



Developmental Disabilities Administration (DDA)

**The Self-Directed Person-Centered Plan: Process,
Rates, and COLA**

for Coordinators of Community Services and Providers

January 26, 2021 and January 27, 2021



Regional Director Opening Remarks

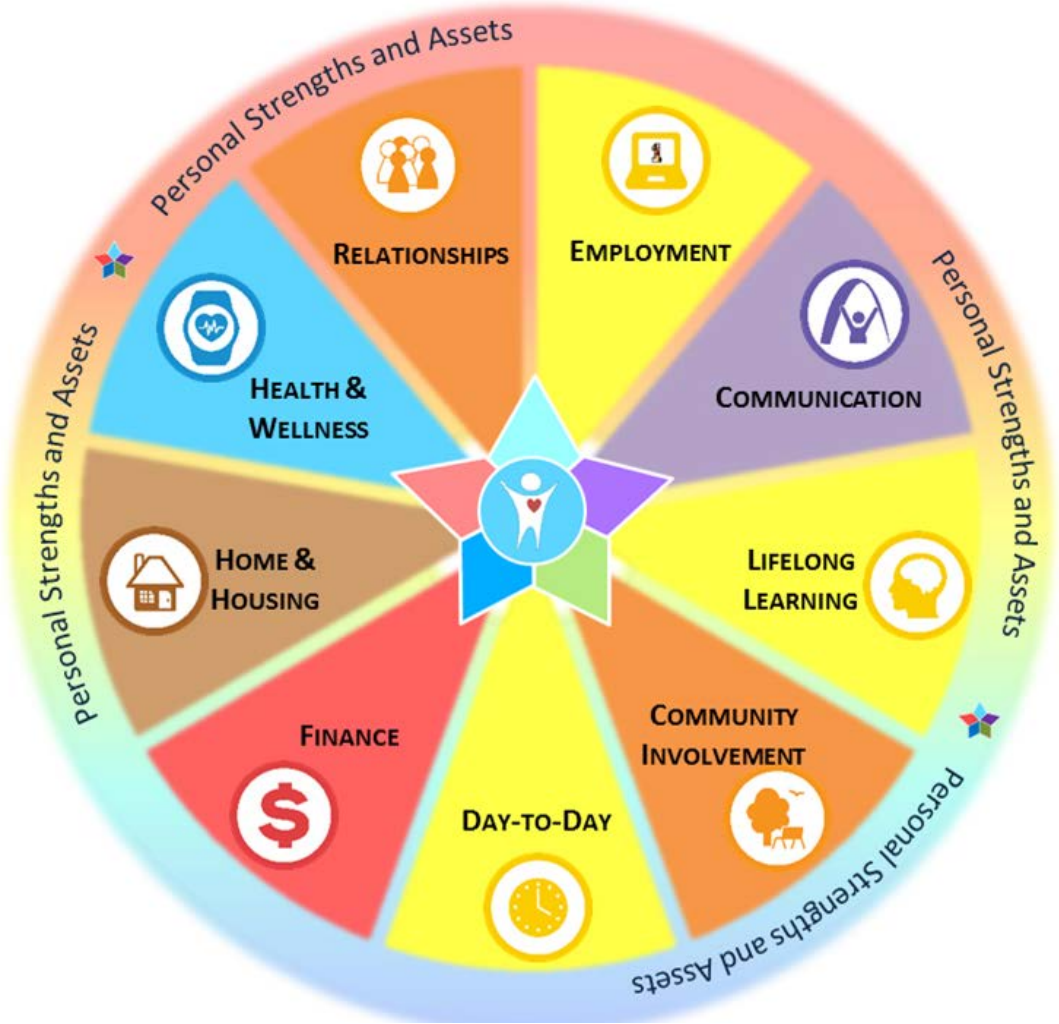
- The Developmental Disabilities Administration (DDA) is committed to the success and growth of the Self Directed Service Model
- DDA values the person-centered planning process
 - Preplanning
 - Development
 - Approval
 - Authorization
- DDA will continue to ensure you have access to the tools, support, and guidance you need to facilitate robust PCP's



