



# **Developmental Disabilities Administration**

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

### **Module 5: The Support Broker Role**

*Updated October 2024*



# Overview

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- 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

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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)

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## Active Member of the Team:

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

## Support Broker Responsibilities (2 of 4)

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- **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
  - Effective communication with employees, vendors, and providers

## Support Broker Responsibilities (3 of 4)

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- **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)

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

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- **Meet all DDA and Medicaid waiver requirements**
  - First Aid Certification
  - Cardiopulmonary Resuscitation (CPR) Certification
  - Support Broker Training Certification

# Hiring a Support Broker

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## Support Broker is 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 family member as Designated Representative
- Participant **does not hire** a Day-to-Day Administrator

## Support Broker is Required

- Participant **hires** any of the following to provide supports:
  - Relative
  - Legally Responsible Person
  - Representative Payee
  - Legal Guardian
- Participant **selects** a family member as Designated Representative
- Participant **hires** a Day-to-Day Administrator

## When is a Participant Required to Hire a Support Broker?

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<b>Support Broker Services are required when a participant hires:</b>	<b>This means:</b>
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 (2 of 2)

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### Support Brokers are not allowed to:

- Submit Person-Centered Plans or requests related to Person-Centered Plans, including:
  - Budget Modifications
  - Wage Exception Forms
  - Family Member Overtime Requests
- 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)

- Help with making decisions, but do not direct the participant or make decisions for the participant



## Support Broker Restrictions - Decision Making (2 of 2)

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### 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
  - Approving time or invoices
- Complete any employer task

# Support Broker Restrictions - Access

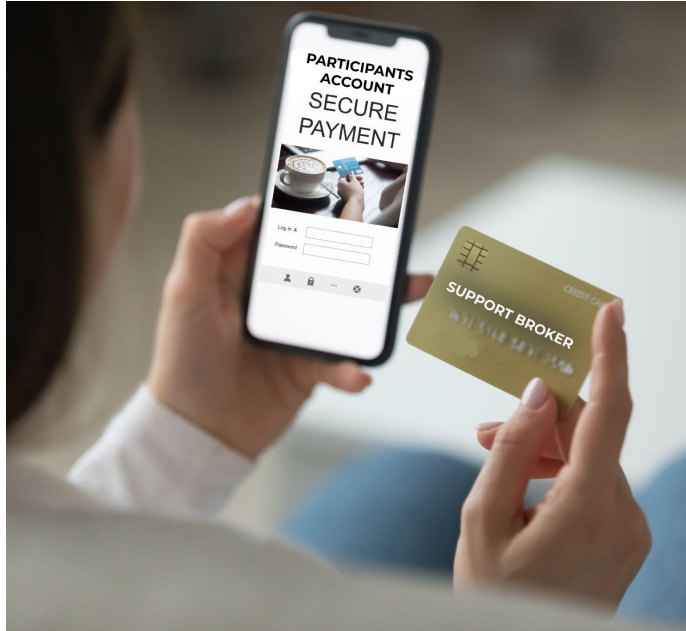
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- Support Brokers are not allowed to access or use a participant's login credentials or passwords, including for the Financial Management and Counseling Services portal, without the participant's permission and presence



# Support Broker Restrictions - Personal Funds (1 of 2)

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- Cannot handle participants' personal income or funds

## Support Broker Restrictions - Personal Funds (2 of 2)

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Support Brokers are not allowed to:

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

## Support Broker Restrictions - Paid Supports

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- Cannot provide another paid service to a participant they serve

# Support Broker Billing Exclusions (1 of 3)

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- 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)

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- Support Brokers may not bill for:
  - Contacting (e.g., telephone calls or email) or meeting with DDA or other State representatives
  - Reviewing DDA-operated Medicaid waivers, policies, or guidance
  - Creating and submitting timesheets or invoices



## Support Broker Billing Exclusions (3 of 3)

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- 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

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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 for the first month only
- Up to **4 hours** for each following month



# Resources

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- [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)

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- 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)

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- 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