



Developmental Disabilities Administration Guidance for Individual and Family Directed Goods and Services (IFDGS)

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AUDIENCE

- A. People Self-Directing Services and their teams
- B. Coordinators of Community Services (CCS)
- C. Support Brokers
- D. Financial Management and Counseling (FMCS) agencies
- E. Developmental Disabilities Administration (DDA) Staff

PURPOSE

This guidance provides information regarding Individual and Family Directed Goods and Services (IFDGS) for people self-directing their services.

DEFINITIONS

- A. "Coordination of Community Services" are targeted case management services to help people receiving and/or requesting services funded by the DDA. Targeted case management services are provided in accordance with [COMAR 10.09.48](#).
- B. "Coordinator of Community Services" or "CCS" is an individual who provides Coordination of Community Services. They can be either an employee or a contractor of a DDA Provider.
- C. "Cost Savings" is the funding that is available in a self-directed budget after the person's identified needs in their Person-Centered Plan have been met. Cost Savings includes funds that are not spent in the person's budget and any unallocated funds from the Budget Allocation.
- D. "Day to Day Administrator" is a person or company who provides daily administrative assistance and support to people who self-direct their services in accordance with applicable requirements.
- E. "DDA Medicaid Waiver Program" is one of three Medicaid Home and Community-Based Waiver Programs operated by the Developmental Disabilities Administration, that serve eligible children and adults with

intellectual and developmental disabilities. These programs are approved by the Centers for Medicare & Medicaid Services and include the:

1. Family Supports Waiver;
 2. Community Pathways Waiver; and
 3. Community Supports Waiver.
- F. "DDA Provider" is an individual or entity, licensed or certified by the Maryland Department of Health, that provides DDA-funded services to people in accordance with the DDA's requirements.
- G. "Direct Support Staff" or "Direct Support Professionals" or "DSP" a person who is paid to provide direct support services to a person.
- H. "Direct Support Services" are services provided directly to a person that help them keep, learn, or improve skills and daily functioning. These include support for skill development, community integration and engagement, and addressing personal, behavioral, communication, or other needs.
- I. "Financial Management and Counseling Services" or "FMCS" are services provided to support a person using the DDA Self-Directed Services Delivery Model in using their budget authority and, if applicable, employer authority. FMCS services include, but are not limited to:
1. Processing claims for payment for Waiver Program Services in accordance with the person's self-directed budget allocation; and
 2. Verifying that the DDA provider, vendor, or direct support staff meet all qualifications to provide the Waiver Program Service.
- J. "Legal guardian" is either:
1. A natural or adoptive parent of a person under the age of 18; or
 2. An individual who has been appointed by a court order as guardian of the person.
- K. "Legally Responsible Person" is an individual who has a legal obligation under the provisions of Maryland law to care for another individual. This includes:

1. A parent of a minor (either natural or adoptive);
 2. Legal guardian; or
 3. An individual otherwise legally responsible for the care of a minor (such as, a foster parent or relative appointed by court).
- L. "LTSS*Maryland*" is an electronic information system, developed and supported by the Department. It is used by the Developmental Disabilities Administration (DDA), the Coordinator of Community Service (CCS), and DDA Providers to create, review, and maintain records about:
1. An person's eligibility status for DDA-funded services; and
 2. The person's Person-Centered Plan, services, and funding authorized by the DDA.
- M. "Support Broker" is an individual who provides Support Broker services to a person enrolled in the Self-Directed Services Delivery Model in accordance with applicable requirements.
- N. "Person" is an individual who receives DDA-funded services.
- O. "Person-Centered Plan" or "PCP" is a written plan, developed through a planning process, driven by the person with a developmental disability to:
1. Identify their goals and preferences;
 2. Identify services to support them to pursue their personally defined outcomes in the most integrated community setting;
 3. Direct the delivery of services that reflect their personal preferences and choice; and
 4. Identify their specific needs that must be addressed to ensure their health and welfare.
- P. "Reasonable and customary rates" are rates paid as staff wages, provider and vendor rates. Rates standards are approved by the DDA based on the type of Waiver service provided and individualized needs of the person.
- Q. "Regional Office" or "RO" refers to one of the DDA's four local offices. ROs are the point of contact for applicants, people getting DDA-funded services, families, and DDA providers living and working in the counties

they serve. Each RO has the authority to review individual Person-Centered Plans and approve funding for services. The Regional Offices include the:

