



Developmental Disabilities Administration

Self-Directed Services Training Series

Module 5: The Support Broker Role

Updated October 2025



Overview

- This training module will provide you with an overview of the Support Broker role.
- 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>.
- Additional training modules are available that provide additional information on the topics presented in this overview training module.

Introduction

In the Self-Directed Services model, the **participant** is the **employer**.

If a participant wants help or assistance in their responsibilities as the **employer**, they may choose a specific person, a team of people, or hire a Support Broker.

In some situations, a Support Broker may be required.



Support Broker Responsibilities (1 of 4)

Active Member of the Team:

- Attends all Person-Centered Plan meetings, when invited.
- Gets to know the participant, including their:
 - Strengths,
 - Goals, and
 - Assistance needs as an employer.

Support Broker Responsibilities (2 of 4)

Provide employer-related information, guidance, and support to help participants self-direct their Medicaid waiver services:

- Making informed decisions related to day-to-day management of staff, and
- Effective communication with employees, vendors, and providers.

Support Broker Responsibilities (3 of 4)

Provide information, guidance, and assist participants with exercising their Employer and Budget Authorities

- Support to create employee policies
- Support to develop termination strategies

Support Broker Responsibilities (4 of 4)

- **Support the participant to prepare to hire and manage employees**
- **If requested, Support Brokers may help to create:**
 - New Hire and Termination Letters,
 - Job Positions,
 - Job Descriptions,
 - Recruitment Plans,
 - Employee Handbooks, and
 - Employee Evaluations.

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

Participant-Driven Task <i>Coordinators of Community Services or Support Brokers can help the participant with:</i>	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	●	●

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

Participant-Driven Task <i>Coordinators of Community Services or Support Brokers can help the participant with:</i>	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 <i>Coordinators of Community Services or Support Brokers can help the participant with:</i>	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 <i>Coordinators of Community Services or Support Brokers can help the participant with:</i>	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)	●	●

Requirements to Provide Support Broker Services

Meet all DDA and Medicaid waiver requirements

- Support Broker Training Certification and
- Must sign and adhere to the Support Broker Code of Conduct.

When is a Support Broker Optional?

- Participant **does not hire** any of the following to provide supports:
 - Relative
 - Legally Responsible Person
 - Representative Payee
 - Legal Guardian
- Participant **does not select** a relative, legally responsible person, or legal guardian as a Designated Representative.
- Participant **does not hire** anyone to provide Day-to-Day Administrative Supports.

When is a Support Broker Required?

- Participant **hires** any of the following to provide supports:
 - Relative
 - Legally Responsible Person
 - Representative Payee
 - Legal Guardian
- Participant **selects** a relative, legally responsible person, or legal guardian as a Designated Representative
- Participant **hires** anyone to provide Day-to-Day Administrative Supports.

When is a Participant Required to Hire a Support Broker?

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

Support Broker Restrictions - Scope (1 of 2)

Support Brokers may only provide Support Broker Services to a participant they serve. They **may not**:

- Provide any other waiver service to the participant;
- Provide services that are offered by the Coordinator of Community Services;
- Make determinations about eligibility for Medicaid services or programs.

Support Broker Restrictions - Scope (2 of 2)

Support Brokers are not allowed to:

- Submit Person-Centered Plans or requests related to Person-Centered Plans, including:
 - Budget Modifications
 - Wage Exception Forms
- Make recommendations or suggestions related to the participant's selection of Financial Management and Counseling Services provider or Coordination of Community Services provider.

Support Broker Restrictions - Decision Making (1 of 2)

Support Brokers may help with making decisions, but do not direct the participant or make decisions for the participant.



