Developmental Disabilities Administration
Self-Directed Services Training Series
Module 2: The Self-Directed Services Team

Updated October 2024

Overview

- This training module will provide you with an overview of the Self-Directed Services team

- This training is a summary with important information on this topic

- There is more information and requirements 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 website at https://health.maryland.gov/dda/Pages/sdforms.aspx

- Additional training modules are available that provide specific information on the topics presented in this overview training module

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The Self-Directed Services Team

- Participant (Person self-directing their services)
- Coordinator of Community Services (CCS)
- Financial Management and Counseling Services provider (FMCS)
- Support Broker (SB)
- Self-Directed Services Providers
  - Employees
  - DDA Providers
  - Vendors/Contractors
- Others chosen by the participant

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The Participant (1 of 2)

- Identifies and works with their team to create their Person-Centered Plan (PCP)

- Makes decisions about who works for them

- Reviews and approves expenses

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The Participant (2 of 2)

- Interviews, hires, trains, manages, evaluates and terminates employees, vendors, and providers.

- Schedules and attends meetings to review their Person-Centered Plan and services

- Monitors expenses and the quality of their services

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Coordinator of Community Services (1 of 3)

- **Helps with the person-centered planning process**
  - Creates the Person-Centered Plan in LTSS*Maryland*
  - Helps with completion of Self-Directed Services documents

Coordinator of Community Services (2 of 3)

- **Conducts quarterly face-to-face monitoring and follow-up**
  - Makes sure services are being delivered according to the approved Person-Centered Plan
  - Reviews participant satisfaction with services
  - Helps to prevent conflicts of interest
  - Helps to emphasize the participant's voice

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Coordinator of Community Services (3 of 3)

- **Community resource coordination**
  - Encourages use of community resources to meet assessed needs and achieve goals

Choosing a Coordinator of Community Services (1 of 2)

- **Participant chooses a Coordination of Community Services provider**
  - The provider assigns a Coordinator of Community Services to the participant
- **Choice is the participant's alone**
  - Support Brokers are not allowed to make recommendations or suggestions

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Choosing a Coordinator of Community Services (2 of 2)

- **Participants may:**
  - Request a new Coordinator of Community Services from their Coordination of Community Services provider

  - Choose to hire a different Coordination of Community Services provider
- **Choice is the participant's alone**

Financial Management and Counseling Services Provider (FMCS) (1 of 2)

- Verifies employee, vendor, and provider requirements and certifications

- Conducts background checks

- Creates an account for the funds from the participant's budget

- Creates accounting and expense reports for the participant and their team to review

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Financial Management and Counseling Services Provider (FMCS) (2 of 2)

- Makes payments to employees, vendors, and providers at the direction of the participant

- Operates a payroll system for employees

- Pays employees, vendors, and providers

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Choosing a Financial Management and Counseling Services Provider

The _participant_ chooses their provider.

- DDA's webpage about Financial Management and Counseling Services

Three companies provide the DDA's Financial Management and Counseling Services:

- GT Independence
- Public Partnerships LLC (PPL)
- The Arc Central Chesapeake Region

Support Brokers are not allowed to make recommendations or suggestions about the participant's choice of Financial Management and Counseling Services provider.

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Self-Directed Services Providers (1 of 2)

- **Employees** - Selected and **hired** by the participant in a full time or part-time role

- **Vendors** - Selected, **hired**, and enter into a ***contractual agreement*** with the participant

- **DDA Providers** - Selected, **hired**, and enter into a ***contractual agreement*** with the participant

All are paid to provide a Medicaid waiver service, and are considered Medicaid providers

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Self-Directed Services Providers (2 of 2)

- Must initially and continuously meet all required qualifications, training, and certifications

- Must provide and maintain documentation and records regarding the services they provide

- Must follow all local, State, and federal regulations, policy, and guidance

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Employees (1 of 2)

- Hired by the participant who is their employer

- Provide services at the direction of the participant

- Must complete required training and maintain certifications

- Complete initial criminal background check

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Employees (2 of 2)

- Pay rates, benefits, and discipline are determined by the employer

- Rates/benefits must be Reasonable and Customary for employees

- Employees, paid to provide a Medicaid waiver service, are considered Medicaid providers, subject to all laws and regulations associated with being one

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Vendors (1 of 2)

- Enter into a contractual agreement with the participant

- Provide services at the direction of the participant

- Must complete required training and maintain certifications

- Provide criminal background check information for all employees upon hire

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Vendors (2 of 2)

- Pay rates must be within Reasonable and Customary standards for vendors

- Rate increases are not automatic

- Vendors, paid to provide a waiver service, are considered Medicaid providers, subject to all laws and regulations associated with being one

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DDA Providers (1 of 2)

- Enter into a contractual agreement with the participant

- Licensed or certified by the Department

- Provide services at the direction of the participant within Medicaid waiver program limits

- Must complete required training and maintain certifications

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DDA Providers (2 of 2)

- Rates of payment must be within Reasonable and Customary standards for providers

- Rate increases are not automatic

- Licensed and certified providers are Medicaid providers, subject to all laws and regulations associated with being one

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Support Brokers

- Offer employer-related information and assistance
- Provide Human Resources (HR) support
  - May assist with creating staff policies, procedures, handbooks, and schedules
- Can offer assistance recruiting new employees and vendors
- Serve as an active member of the team
- Are paid to provide a waiver service and are considered a Medicaid provider, subject to all laws and regulations associated with being one. This is because the money they receive to provide services is Medicaid funding.