Agenda

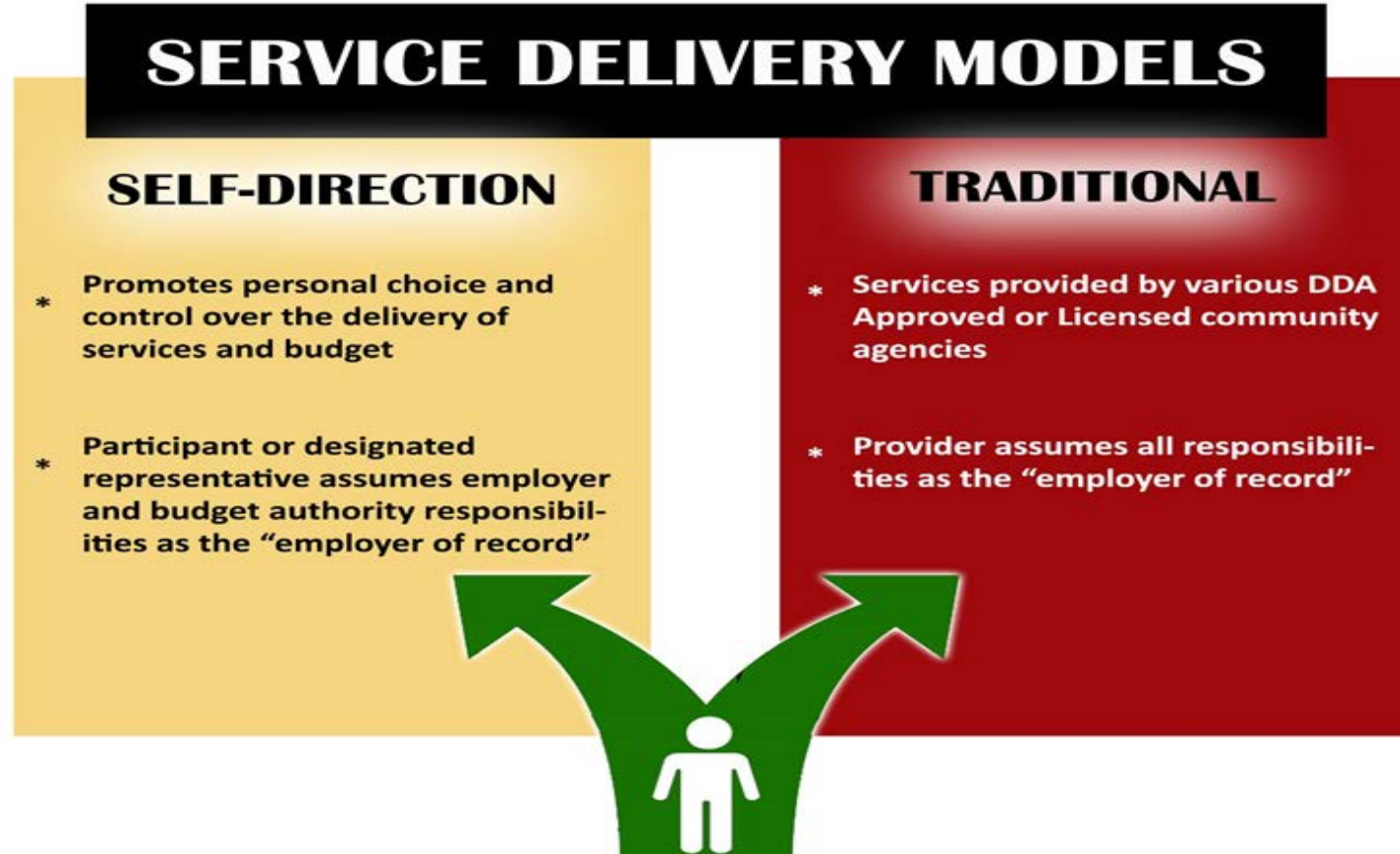
- Introduction
- Overview of Self Direction
- Pre-planning Process
- Development Process
- Approval Process
- Authorization Process
- Questions

The Good Life



What is Self Direction?

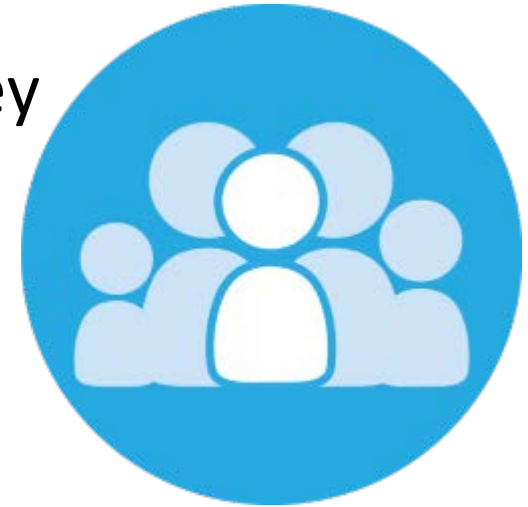
Service Delivery Models



Roles and Responsibilities in Self-Direction

The Participant

- Recruit, hire, train and supervise the staff or provider they choose to deliver their services. They are the legal employer and this is called ***Employer Authority***
- Develop and manage their budget with the support of their CCS. This is called ***Budget Authority***
- Work with their CCS to develop their Person-Centered Plan (PCP), and schedule and hold their Annual PCP meeting