1. Central Maryland Regional Office, serving Anne Arundel, Baltimore, Howard, and Harford Counties and Baltimore City;
 2. Eastern Shore Regional Office, serving Caroline, Cecil, Dorchester, Kent, Queen Anne’s, Somerset, Talbot, Wicomico, and Worcester Counties;
 3. Southern Maryland Regional Office, serving Calvert, Charles, Montgomery, Prince George’s, and St. Mary’s Counties; and
 4. Western Maryland Regional Office, serving Allegany, Carroll, Frederick, Garrett, and Washington Counties.
- R. “Relative” is a natural or adoptive parent, step-parent, child, step-child, or sibling of an applicant or person, who is not also a legal guardian or Legally Responsible Person.
- S. “Self-Directed Services Delivery Model” or “SDS Delivery Model” is a model of service delivery that the DDA provides through its Waiver Programs. In the SDS Model the person (not the provider) has:
1. The power and responsibility for overseeing, coordinating and directing the services they have been approved to receive;
 2. Budget authority over how the Medicaid funds are spent to purchase authorized services; and
 3. Employer authority to recruit, hire, train, and supervise the staff and service providers they want to hire.
- T. “Team” means a collaborative effort to support a person, receiving DDA services, to develop and implement their individual PCP which outlines their needs, goals, and desired outcomes to achieve their personally defined good life. This collaboration is driven by the person, coordinated by their CCS, and enhanced by important people chosen by the person such as family members, significant others, providers, support brokers, friends, colleagues, and others.

- U. "Waiver Program Service" is a service funded by a DDA-operated Medicaid Waiver Program.

Overview

- A. Individual and Family Directed Goods and Services (IFDGS) are services, equipment, activities, or supplies that support people who choose the Self-Directed Services Delivery Model.
- B. IFDGS includes:
 - 1. Recruitment and Advertising - Up to \$500 of dedicated funding for staff recruitment and advertising efforts, including;
 - i. Developing and printing flyers; and
 - ii. Using staff registries
 - 2. Day to day administrative supports which include assistance with all aspects of household and personal management; and
 - 3. Other Goods and Services as listed in this guidance and the IFDGS policy
- C. IFDGS do not compromise the participant's health or safety;
- D. IFDGS are provided to, or directed exclusively toward, the benefit of the participant;
- E. IFDGS are not available for people who choose the Traditional Services Delivery Model;
- F. IFDGS help meet needs in a person's Person-Centered Plan (PCP);

- G. IFDGS helps the person to maintain or increase their independence and promote opportunities for the person to live and be included in the community;
- H. IFDGS are services that cannot be provided through the DDA Medicaid Waiver Program or through a Medicaid State Plan.
- I. A person may be eligible to receive funding for IFDGS if:
1. The person is enrolled in the Self-Directed Services Delivery Model;
 2. The goods and/or services are connected to a need that is in the person's PCP;
 3. The request meets the requirements of the Waiver Program, policies, guidance, and DDA Medicaid Waiver application;
 4. The person does not have the funds to purchase the item or service; and
 5. All other funding sources for the goods and/or services have been explored and documented in the person's PCP, SDS Budget Sheet, or the Budget Modification, including but not limited to:
 - i. Maryland Medicaid State Plan;
 - ii. Division of Rehabilitation Services (DORS);
 - iii. Maryland State Department of Education; and
 - iv. Department of Human Services

Recruitment and Advertising

People who self-direct their DDA services have the option to use up to \$500.00 in dedicated funding for staff recruitment and advertising.

