

DDA Coordinators of Community Service (CCS) Training Matrix

CURRICULUM	AUDIENCE All are required unless noted otherwise*	GENERAL KNOWLEDGE	Timeframe from Date of Hire	AUTHORITY	RESOURCE LINK
LTSS Enrollment and Use	<p>Part 1</p> <ul style="list-style-type: none"> • New DDA CCS Providers <p>Part 2-Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisor • Leadership/Quality Assurance Staff 	<p>Part 1</p> <ul style="list-style-type: none"> • Applying for and obtaining a provider Medicaid service billing number (ePREP) • LTSSMaryland Billing (Non-EVV billing) • Utilization of LTSSMaryland system <p>Part 2-Suggested</p> <ul style="list-style-type: none"> • Navigating the system • Types of alerts/reports and practical use • Troubleshooting basics 	<p>Part 1 w/n 90 days of approval</p> <p>Part 2 N/A</p>	<p>COMAR 10.09.36.04</p> <p>10.09.48.08</p> <p>MD Medicaid Provider Agreement</p>	<p>Creating an ePREP Business Profile</p> <p>DDA Service Provider - LTSS Medicaid Enrollment Instructions</p> <p>Enrolling as a New DDA Service Provider</p> <p>DDA LTSS Provider Portal Webinar</p> <p>Non-EVV Billing Training (Training spots are limited each month. Please speak with your RD to register)</p> <p>LTSSMaryland DDA Module Playbook</p>

					Provider Go-Live Readiness Checklist LTSSMaryland CCS Support Go-Live Checklist Long-Term Services and Supports LTSS Training
PORII Incident Reporting	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisor • Leadership/Quality Assurance Staff 	<ul style="list-style-type: none"> • Purpose of PORII • Types of incidents • Incident reporting process and expectations • Understanding of abuse and neglect and common signs 	w/n 90 days	<p>COMAR</p> <p>10.22.02.01</p> <p>10.22.02.03D(2)</p> <p>10.09.48.05B(2)</p> <p>10.09.48.06F(3)(e)</p>	<p>DDA Policy on Reportable Incidents and Investigations</p> <p>PORII Training PowerPoint <i>Coming Soon!</i></p> <p>Navigating PCIS2 for Incident Report Entry <i>Coming Soon!</i></p> <p>Reporting Abuse and Neglect</p>

<p>Community Settings Rule <i>(Community Integration and Inclusion)</i></p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • HCBS expectations related to integration and full access to the greater community • Principles of Charting the LifeCourse • Coordinating with other allied service delivery systems • Assessing service settings and CSQ completion 	<p>w/n 90 days</p>	<p>COMAR 10.09.36.03-01 10.09.48.05B-C(2)(3)(j) 10.22.09.06B 42 CFR § 441.301(c)(4)</p>	<p>Community Settings Rule-Ongoing Implementation Guidance</p> <p>Community Settings Questionnaire Manual</p> <p>Beyond Compliance: Embracing the Values of the HCBS Settings Rule</p> <p>HCBS Settings Regulations: What Do They Mean for You?</p> <p>HCBS Advocacy Coalition</p> <p>Charting the LifeCourse Framework</p> <p>Facilitating the Community Settings Rule Conversation -Slide Deck</p> <p>Facilitating the Community Settings Rule Conversation</p>
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					Whats Choice Got to Do With It?
<p>Person-Centered Planning Development <i>(Individual directed, outcome oriented planning for individuals)</i></p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors • Leadership/Quality Assurance Staff 	<ul style="list-style-type: none"> • PCP cycle; timeline, roles and responsibilities • Person Centered Thinking • Exploration and Discovery process utilizing the Principles of Charting the Lifecourse • Assessing needs and mitigating risk • Comprehensive plan development and proper entry • Knowing the approach and process of person-centered planning • Understanding different life-stages and life domains of the people supported • Ability to work collaboratively with 	w/n 90 days	<p>COMAR</p> <ul style="list-style-type: none"> 10.09.48.04D(6)(c) 10.09.48.05B-C 10.09.48.06D 10.22.05.03 10.22.04.02 10.22.09.05 10.22.09.06 <p>DDA Waiver Appendix D: Participant-Centered Planning and Service Delivery- D:1: Service Plan Development (a)Page 305</p>	<ul style="list-style-type: none"> Person Centered Planning Website Person-Centered Planning Policy Charting the LifeCourse Framework CQL Personal Outcome Measures Webinar Series MD Community of Practice and Charting the LifeCourse Framework Stacking, Braiding and Blending DDA CCS Coordinator User Manual Person Centered Planning Policy