Roles and Responsibilities in Self-Direction

Family

- Share important ideas, offer perspective, advocate for their family member's needs and provides valuable support toward their vision of a good life
- Assists in finding natural community resources as well as employees and vendors
- Supports the discovery and exploration of new community and employment options and opportunities



Roles and Responsibilities in Self-Direction

Coordinator of Community Services (CCS)

- Assists the participant and their family in learning and gaining access to resources in your community
- Supports the participant in developing their Person-Centered Plan and managing their self-directed budget



Roles and Responsibilities in Self-Direction

Support Brokers (Optional)

- Coach and mentors the participant in their role as an Employer with *strategies*:
 - To find, hire, and manage staff
 - To advertise, interview, schedule, train, evaluate, and handle employee concerns
 - To help determine if staff are providing services as intended
 - To review employees timesheets and submit them to the FMS on time



Roles and Responsibilities in Self-Direction

Fiscal Management Services (FMS)

- Supports the participant in the management of their role as employer
 - Conducting background checks;
 - Filing taxes;
 - Purchasing workers' compensation;
 - Processing timesheets;
 - Issuing paychecks
 - Tracking budget spending and providing you the participant with monthly budget statements
- Maintains communication with the DDA regarding the authorized PCP and approved SD Budget



Roles and Responsibilities in Self-Direction

Fiscal Management Services (FMS) - Jan 2020 COLA

- Governor Hogan announced on December 17th that he was accelerating the July 2021 provider rate increase to January 1, 2021
- The FMS and DDA will coordinate for the communication of the Jan COLA to participants that will be sent the first week in February
 - The COLA will be effective back to January 1, 2021
 - ***This budget will be used until an Annual or Revised PCP is developed in LTSS Maryland***
 - A dedicated FMS form will be used to allocate the new Jan 2021 budget allocation
 - Additional information and guidance regarding will be shared

Roles and Responsibilities in Self-Direction

Future Self-Directed Budgets:

- Per the December 31, 2020 [guidance](#), the DDA is working to ensure all participants using self-directing services have a holistic, quality and detailed PCP in *LTSSMaryland*
- Ensuring the detailed service authorization reflects the identified service needs per the PCP is also important as it relates to establishing and updating the self-directed budget allocation which will now be based on *LTSSMaryland* service rates

Roles and Responsibilities in Self-Direction

Future Self-Directed Budgets:

- As rates change due to rate studies, COLA's, or other means approved by the Maryland legislature, the DDA updates the service rates in *LTSSMaryland*
- These new rates are used to calculate the person's allocated budget to direct their services as determined by their PCP
- The required use of the *LTSSMaryland* PCP detailed service authorization for participants, enrolled in either the self-directed services or traditional services delivery models, ensure fair and equitable funding regardless of the service model chosen

Roles and Responsibilities in Self-Direction

Future Self-Directed Budgets:

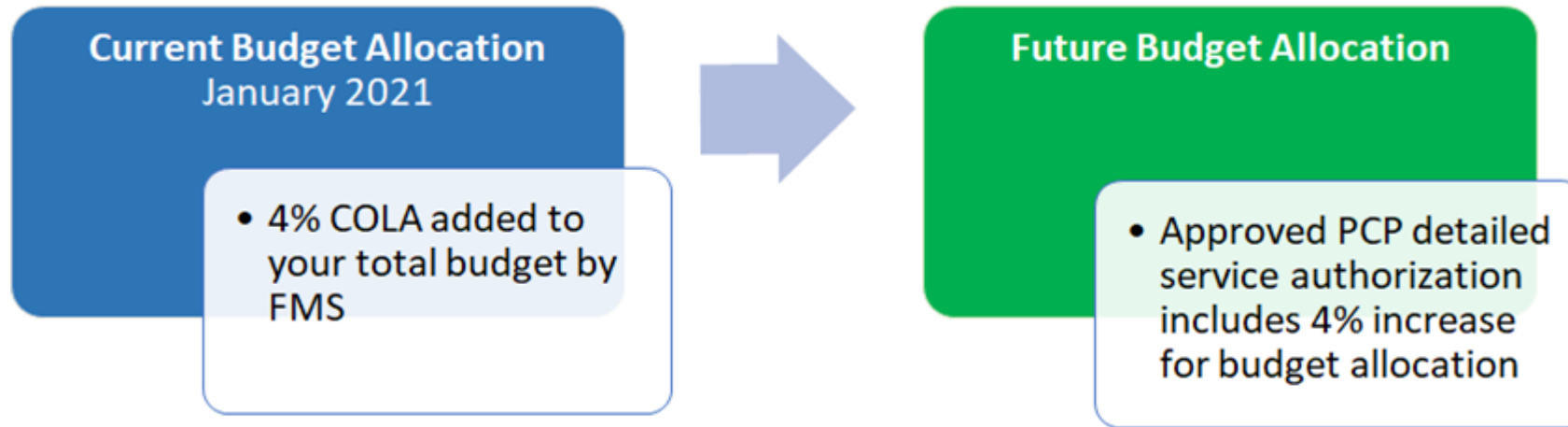
- Beginning January 1st, 2021 through June 30th, 2021, all self-directed plans will be reviewed and approved in *LTSSMaryland*
- The regional offices will be monitoring and tracking this process to ensure completion by June 30th, 2021
- Similar to the recent successful implementation of personal support/supported living billing in LTSS, the regions will work closely with CCS agencies and participants to ensure applicable timelines are met as outlined above

Roles and Responsibilities in Self-Direction

Future Self-Directed Budgets:

- The review and PCP revisions will ensure current services and fair and equitable funding allocation based on assessed need
- When the new budget allocation is established by the PCP detailed service authorization, then the person will need to create a new Self-Directed Budget Sheet
- Participants will work with their CCS to update their Self-Directed Budget Sheet that will replace the Jan COLA budget sheet
- The revised Self-Directed Budget Sheet will be submitted to the DDA for review with the PCP

Roles and Responsibilities in Self-Direction



- From January 2021 - June 2021, all participants self-directing services will either create a New, Revised or Annual plan
- The PCP detailed service authorization establishes the budget allocation which is then used to create the Self-Directed Budget Sheet that is reviewed and approved by the DDA
- The DDA is committed to reviewing and approving plans during this timeframe

Roles and Responsibilities in Self-Direction

Employees

- Provide services as outlined in the PCP and SDS Budget
- Maintain required training and certifications
- Submit information for criminal background checks as required

Roles and Responsibilities in Self-Direction

Developmental Disabilities Administration

- Reviews and approves the submitted Person-Centered Plan and Self-Directed Services budget sheet which establishes the total budget amount for authorized services
- Submits both the authorized PCP and SDS Budget to the FMS
- Maintains communication with the participant, the CCS and the FMS to ensure program compliance

Roles and Responsibilities in Self-Direction

Regional Office Advocacy Specialists

- Assist in advocating for individual's rights
- Help to address violations
- Guides to appropriate resources