- A. Recruitment and Advertising IFDGS may include;
 - 1. Developing print or electronic flyers for sharing job advertisements;
 - 2. Web or application based software to create flyers (such as Adobe, Canva, Vista);
 - 3. Printing physical flyers to post in-person; and
 - 4. Memberships to staff registries and job posting sites (such as Indeed.com and Care.com);
- B. Recruitment and advertising does not include services provided by the FMCS agencies
- C. People and their teams must request these funds during the annual or revised PCP process.
 - 1. The funding is included in the Detailed Service Authorization within the PCP and does not need to come from cost savings
 - 2. Recruitment and advertising must be included in the SDS Budget Sheet for the person’s FMCS to make any payments

Day to Day Administration

People who self-direct their DDA services have the option to use cost savings to hire a Day to Day Administrator to offer assistance with all aspects of household and personal management.

- A. Day to Day Administration is direct and non-direct support to a person supporting with tasks such as:
 - a. Household management and scheduling
 - b. Employee scheduling
 - c. Scheduling appointments, including medical visits

- d. Personal money management
- e. Ensures consistency and quality of care
- B. Day to Day Administration cannot include tasks such as:
 - a. Making decisions for the person; or
 - b. Approving and signing timesheets / vendor payments
- C. Day to Day Administration may be provided up to 40 hours per week unless otherwise approved by the DDA.
- D. Day to Day Administration may be provided by;
 - a. An employee
 - i. Paid a wage with taxes withheld following the DDA's published Reasonable and Customary wages
 - ii. Who must receive benefits required by law such as Sick and Safe Leave
 - iii. Who may receive health benefits, PTO, increased holiday rate, etc. as determined by the employer
 - b. A vendor - paid an hourly rate without taxes withheld following the DDA's published Reasonable and Customary rates.
- E. People can hire an employee or vendor to be the Day to Day Administrator, including relatives, guardians, or legally responsible individuals
- F. Day to Day Administrator employees and vendors are required to
 - a. Have a cleared background check, in accordance with the DDA's FMCS Guidance;
 - b. Have a cleared CPS Background check if working for a participant under the age of 18, in accordance with the DDA's FMCS Guidance;
 - c. Maintain active First Aid and CPR certifications; and
 - d. Maintain any other certifications as required by the person
- G. Exclusions

- a. A person’s Support Broker may not provide Day to Day Administration
 - b. Employees may work as the Day to Day Administrator, but may not provide any other Waiver Program Service at the same time
- H. People and their teams must request Day to Day Administration through the annual or revised PCP process:
- a. PCPs must include an outcome that can be supported by a Day to Day Administrator
 - b. PCPs can note how the Day to Day Administrator supports meeting outcome(s)
 - c. The SDS Budget Sheet must include the Day to Day Administrator wages (for employees) or rates (for vendors) in order for the FMCS to make payments.
- I. FMCS Payments for Day to Day Administration:
- a. Employees should submit timesheets via the person’s FMCS electronic payroll system:
 - i. Clock in and clock out times are required; and
 - ii. EVV compliance is not required
 - b. Vendors should submit invoices to people for review;
 - i. Invoices are submitted to the FMCS for payment after the person or a designated team member approves the invoice;
 - ii. Invoices may be submitted every other week or monthly;
 - iii. Invoice must include:
 1. Name of the person self-directing;
 2. Name of the Day to Day Administrator;
 3. Company Name of the Day to Day Administrator (if applicable);
 4. Dates the service was provided;

5. Amount of time worked each day (by the quarter hour)*;
6. Amount charged per hour; and
7. Total amount charged for invoice;

Please Note: Direct Support Employees who choose to also work as a person's Day to Day Administrative vendor must include timestamps of time worked in their invoices.

iv. Sample Invoice

Administrator : J. Doe

Person Name: E. Graham

Billing Period: July 2023

Date	Total Time (by quarter hour)
July 10, 2023	.5 hours
July 15, 2023	1 hour
July 30, 2023	1.75 hours
	.5 + 1 + 1.75 = 3.75 hours
Administrator Signature: <i>J. Doe</i>	3.75 hours * \$34.00 per hour = \$127.50

Other Allowable Goods and Services

People who self-direct their DDA services have the option to use cost savings to purchase other allowable goods and services during their plan year.