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Support Broker and Coordinator of Community Services Task Matrix (1 of 4)

Participant-Driven Task *Coordinators of Community Services or Support Brokers can help the participant with…*	CCS	Support Broker
Identifying goals, needs, and preferences for an Annual Person-Centered Plan	●	
Creating a Self-Directed Services Budget Sheet that includes all approved services from the Person-Centered Plan and meets all Medicaid waiver standards	●	●
Submitting the Self-Directed Services Budget Sheet to the Financial Management and Counseling Services provider	●	
Choosing employees, providers, and/or vendors to meet the assessed needs outlined in the Person-Centered Plan	●	●

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Support Broker and Coordinator of Community Services Task Matrix (2 of 4)

Participant-Driven Task *Coordinators of Community Services or Support Brokers can help the participant with…*	CCS	Support Broker
Discussing agreements with all providers/vendors who provide Medicaid waiver services (as applicable)		●
Recruiting and interviewing all applicants who will provide Medicaid waiver services		●
Hiring all employees who will provide Medicaid waiver services		●
Managing, supervising, and evaluating all employees		●
Reviewing and approving all employee time and submitting to the Financial Management and Counseling Services provider		●

Support Broker and Coordinator of Community Services Task Matrix (3 of 4)

Participant-Driven Task *Coordinators of Community Services or Support Brokers can help the participant with…*	CCS	Support Broker
Terminating employees (as necessary)		⬤
Reviewing and approving provider and vendor invoices and submitting to the Financial Management and Counseling Services provider		⬤
Meeting with participant to review services and quality of supports	⬤	
Reviewing Financial Management and Counseling Services budget reports and making sure services are being paid in accordance with the Person-Centered Plan	⬤	⬤

Support Broker and Coordinator of Community Services Task Matrix (4 of 4)

Participant Driven Task *Coordinators of Community Services or Support Brokers can help the participant with…*	**CCS**	**Support Broker**
Understanding all rights and responsibilities of Self-Directed Services	●	●
Understanding and following all employment laws		●
Filing grievances and complaints when necessary	●	
Developing an emergency back- up plan	●	
Recognizing critical incidents	●	●
Reporting critical incidents as outlined in the Policy on Reportable Incidents and Investigations (PORII)	●	●

Hiring a Support Broker (1 of 4)

- Support Brokers work at the direction of the participant

- Can be hired as a vendor or employee

- Can be terminated by the participant at any time

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Hiring a Support Broker (2 of 4)

- Optional for some participants

- Required when a participant selects a relative as their Designated Representative

- Required for participants who hire:

  - A relative, legally responsible individual, representative payee, or legal guardian to serve as paid staff

  - Any person to provide Day-to-Day Administrative Supports

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Hiring a Support Broker (3 of 4)

Support Broker Services are required when a participant hires…	This means…
A relative	A natural or adoptive parent, child, stepchild, stepparent, or sibling of a participant
A legally responsible individual	A type of person legally required to care for the participant
A representative payee	Someone who manages a participant's Social Security or Supplemental Security Income benefits
A legal guardian	A type of person legally required to care for the participant
Any person providing Day-to-Day Administrative Supports	Someone who provides the Individual and Family Directed Goods and Services - Day-to-Day Administrative service

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Hiring a Support Broker (4 of 4)

- All Support Brokers must complete required training and maintain certification
  - First Aid and Cardiopulmonary Resuscitation (CPR)
  - Support Broker Certification

- Rates for Support Brokers must be within Reasonable and Customary standards

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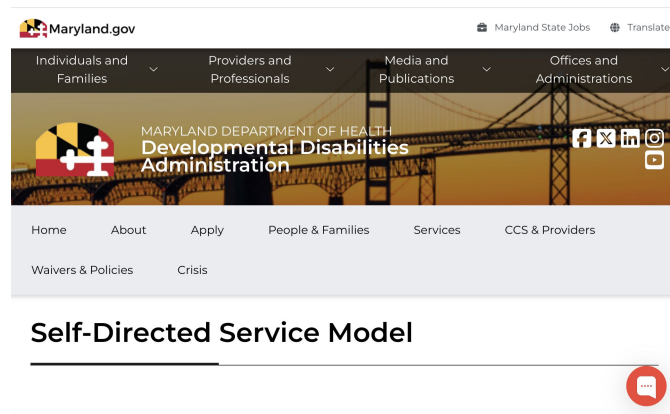
Resources (1 of 2)

- [Self-Directed Services Comprehensive Policy](#)

- [Self-Directed Services Manual](#)

- [DDA Self-Directed Services Overview](#)

- [Person-Centered Plan Overview](#)

- [Person-Centered Planning Manual](#)

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Resources (2 of 2)

DDA Self-Directed Services Model Website

- Self-Directed Services Guidance, Forms, and Webinars

- Financial Management and Counseling Services

Summary (1 of 2)

- Self-Directed Services is a team-based model

- The participant is always in control; they direct their services and supports

- Anyone paid to provide a Medicaid waiver service is considered a Medicaid provider, subject to all laws and regulations associated with being one

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Summary (2 of 2)

- Support Broker Services
  - Optional for some participants
  - Required when a participant selects a relative as their Designated Representative
  - Required for participants who hire:
    - A relative, legally responsible individual, representative payee, or legal guardian to serve as paid staff
    - Any person to provide Day-to-Day Administrative Supports

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