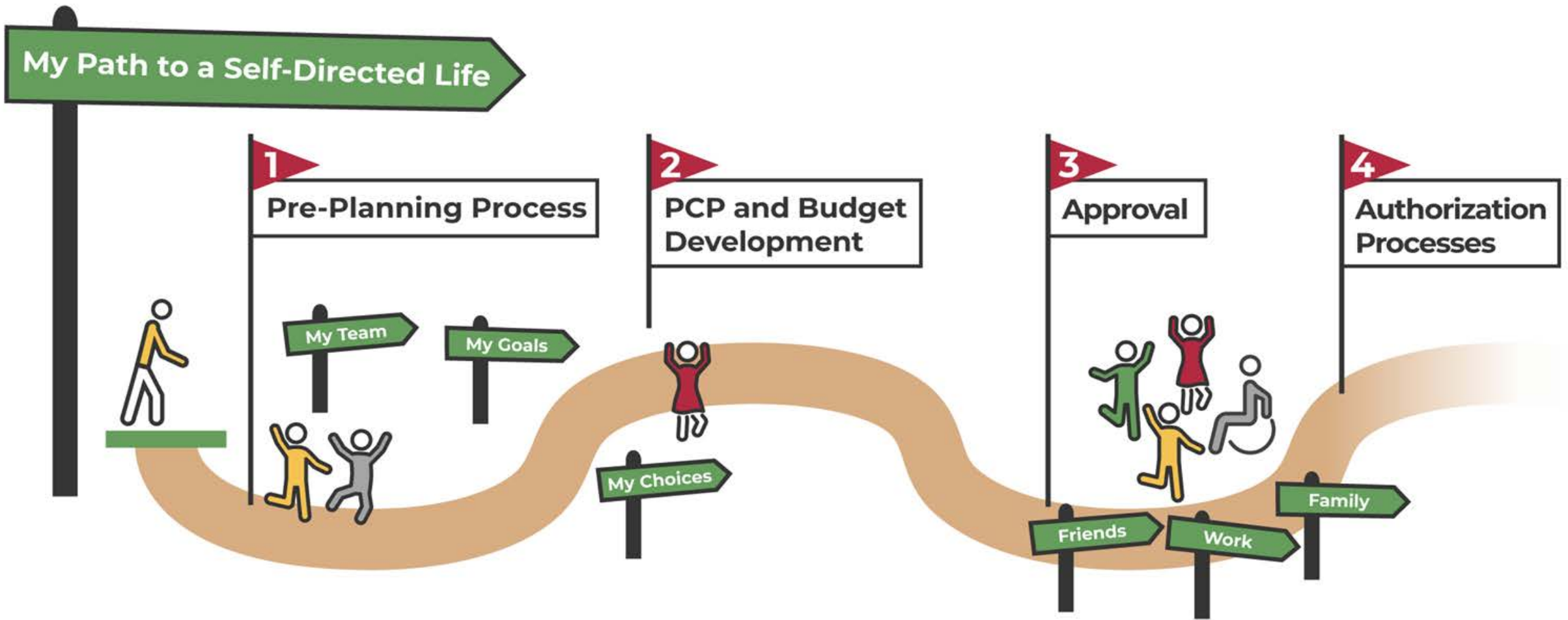


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Southern Maryland Regional Office (SMRO)	Western Maryland Regional Office (WMRO)
Advocacy Specialist: Vacant	Advocacy Specialist: Jessica Stine
Email: N/A	Email: jessica.stine@maryland.gov

DDA Waiver Services

Budget Authority		Employer Authority
-Assistive Technology & Services	-Nursing Support Services	-Employment Services
-Behavioral Support Services	-Participant Education, Training and Advocacy Supports	-Community Development Services
-Community Development Services	-Personal Supports	-Participant Education, Training and Advocacy Supports
-Day Habilitation	-Remote Support Services	-Personal Supports
-Employment Discovery & Customization	-Respite Care	-Respite Care
-Environmental Assessment	-Support Broker	-Support Broker
-Environmental Modification	-Supported Employment	
-Family and Peer Mentoring Supports	-Supported Living	Budget and Employer Authority
-Family Caregiver Training & Empowerment Services	-Transition Services	-Community Development Services
-Housing Support Services	-Transportation	-Employment Services
-Individual & Family Directed Goods and Services	-Vehicle Modifications	-Participant Education, Training and Advocacy Supports
-Live-In Caregiver Supports		-Personal Supports
		-Respite Care
		-Supported Employment

Note: Service are based on assessed need and vary by DDA Waiver program.