A. Other Allowable Goods and Services include:

- a. Activities that promote health (such as fitness memberships and items, personal training, aquatics, and horseback riding);
- b. Fees for programs and activities that promote socialization and independence (such as art, music, dance, sports, or other activities of the person's interest);
- c. Small kitchen appliances that promote independent meal preparation (such as air fryers, microwave ovens, or toaster ovens);
- d. Laundry appliances to promote independence and self-care, if none exist in the home (such as washing machines and dryers);
- e. Sensory items related to the person's disability and not covered by health insurance (such headphones and weighted vests);
- f. Safety equipment related to the person's disability and not covered by health insurance (such as protective headgear and arm guards);
- g. Personal electronic devices including watches and tablets, to meet an assessed health, communication or behavioral purpose documented in the PCP;
- h. Toothbrushes and electric toothbrushes;
- i. Weight loss program services, other than food;
- j. Dental services recommended by a licensed dentist and not covered by health insurance:
 - i. Dental services may include portions of services only partially paid by health insurance;
 - ii. Dental services may include services when a person and their team make a good faith effort to find a provider through health insurance and are unsuccessful;
- k. Nutritional consultation and supplements recommended by a professional licensed in the relevant field;

- I. Internet services:
 - i. Internet services may include the internet portion of a “bundled” phone or cable bill.
 - ii. Internet services may include hotspot devices; and
- m. Other goods and services that meet the IFDGS policy standards.

B. Other Allowable Goods and Services **do not** include:

- a. Services, goods or supports provided to or directly benefiting individuals other than the person;
- b. That have no benefit to the participant; Goods/Services that compromise the person’s health or safety;
- c. Experimental and prohibited goods and treatments;
- d. Additional units or costs beyond the maximum allowable for any waiver service or Medicaid State plan, with the exception of a second wheelchair;
- e. Co-payments for medical services, over the counter medications, or homeopathic services;
- f. Items used solely for entertainment or recreational purchases, except as needed to meet an assessed behavioral or sensory need documented in a Behavior Support Plan, such as:
 - i. Televisions;
 - ii. Video recorders;
 - iii. Game stations; and
 - iv. DVD players;
- g. Monthly Cable Television and telephone fees (for bundled cable, phone, and internet service plans, IFDGS can be used to pay for the Internet services portion of the bills);

- h. Room and board, including deposits, rent and mortgage expense payments;
- i. Food;
- j. Utility charges such as:
 - i. Electricity bills;
 - ii. Gas bills;
 - iii. Water bills;
- k. Fees associated with telecommunications, except for internet services;
- l. Tobacco products, alcohol, Marijuana, or illegal drugs;
- m. Vacation expenses;
- n. Insurance, vehicle maintenance, or any other transportation-related expenses;
- o. Tickets and related cost to attend recreational events;
- p. Personal items such as clothing and shoes;
- q. Haircuts, nail services, and spa treatments:
 - i. Massages may be allowed based on the written recommendations of a medical professional and not covered under health insurance;
 - ii. Non-cosmetic nail services may be allowed based on the written recommendations of a medical professional;
- r. Goods or services with costs that exceed community norms for the same or similar good or service;
- s. Tuition including:
 - i. Post-secondary credit and non-credit courses