		<p>service providers, families, and community members</p> <ul style="list-style-type: none"> • Ability to collect and analyze data on person's progress with goals and future planning 			
<p>General Characteristics & Needs of Individuals Served</p>	<ul style="list-style-type: none"> • New DDA CCS Providers • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Person-specific information captured in the PCP, NCP, BSP • Based on the person's needs/wants and necessary supports as determined by the person and their team 	<p>w/n 90 days; Ongoing</p>	<p>COMAR 10.22.09.06B(3)</p>	<p>Understanding the Experience of Disability Module Guide <i>Coming Soon!</i></p> <p>Charting the LifeCourse Framework</p> <p>CQL Personal Outcome Measures Webinar Series</p>

<p>Fundamental Rights and Supporting Choice</p>	<ul style="list-style-type: none"> • New DDA Providers • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Human rights and responsibilities • Choice 	<p>w/n 90 days</p>	<p>COMAR 10.22.09.06B(1), (5),(6) 10.09.48.05E(4) 10.22.04.03 10.22.04.02</p> <p>Md. Code, Health-Gen. § 7-1002 (d)(4)</p> <p>American Disabilities Act</p>	<p>CMS: Balancing Choice and Risk</p> <p>CQL Webinar - Best Practices: What's Most Important?</p> <p>CQL Personal Outcome Measures Webinar Series</p> <p>Universal Declaration of Human Rights</p>
<p>Self-direction</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Roles and responsibilities • Program model flexibilities, exclusions, and the differences from the traditional model including the services that someone can hire an employee/vendor • Supporting choice, plan and budget development, FMCS 	<p>w/n 90 days</p>	<p>COMAR 10.22.09.06B(4) 10.09.48.05B-C</p> <p>Md. Code, Health-Gen. §7-408(a)</p> <p>DDA WaiverAppendix D: Participant-Centered Planning and Service Delivery- D:1: Service Plan Development</p>	<p>Self-Directed Services Guidance, Forms, and Webinars</p> <p>Financial Management and Counseling Services</p> <p>EVV - Self Directed Service Model</p>

		paperwork, and agreement forms		(a)Page 305 Self Direction Act of 2022	
Communication Skills	<ul style="list-style-type: none"> • New DDA CCS Providers • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Effective communication strategies • Understand communication beyond words • The use of plain language and people-first language • Meeting alternative communication needs 	w/n 90 days	COMAR 10.09.48.05B-C MD. Code, Health- Gen §7-1006(c)(1)(v)	<p>Communication <i>Coming Soon!</i></p> <p>U.S. Dept. of Health & Human Services/Office of Civil Rights/Disability Resources for Effective Communication</p>

<p>Comprehensive Assessments</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors • Leadership/Quality Assurance Staff 	<ul style="list-style-type: none"> • DDA application process and timeframes • Understanding eligibility criteria and priority categories • Reviewing common supporting documents • Proper completion of CA components • Level of Care Assessment • Knowledge of community programs/resource options 	<p>w/n 90 days</p>	<p>COMAR 10.09.48.06C 10.09.48.05B(2)</p> <p>DDA Waiver Appendix B: Participant Access and Eligibility B-6: Evaluation/Reevaluation of Level of Care (c) Page 64</p>	<p>Comprehensive Assessments</p> <p>DDA CCS Coordinator User Manual</p>
<p>DDA Waiver Services</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Home and Community Based Services Overview • DDA Waivers and scope of services 	<p>w/n 90 days</p>	<p>COMAR 10.09.48.05B(2)</p>	<p>DDA Medicaid Waiver Programs</p> <p>Refer a DDA Waiver Participant to Another Home and Community-Based Waiver Program</p>