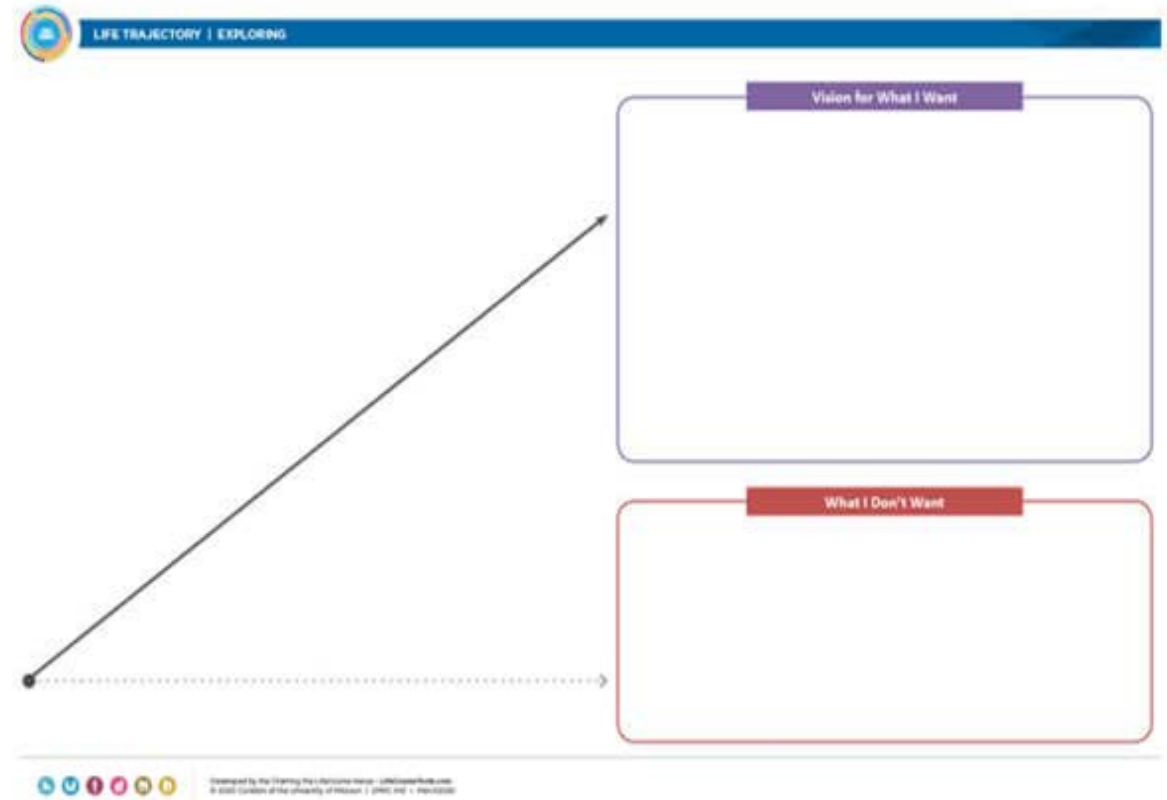


Pre-planning Process

Self-Directed Person-Centered Plan Budgets

What is the purpose of the PCP?

- The person's LIFE
- The person's PLAN
- The person's CHOICE



Why is Pre-planning so important?

- **BLUEPRINT**
- **COLLABORATION**
- **TRUST**
- **CONTINUITY OF CARE**



Why is Pre-planning so important?

Continued...

- Important TO
- Important FOR
- Outcomes



Who should participate in pre-planning for people self directing their services?



PERSON



FAMILY



FRIENDS



CCS



EMPLOYEES/VENDORS



SUPPORT BROKER



When and how do we start Pre-planning?

- No more than 90 days prior to the Annual PCP, CCS will:
 - Coordinate pre-planning meeting with SDS participant
 - Determine who the individual wants to include in pre-planning
 - Schedule pre-planning meeting with identified people

- Facilitate pre-planning meeting
 - Review of previous PCP
 - Lifecourse
 - Important To/For
 - Needs
 - Goals/Outcomes
 - Begin building draft PCP/Budget
- Schedule annual PCP meeting

Development Process

Self-Directed Person-Centered Plan Budgets

PCP Development Process

The CCS will develop, in collaboration with the participant and their PCP team, a PCP that reflects the:

- Participant's outcomes;
- Identified risks, right restrictions, and needs; and
- Requested services necessary to ensure the participant is:
 - Healthy
 - Safe
 - Achieving their “good life”



PCP Development Process

PCP Outcome Section

- Personal outcomes are goals people set for themselves and are defined from the participant's perspective
- Team should not only provide needed supports, but also identify natural supports and other contributing resources to support the outcome of the person
- Outcomes should be associated with each authorized service in the PCP
- To support an integrated “community life” and prevent a “service life”

PCP Development Process

PCP Service Authorization Section

- Requested DDA funded services are noted in the PCP's detailed service authorization section
- Requested services should be in accordance with the DDA's Waiver service descriptions taking into consideration:
 - (1) Other available resources;
 - (2) Assessed unmet need;
 - (3) Potential duplication of services;
 - and (4) Service scope and limitations
- The PCP includes a section for PCP related documents that can be uploaded into the system



PCP Development Process

PCP Service Authorization Section

- Under the *Traditional Service Delivery Model*:
 - The detailed service authorization section includes DDA Providers. The LTSS *Maryland* Service Referral is a request that is sent to the provider(s) that are selected to provide services as documented in the detailed service authorization section of the PCP
 - Once accepted, the provider is listed
- Participants self-directing services can hire DDA providers; however, they will not be noted in the detailed service authorization section