- ii. Educational services otherwise available through a program funded under the Individuals with Disabilities Education Act (IDEA), including private tuition;
 - iii. Applied Behavior Analysis in schools;
 - iv. School supplies;
 - v. Tutors; and
 - vi. Homeschool activities and supplies;
- t. Staff bonuses and housing subsidies;
 - u. Subscriptions to magazines, periodicals, newspapers, television services, or other recreational products;
 - v. Training provided to care providers;
 - w. Services in hospitals, except for allowable dental services;
 - x. Costs of travel, meals and overnight lodging for staff, families, and natural support network members to attend a training event or conference;
 - y. Service animals and associated costs;
 - z. Construction/remodel/maintenance of at-home exercise rooms, swimming pools, and hottubs;
 - aa. Fines, debts, legal fees, or advocacy fees;
 - bb. Contributions to ABLE accounts and similar savings accounts;
 - cc. Country club membership or dues;
 - dd. Leased or purchased vehicles; and
 - ee. Items purchased prior to the approval of the Person-Centered Plan by the regional office.
- C. Other Allowable Goods and Services may be included in the SDS Budget Sheet during the annual and revised PCP process, but are not required to be included in them.

D. All requests for Other Allowable Goods and Services must be requested using the DDA IFDGS Request Form.

The DDA IFDGS Request Form

The DDA IFDGS Request Form is an online form available for anyone who self-directs their DDA services to request funding for Other Allowable IFDGS.

- A. The DDA IFDGS Request Form is not required for:
 - a. Recruitment and Advertisement Goods and Services; or
 - b. Day to Day Administration
- B. The DDA IFDGS Request Form is required for all other requests to use cost savings to purchase IFDGS.
- C. Any member of the person’s team may complete the form, including
 - a. The person self-directing;
 - b. A family member of the person;
 - c. The person’s Coordinator of Community Service (CCS);
 - d. The person’s Support Broker;
 - e. The person’s Day to Day Administrator;
 - f. A direct support professional (or employee); or
 - g. The person’s Designated Representative.
- D. Completing the Form:
 - a. Include the name of the person who is self-directing

Participant Name *

This is the name of the person who is self-directing their services

- b. Include the date of birth of the person who is self-directing (month/date/year)

Participant Date of Birth (DOB) *

- c. From the list, choose the DDA region where the person who self-directs lives

Region *
A Regional Map can be found on the [DDA website](#)

- Central Maryland Regional Office (CMRO)
- Eastern Shore Regional Office (ESRO)
- Southern Maryland Regional Office (SMRO)
- Western Maryland Regional Office (WMRO)

- d. From the list, choose the person's chosen FMCS agency

Participant's Financial Management and Counseling Services Agency (FMCS) *

- The Arc of the Central Chesapeake Region (Arc CCR)
- GT Independence (GTI)
- Public Partnerships, LLC (PPL)

- e. As the person completing the form, choose your relationship with the person who is self-directing from the dropdown menu

Relationship *
Choose the relationship between the person completing the form and the person who is self-directing

- Self
- Parent or Other Family Member
- Coordinator of Community Service (CCS)
- Support Broker
- Day to Day Administrator
- Direct Support Professional (DSP) - Employee
- Designated Representative
- Other

If you choose, "Other," the form will require you to name your relationship with the person self-directing

Other *
Please write what the relationship is between the person completing the form and the person self-directing

- f. Include the email address of the person completing the form so that a copy can automatically be emailed

Email Address of Submitter *
A copy of this form will be sent to the person submitting it

- g. Write exactly what Good or Service is being requested (Example: YMCA annual membership, a year of horseback riding activities, three months of art activities)

Good / Service Being Requested *

- h. Describe why the Good or Service is needed. Include
 - i. The goals and outcomes the good/service will support
 - ii. What benefit the good/service has to the person self-directing

What benefit does the Good / Service give to the person? *
Describe why the Good / Service is needed

- i. Include the cost of the good or service

Note: Any request at \$5000 or above will be automatically sent to the DDA for review and approval. The Regional Office will review within 20 business days.

Cost of the Good / Service *
This is the total amount for the Good / Service over the plan year. If the amount exceeds \$5000 in a request, the DDA Regional Office must review and approve before the FMCS may process.

