Activities that promote health
- Fees for programs and activities that promote socialization and independence
- Small kitchen appliances
- Non-commercial laundry appliances
- Sensory items related to the participant's disability

# Allowable Goods and Services Include (2 of 2)

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- Safety equipment
- Personal electronic devices for health, safety, or communication
- Toothbrushes and electric toothbrushes
- Weight loss program services
- Certain dental services
- Nutritional consultation and supplements
- Internet services
- Other goods and services that meet the policy standards

## Goods and Services Do Not Include (1 of 8)

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- Goods or services provided to or directed towards someone who is not the participant or which have no benefit to the participant
- Goods or services that compromise the participant's health or safety
- Experimental and prohibited goods and treatments

## Goods and Services Do Not Include (2 of 8)

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- Additional units or costs beyond the maximum allowable for any Medicaid waiver service or Medicaid State Plan service
- Co-payments for medical services, over the counter medications, or homeopathic services
- Items used solely for entertainment or recreational purposes
- Monthly television or phone fees

## Goods and Services Do Not Include (3 of 8)

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- Room and board
- Food
- Utility charges
- Fees associated with telecommunications
- Tobacco, alcohol, Marijuana (cannabis) products, or illegal substances
- Vacation expenses or deposits

## Goods and Services Do Not Include (4 of 8)

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- Tickets, subscriptions, and related costs to attend recreational events
- Personal items such as clothing and shoes
- Haircuts, nail services, and spa treatments
- Goods or services with costs that exceed reasonable and customary norms for the same or similar good or service, including items intended primarily for commercial use

## Goods and Services Do Not Include (5 of 8)

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- Tuition
- Applied Behavior Analysis in schools;
- School supplies;
- Tutors;
- Homeschool activities and supplies;



## Goods and Services Do Not Include (6 of 8)

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- Staff bonuses
- Housing subsidies
- Subscriptions to magazines, periodicals, newspapers, television services, and other recreational products
- Training provided to care providers
- Services in hospitals
- Insurance, vehicle maintenance, or other transportation related expense

## Goods and Services Do Not Include (7 of 8)

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- Costs of travel, meals, and overnight lodging for staff, family, or support network members
- Service animals and associated cost
- Construction, remodeling, or maintenance of at-home exercise rooms, swimming pools, and hot tubs
- Fines, debts, legal fees, or advocacy fees

## Goods and Services Do Not Include (8 of 8)

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- Contributions to ABLE accounts and similar savings accounts
- Country club membership or dues
- Leased or purchased vehicles
- Any good or service purchased prior to DDA approval of the request

# Requesting Allowable Goods and Services

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- Must be requested using the DDA Individual and Family Directed Goods and Services Request Form
- Individual and Family Directed Goods and Services Request Form must be completed by the Coordinator of Community Services
- The participant and team members must provide supporting documentation in order for the request to be approved

## Activities that Promote Health Requirement Request

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- An uploaded invoice or other documentation of price for the activity, AND
- A schedule of when the activities will be attended, AND
- Documentation that shows that all other funding sources were attempted

## **Fees For Programs And Activities That Promote Socialization And Independence Request**

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- An uploaded invoice or other documentation of price for the activity, AND
- A schedule of when the programs or activities will be attended, AND
- Documentation that shows that all other funding sources were attempted

## **Laundry Appliances To Promote Independence And Self-Care Request**

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- An uploaded invoice or other documentation of price for the appliance, AND
- Documentation that shows that all other funding sources were attempted

## Sensory Items Related To The Participant's Disability Request

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- An uploaded invoice or other documentation of price for the item, AND
- Documentation that the item is not covered by insurance or health plans, AND
- Documentation that shows that all other funding sources were attempted



## Safety Equipment Related To The Participant's Disability Request

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- An uploaded invoice or other documentation of price for the item, AND
- Documentation that the equipment is not covered by insurance or health plans, AND
- Documentation that shows that all other funding sources were attempted

# Personal Electronic Devices Request

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- An uploaded invoice or other documentation of price for the item, AND
- Documentation that the device has not been approved by any other funding source (including through Assistive Technology in the Person-Centered Plan), AND
- Documentation that shows that all other funding sources were attempted

# Toothbrushes and Electric Toothbrushes Request

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- An uploaded invoice or other documentation of price for the toothbrush(es), AND
- Documentation that shows that all other funding sources were attempted

# Weight Loss Program Services Request

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- An uploaded invoice or other documentation of price for the service, AND
- Documentation that the service is not covered by insurance or health plans, AND
- Documentation that shows that all other funding sources were attempted

## Dental Services Recommended By A Licensed Dentist Request

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- An uploaded invoice or other documentation of price for the service, AND
- Documentation that the service is not covered by insurance or health plans, AND
- Documentation that shows that all other funding sources were attempted, AND
- Documentation that the service was recommended by a dentist

## Nutritional Consultation and Supplements Request

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- An uploaded invoice or other documentation of price for the service, AND
- Documentation that the item is not covered by insurance or health plans, AND
- Recommendation by a medical professional, AND
- Documentation that shows that all other funding sources were attempted

# Internet Services Request

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- An uploaded invoice or other documentation of price for the service, AND
- Documentation that shows that all other funding sources were attempted

## **Individual and Family Directed Goods and Services Requests - Other Request**

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The DDA will ask for additional documentation related to “Other” Requests in order to confirm the request is within the scope of the waiver service

- An uploaded invoice or other documentation of price for the good / service, AND
- Documentation that shows that all other funding sources were attempted



# Personal Funds Documentation

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Under federal guidance, one of the rules to authorize Individual and Family Directed Goods and Services is that the person does not have personal funds to purchase the item or service, including banking accounts.

## Individual and Family Directed Goods and Services Requests

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The request must be approved by the DDA before the good or service can be purchased.

Any goods, services, equipment, activities, and supplies purchased prior to DDA approval of the request are not allowed.

# Review of Individual and Family Directed Goods and Services Requests

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- The DDA Regional Office will review all Individual and Family Directed Goods and Services requests within 20 business days
- If the Regional Office approves the request, the Financial Management and Counseling Services provider will process the approval
- If the Regional Office denies the request, the Regional Office will send the participant a denial letter and appeal rights

# Resources

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- [Self-Directed Services Comprehensive Policy](#)
- [Self -Directed Services Manual](#)
- [Individual and Family Directed Goods and Services Request Form](#)

# Summary (1 of 4)

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## Individual and Family Directed Goods and Services include:

- Recruitment and Advertising
- Day-to-Day Administrative Supports
- Other allowable goods and services

# Summary (2 of 4)

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## Recruitment and Advertising

- Requested through Person-Centered Plan
- Paid from funds in the detailed service authorization

## Day-to-Day Administration

- Requested through Person-Centered Plan
- Paid from cost savings

## Other allowable goods and services

- Requested with Individual and Family Directed Goods and Services Request Form
- Paid from cost savings

## Summary (3 of 4)

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- All Individual and Family Directed Goods and Services must:
  - Not compromise health and safety
  - Be provided directly to the participant
  - Help meet a need listed in the Person-Centered Plan
  - Not be able to be provided with another Medicaid waiver service, Medicaid State Plan service, or another funding source

## Summary (4 of 4)

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- The Participant must not have personal funds to purchase the request
- All Individual and Family Directed Goods and Services requests must meet all requirements in order to be approved