PCP Development Process

PCP Service Authorization Section

- Under the *Self-Directed Services Service Delivery model*:
 - Individuals and vendors (*including DDA Providers*) hired by the participant self-directing are not included in the service authorization section
 - If selected by the participant, a DDA licensed or certified provider could complete the Detailed Service Authorization Tool (DSAT) to assist the CCS and participant in consideration for DSA units to request based on assessed need
 - The service authorization section should capture all required information including all of the services, frequency, scope, and duration with the exception of a provider

PCP Development Process

PCP Assessed Need Documentation

- The PCP and supporting documentation needs to demonstrate the assessed need for the service request
 - What is the need/risk?
 - How will the service being requested meet the need or mitigate the risk?
- Documentation can include:
 - Participant schedule
 - Risk and mitigation strategies
 - Health Risk Screening Tool, Nursing Care Plan and Behavior Plan
 - Focus Areas - What's working/What's not working

PCP Development Process

PCP Service Authorization Section

- To assist with determining unmet need(s), participants should be supported in developing a holistic full schedule showing when supports including natural, educational, REM, Community First Choices, DDA requested services, etc. *are or would* be provided during a typical week will help to demonstrate the need
- It is important to consider services needed during times school is not in session, such as winter, spring, and summer breaks

PCP Development Process

Self-Directed Budget Sheet

- The DDA will provide a specific training on completing the Self-Directed Budget Sheet
- It must be submitted with the PCP
- The participant, with support of their CCS, creates the Self-Directed Budget Sheet based on their PCP detail service authorization request and anticipated budget allocation from the service cost total
- The Self-Directed Budget Sheet must mirror the services and units included in the PCP detail service authorization request and total cost shall not exceed the anticipated budget

PCP Development Process

Self-Directed Budget Sheet

- Is uploaded into the PCP Documentation section
- Upon receipt of the PCP, the Regional Office will:
 - Review the Self-Directed Budget Sheet after completing the detail service authorization review process
 - Send questions regarding the Self-Directed Budget Sheet using the PCP clarification function
- Any changes in service requests based on service and unit clarifications may require adjustments to the Self-Directed Budget Sheet

Important to Remember

- Project out the PCP effective date in your planning to allow time for PCP approval and the FMS to set up the account
- If a participant is moving from traditional to self directed services, assure the traditional services PCP remains active until midnight the night before the SD services start



Development - Resources

- [DDA Waivers web page](#)
- [DDA Waiver Programs Webinar](#)
- [Employment Conversations](#)
- [Guidelines for Service Authorization and Provider Billing Documentation](#)
- [PCP CCS Guide](#)
- [PCP Summary and Outcomes](#)
- [PCP Focus Area Exploration](#)
- [PCP Review Checklist](#)
- [Operating in PCIS2 and LTSS Guidance](#)
- [Link to the SDS Budget sheet](#)
- [Link to the Waiver Services Agreement Form \(SDS Only\)](#)
- [Link to Support Broker Structured Interview Checklist](#)
- [Support Broker Agreement Form](#)
- [Family as Staff Form](#)

Approval Process

Self-Directed Person-Centered Plan Budgets

PCP Approval Process

The Self-Directed PCP Approval process includes:

1. Participants or their legally authorized representatives
Signature Sheet
2. CCS Signature Sheet



PCP Approval: Participant

CCS Responsibilities - PCP

- The CCS will review the draft PCP and SDS Budget Sheet to ensure the services and units are aligned, which includes the proposed service(s), scope, frequency, and duration with the participant and/or their legally authorized representative (if applicable)
- The CCS will ensure that the services noted in the detailed service authorization section of the PCP adheres to all waiver requirements
- The CCS will upload all documentation such as staffing/activity schedule for Personal Supports, assessments, etc. to substantiate an assessed need to the Documentation section of the PCP
- The CCS will ensure that the HRST is completed, and a clinical review is obtained for people that have healthcare level of a 3 or higher

PCP Approval: Participant

CCS Responsibilities - Self-Directed Budget Sheet

- The CCS will review the Self-Directed Budget Sheet with the participant and/or their legally authorized representative, ensuring the following:
 - The budget aligns with the services and units in the detailed service authorization and that the rates adhere to the DDA's reasonable and customary standards
 - The effective start and end dates on the budget sheet correspond to the effective date noted in the PCP
 - Legally mandated Earned Sick & Safe Leave benefits are noted in the budget sheet for Montgomery County residents only

PCP Approval: Participant

CCS Responsibilities - Self-Directed Budget Sheet continued

- Individual and Family Directed Goods and Services are purchased from savings identified and available in the participant's annual budget
- Except for \$500 per year for costs associated with recruitment of staff, the DDA will not authorize additional funding for Individual and Family Directed Goods and Services in the participant's annual budget
- All vendors/providers are listed accurately, and taxes are accounted for within the budget sheet
- Once approved by the participant and/or their legally authorized representative, the CCS will upload the budget sheet into the documentation section of the PCP