- j. Note if the Good/Service was included in the SDS Budget Sheet
 - i. If yes, the FMCS will not need a budget modification completed in order to process the request
 - ii. If no, the FMCS will need a budget modification to process the request
 - iii. If you select, "No," the form will require you to list where the funding will be moved from (a service line or Unallocated Funds)

Was the Good / Service cost included in the SDS Budget Sheet? *

Yes

No

What budget line item(s) is the person decreasing to purchase this Good / Service?

k. Attestation - Check each box that is true for the request in order to confirm that the request meets the requirements of IFDGS

Attestations

By checking the boxes, the submitter agrees that the request meets the requirements for IFDGS

This request helps the person meet a need or goal that is shown in the Person-Centered Plan (PCP) *

This request decreases the need for Medicaid funds *

This request supports the person to maintain or increase independence *

This request promotes opportunities for the person to live in, be integrated in, and be included in the communities of their choosing *

This request will not compromise the person's health or safety *

Moving funds will not compromise the person's ability to have their needs met (as shown in the PCP) *

This person does not have available personal funds to purchase these goods / services *

This request is not available through another funding source *

This request is cost effective *

l. Include a signature to confirm that the person submitting the form has worked with the Participant / legal guardian / Designated Representative and ensured they have made an

informed decision

<p>Signature *</p> <p>By typing my name below, I attest that the Participant/legal guardian/designated representative has made an informed decision. Note: Completing this form before the participant/legal guardian/designated representative has made an informed choice is considered falsification of the document.</p> <input type="text"/>
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- m. Include any email addresses to send a copy of the form to:
 - i. The CCS email is required for the form to be submitted
 - ii. If the person has a Support Broker, the Support Broker email address is required for the form to be submitted
- E. Review of the IFDGS Form
 - a. Requests for less than \$5000.00 will automatically be sent to the person’s FMCS agency.
 - i. The FMCS agency will review the request.
 - ii. If the FMCS denies the request, it will automatically be sent to the Regional Office SDS Lead for the appropriate Region.
 - iii. The Regional Office will review the request within 20 business days.
 - 1. If the Regional Office approves, the FMCS will process the request.
 - 2. If the Regional Office denies, the Regional Office will send the person appeal rights.

Resources

- [DDA Webpage - Self-Directed Services](#)
- **DDA-Operated HCBS Waivers**
 - 1. [Family Supports Waiver](#)
 - 2. [Community Supports Waiver](#)
 - 3. [Community Pathways Waiver](#)
- FMCS Guidance

- **FMCS Agencies**

1. **GT Independence Contacts**

- Customer Service Line: 1-877-659-4500
- Customer Service Email: customerservice@gtindependence.com
- Raquel Barbour
 - Email: RBarbour@gtindependence.com,
 - Phone: 207-465-6488
- <https://gtindependence.com/state/maryland/>

2. **The Arc Central Chesapeake Region Contacts**

- Customer Service Line: 1-866-252-6871
- Customer Service Email: FMSParticipants@thearcccr.org
- Karen Bradbury, Director of Outreach:
 - Email: kbradbury@thearcccr.org,
 - Phone: 443-924-4477
- Leigh McHargue, Employee-Employer Relations Manager:
 - mchargue@thearcccr.org,
 - 410-384-4406
- <https://www.thearcccr.org/self-directed-services/>

3. **Public Partnerships LLC (PPL) Contacts**

- Customer Service Line: 833-660-2509
- Customer Service Email: PPLMDDDA-CS@pplfirst.com
- <https://www.publicpartnerships.com/state-programs-ppl/maryland/maryland-financial-management-and-counseling-services-fmcs/maryland-fmcs-overview/>

- **DDA Self-Directed Staff**

- Kristi Culbreth, DDA Statewide Coordinator of Self-Directed Services
 - kristina.culbreth@maryland.gov
- Jonna Krabill, Eastern Shore Regional Office SDS Lead
 - jonna.krabill@maryland.gov
- Ola Otuyelu, Central Regional Office SDS Lead
 - olasubomi.otuyelu@maryland.gov
- Tia Henry, Southern Regional Office SDS Lead
 - tia.henry2@maryland.gov
- Tina Swink, Western Regional Office SDS Lead
 - tina.swink@maryland.gov