Support Broker Restrictions - Decision Making (2 of 2)

Support Brokers are not allowed to:

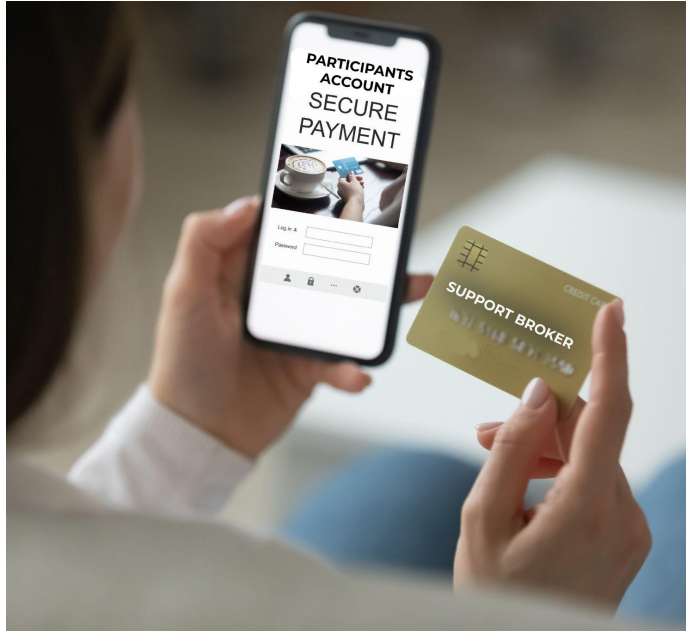
- Hire, terminate, supervise, or manage employees, vendors, or providers, for example:
 - Interviewing candidates without the participant,
 - Offering a position to a candidate,
 - Terminating an employee, or
 - Approving time or invoices.
- Complete any employer task.

Support Broker Restrictions - Access

Support Brokers are not allowed to access or use a participant's login credentials or passwords, including for the Financial Management and Counseling Services portal, without the participant's permission and presence.



Support Broker Restrictions - Personal Funds (1 of 2)



Support Brokers cannot handle participants' personal income or funds.

Support Broker Restrictions - Personal Funds (2 of 2)

Support Brokers are not allowed to:

- Manage a participant's money, including being a representative payee, or
- Manage or have a participant's bills in the Support Broker's name (such as a cell phone).

Support Broker Restrictions - Paid Supports



Support Brokers cannot provide another paid service to a participant they serve.

Support Broker Billing Exclusions (1 of 3)



Support Brokers **may not support or bill** for services provided to more than one participant at the same time.

Support Broker Billing Exclusions (2 of 3)

Support Brokers may not bill for:

- Reviewing DDA-operated Medicaid waivers, policies, or guidance
- Creating and submitting timesheets or invoices; or
- Following up on their own payments.

Support Broker Billing Exclusions (3 of 3)

- Support Broker **vendors and providers** may not bill for completion of Support Broker training and other professional development training.
- Support broker **employees** may be paid for training if the participant chooses, and as described in the participant's employer policies and handbook.

Support Broker Funding Authorization

Medicaid waiver funding for Support Broker Services may be authorized in a Person-Centered Plan for a maximum of:

- Up to **15 hours** for initial orientation and assistance.
- Up to **4 hours** for each following month.
- Up to **30 hours** per month can be budgeted for using cost savings.

Resources

- [Self-Directed Services Comprehensive Policy](#)
- [Self-Directed Services Manual](#)
- [DDA Self-Directed Services Overview](#)
- [DDA-operated Medicaid waiver programs website](#)
- [DDA Guide To Services](#)
- [DDA Easy-To-Understand Guide to Services](#)

Summary (1 of 2)

- Support Brokers work at the direction of the participant.
- Support Brokers can only provide support within the scope of the DDA-operated Medicaid waiver programs.
- A Support Broker can be an active member of the participant's team.
- Some participants may be required to hire a Support Broker.

Summary (2 of 2)

- Support Brokers can provide support to participants related to:
 - Directing their services, and
 - Managing their employer and budget authorities.
- Support Brokers may support the participant by creating employer tools for hiring and managing employees, but cannot complete these tools for the participant.