PCP Approval: Participant

CCS Responsibilities - Waiver Services Agreement Form

- The Waiver Services Agreement Form is an agreement between the Maryland Department of Health, DDA, and participants using the self-directed service delivery model to receive specific DDA services and supports
- Once the Waiver Services Agreement form is signed, the CCS will upload it into the Documentation section of the PCP

Participant Signature Page

- The CCS reviews the final PCP with the Participant prior to submitting to the DDA
- Once approved by the participant, the CCS facilitates the participants agreement on the “Participant Signature Page” and uploads it into the PCP “Signature” Section

PCP Approval: CCS

CCS Approval

- The CCS Approval is also required for the PCP
- The CCS will conduct a final review of the PCP, Self-Directed Budget Sheet, and Waiver Agreement Form to ensure accuracy and that it meets all DDA requirements
- The CCS indicates their agreement to the PCP by completing the “Coordinators of Community Services (CCS) Signature Page” and uploading it into the PCP “Signature” Section
- Once finalized, the CCS then submits the PCP which shall include the Self-Directed Budget Sheet, Waiver Agreement form, and all other necessary documentation via the *LTSSMaryland* system to the Regional Office for review and authorization

PCP Approval - Vendors/Providers

Under the Self-Directed Services service delivery model:

- DDA licensed or certified providers can be utilized as vendors
- If selected by the SDS participant, the DDA licensed or certified providers will receive applicable vendor forms from the person's FMS agency
- The providers completion of the FMS form is their agreement to provide the services
- The FMS confirms providers meet required qualifications and facilitates the completion of any required documentation

Authorization Process

Self-Directed Person-Centered Plan Budgets

PCP Authorization: Regional Office Review

- Regional Offices receive, review, request consults, request clarifications, and authorizes Initial, Annual, or Revised PCPs through *LTSSMaryland*



4
Authorization
Processes

- The Regional Offices will review PCPs within 20 business days utilizing the PCP Checklist, the Guide to Reasonable and Customary Rates, the DDA Service Authorization Guide, the current Medicaid Waivers, Policies, Standard Operating Procedures, etc. to ensure all of the necessary components of the plan are completed accurately

PCP Authorization: Regional Office Review

- All services noted in the Detailed Service Authorization section of the PCP should be based on an assessed need and documentation should be uploaded by the CCS into the PCP to substantiate the need
- If needed the Regional Office reviewers have the option of requesting internal Consultations or external Clarification from the CCS
- Once the PCP meets the approval criteria, authorization will be finalized in *LTSSMaryland*
- An approval letter along with the approved PCP, Self-Directed Budget Sheet, and signed Waiver Services Agreement form will be disseminated to the FMS, CCS, and the participant

IMPORTANT

Considerations for Authorization

- The self-directed budget sheet must include the DDA services authorized in the PCP based on the assessed need. The assessed need must be described within the PCP. Any supporting documentation to substantiate a need should be uploaded into the PCP
- Participants may determine staffing and pay rates based on the reasonable and customary rate standards
- The Self Directed Budget Sheet for all PCP plan types (Initial, Revised and Annual) may not contain an allocation of funding for Individual and Family Directed Goods and Services except for Staff Recruitment and Advertising
- The self-directed budget sheet may only be submitted by the CCS along with the PCP to be reviewed and approved by the Regional Office

Resources

- [DDA PCP Planning web page](#)
- Person-Centered Plan Development and Authorization
- [LifeCourse integrated supports star link](#)
- [Maryland Long-Term Services and Supports Person-Centered Plan Overview](#)
- [PCP CCS Guide](#)
- [PCP Summary and Outcomes](#)
- [PCP Focus Area Exploration](#)
- [Person Centered Planning and Strategies Webinar](#)
- [Person Centered Plan Authorization Webinar](#)
- [Supporting Families Community of Practice](#)
- [Supporting Families Community of Practice - PCP Foundational Tools](#)
- [Employment Conversations](#)

DDA Regional Offices

Regional Director	Counties Served	Email
<p>Nicholas Burton Director Central</p>	<p>Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County</p>	<p>Nicholas.burton@maryland.gov</p>
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<p>Onesta Duke Director Southern</p>	<p>Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties</p>	<p>Onesta.duke@maryland.gov</p>
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Questions