<p>Monitoring and Follow up</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors • Leadership/Quality Assurance Staff 	<ul style="list-style-type: none"> • Monitoring and follow up purpose, requirements and timeline • Ways of assessing health/safety and satisfaction • Completing a thorough monitoring form • Incident report reviews and follow-up 	<p>w/n 90 days</p>	<p>COMAR</p> <p>10.22.09.04E</p> <p>10.22.09.05A-D</p> <p>10.22.09.06A</p> <p>10.09.48.04D(6)(c)</p> <p>10.09.48.05C(3)(h)</p> <p>10.09.48.06F(1-3)</p> <p>10.09.26.04D</p> <p>DDA Waiver</p> <p>Appendix D: Participant-Centered Planning and Service Delivery- D:1: Service Plan Development Page 305</p> <p>Appendix D: Participant-Centered Planning and Service Delivery D-2: Service Plan Implementation and Monitoring</p>	<p>Monitoring and Follow Up Guidance (Available July 1, 2023)</p> <p>Monitoring and Follow Up Training <i>Coming Soon!</i></p> <p>Charting the LifeCourse</p> <p>DDA CCS Coordinator User Manual</p>
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<p>Health Risk Screening Tool Online Rater Training (Part 1)</p> <p>Health Risk Screening Tool Advance Rater Training (Part 2)</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Rater Training as provided by DDA designed vendor • HRST in PCP development • Understand the purpose of the Health Risk Screening Tool 	<p>w/n 90 days (part 1)</p> <p>w/n 6 months of completing part 1 (part 2)</p>	<p>COMAR 10.09.48.05B</p> <p>DDA Waiver Appendix D: Participant-Centered Planning and Service Delivery D-1: Service Plan Development (5 of 8) E. Risk Mitigation</p>	<p>Using Service and Training Consideration, July 29, 2016</p> <p>Maryland DDA Health Risk Screening Tool</p>
<p>Waiver Enrollment and Redeterminations</p>	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Waiver eligibility criteria and enrollment process • Importance of remaining in the waiver • Redetermination requirements and CCS role 	<p>w/n 6 months</p>	<p>COMAR 10.09.48.04D(6)(a-b) 10.09.48.05B-C(2)(3)(i)(j) 10.09.48.06.F(1)(a)(v)</p> <p>DDA Waiver Appendix B: Participant Access and Eligibility B-6: Evaluation/Reevaluation of Level of Care DDA Waiver Appendix D:</p>	<p>Training for Case Managers: Home and Community-Based Services (HCBS) Waiver Assurances to Improve Quality</p> <p>Refer a DDA Waiver Participant to Another Home and Community-Based Waiver Program Policy</p>

				<i>Participant-Centered Planning and Service Delivery- D:1: Service Plan Development Page 305</i>	
Case Notes and Documentation	<ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Targeted Case Management (TCM) billing guidelines • Billable vs. Non-billable activity • Use of Activity Notes vs. Progress Notes • Medicaid fraud, waste and abuse overview 	w/n the first quarter of service*	<p>COMAR <i>10.09.48.05B</i></p> <p><i>Targeted Case Management Billing*</i></p>	<p><u>DDA CCS Coordinator User Manual</u></p> <p><u>Coordinators of Community Service DDA Webpage: Case Note Documentation</u></p> <p><u>DDA Billable Activity Example List 2022</u></p> <p><u>Quarterly Targeted Case Management Reviews Standard Operating Procedure Guidance</u></p> <p><u>Case Note Documentation Training Module</u></p>

<p>Individual Health and Welfare</p>	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors • Leadership (all) 	<ul style="list-style-type: none"> • Understand the role of the CCS and team in supporting health and safety of the person supported. • Know how to promote and advocate a balance of health and safety with individual choice. • Use person-centered tools to guide conversation and documentation. • Understand the purpose of the Health Risk Screening Tool. • Be aware of medication types and purposes. 	<p>N/A</p>	<p>COMAR 10.09.48.05B(2)</p>	<p>Individual Health and Welfare <i>Coming Soon!</i></p>
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Crisis Management/ Conflict Resolution	Suggested • CCS Staff • CCS Supervisors	<ul style="list-style-type: none"> • Working knowledge of Crisis Management • Knowing how to intervene during crisis between 2 parties (provider and family) • Assessing the risk and identifying alternative plan • Effective communication 	N/A	COMAR 10.09.48.05B(2)	Conflict Resolution <i>Coming Soon!</i>
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Quality Assurance	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors • Leadership/Quality Assurance Staff 	<ul style="list-style-type: none"> • Overview of the 6 Waiver Assurances • Focused review on Level of Care, Service Planning and Health/Welfare • Identify other QA source documents COMAR, PORII, and DDA policies • Compliance vs. Quality and the CCS role in QA • Ability to gather and analyze data • Working knowledge of data analysis tools and technique to identify trends, pattern, and areas of concern • Knowledge of developing and implementing projects • Strong knowledge of staff, stakeholders and individual collaboration 	N/A	<p>COMAR 10.09.48.05B(2)</p>	<p>Training for Case Managers: Home and Community-Based Services (HCBS) Waiver Assurances to Improve Quality</p> <p>Reframing Approaches to Quality Management in HCBS From the Individual's Perspective</p>
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<p>Transitioning Youth</p>	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • History of Governor's Transitioning Youth Initiative (GTYI) • TY timeline and initial PCP requirements • Planning for TYs aging out of DSS • Waiver enrollment and change process (AW & FSW transition) 	<p>N/A</p>	<p>COMAR 10.09.48.05B(2)</p>	<p>MD PROMISE Transition Resource Guide</p> <p>Transitioning Youth DDA</p>
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Employment First	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Maryland as an Employment First State • Understand pathway/process to employment • Informed choice and self-determination • Rights and responsibilities of people in employment • Able to collaborate with Vocational Rehab 	N/A	<p>COMAR 10.09.48.05B(2)</p>	<p>MD DDA Employment Services</p> <p>MDoD Employment First</p> <p>MD DDA Employment First Webinars</p> <p>SELN</p> <p>Competitive Integrated Employment Policy</p> <p>Employment Services and Conflict of Interest Policy</p> <p>Meaningful Day Policy</p>
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Technology First	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Understand how access to technology can enhance someone's ability to pursue their best life • What technology is available to assist people in experiencing life, where life takes place • Resources on how technology can be obtained and/or purchased 	N/A	<p>COMAR 10.09.48.05B(2)</p>	<p>Assistive Technology and Services Policy</p> <p>Tech Tuesday Webinar Registration</p>
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Positive Behavior Supports (PBIS)	Suggested <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Foundational understanding of behavioral programs and implementation • Understand Due Process • CCS role in BP plan review and request for services • Understand and teach pro social skills and behaviors • Respective and proactive response to challenging behavior • Arrange the environment to prevent the development and occurrence of problem behaviors 	N/A	COMAR 10.09.48.05B(2)	PBIS UMN Institute on Community Integration Behavioral Supports DDA Website PBS Q & A
The Fatal Five	Suggested <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Learning and identifying this group of preventable conditions that are often fatal to people with 	N/A	COMAR 10.09.48.05B(2)	DDA Fatal Five Training Module <i>Coming Soon!</i>

		<p>developmental disabilities</p> <ul style="list-style-type: none"> • Recognizing and responding to these conditions when they occur 			
Trauma Informed Care (TIC)	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Causes and effects of trauma and victimization • Impact of trauma for people with I/DD • Importance of self-determination and supported decision making for safety, supports and recovery • Understanding vicarious traumatization and its effects 	N/A	<p>COMAR 10.09.48.05B(2)</p>	<p>Trauma Informed Support for Orientation</p>
Cultural Competency	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Identify and understand the dynamics of interacting with people from diverse backgrounds • Adapt to the diversity and cultural contexts of 	N/A	<p>COMAR 10.09.48.05B(2)</p>	<p>Cultural Awareness <i>Coming Soon!</i></p> <p>MBON Implicit Bias Training Notification and Options</p>

		the communities you serve			
Professionalism & Ethics (HIPAA)	<p>Suggested</p> <ul style="list-style-type: none"> • CCS Staff • CCS Supervisors 	<ul style="list-style-type: none"> • Understanding basics of HIPAA • Do's & don'ts of social media and electronic communication • Privacy & security rules 	N/A	<p><i>COMAR</i> 10.09.48.05B(2)</p> <p>The Health Insurance Portability and Accountability Act of 1996</p>	<p>Statutes and Regulations CMS</p> <p>HIPAA Training and Resources HHS.gov</p>