

shared support maryland, inc.

sharing ideas and solutions

Shared Support Maryland, Inc.
Program Service Plan

Program Service Plan for Shared Support Maryland, Inc.

Rationale

Our agency has provided services using the principles of self determination to many people with disabilities.

Freedom

- to live a meaningful life in the community -

Authority

- over dollars needed for support -

Support

- to organize resources in ways that are life enhancing and meaningful -

Responsibility

- for the wise use of public dollars -

Confirmation

- of the important leadership that self advocates must hold in a newly designed system

Our mission is to provide a working protocol to support a person's outcomes and success at striving for his or her dreams, specifically, *it is the mission of all Shared Support Maryland, Inc. stakeholders to support the people we serve to participate in the joys, work and traditions of their chosen community.* We measure our success one person at a time. We use a person centered and person directed approach to develop our support system unique for each person. We believe and practice that as the way to conduct our business.

Shared Support Maryland, Inc. provides a range of support services in order to support people to pursue and achieve their outcomes. The person's funding mechanism does not direct the process for the person at Shared Support Maryland, Inc. Each potential person must meet the admission criteria detailed in our Circle Process Policy.

Each person referred to Shared Support Maryland, Inc. will go through a person centered planning session to determine what is important to the person. Shared Support Maryland, Inc. will present to the person a plan that details how to support the person given their needs, concerns and budgetary information (e.g., what service the person is eligible for and the name of that service). In some cases, Shared Support Maryland, Inc. may provide actual financial information as it applies to the person and the supports they will receive so that the person can make an informed choice about the provider they choose.

Scope

Supports Brokerage:

Shared Support Maryland, Inc. will provide Supports Brokerage. Supports Brokerage services assist participating families and persons to make informed decisions about what will work best for them consistent with their needs and reflect their person circumstances. Serving as the agent of the family and/or the person, the service is available to assist in identifying immediate and long-term needs, developing options to meet those needs and accessing identified supports and services. A family or person-centered planning approach is used.

Supports Brokerage provides sufficient information to assure that participants and their families understand the responsibilities involved with self direction and assist in the development of an effective back-up and emergency plan. Supports Brokerage offers practical skills training to enable families and people to remain independent and / or become resourceful. Examples of skills training include providing information on recruiting and hiring personal care workers, managing personal care workers and providing information on effective communication and problem-solving, self-direction support and assistance in developing an effective back-up and emergency plan.

In any instance using the innovative plan regulation Shared Support Maryland, Inc. may also assist individuals in the innovative planning process if necessary.

Vocational Supports:

Supported Employment:

Shared Support Maryland, Inc. will provide Employment supports. Employment serves (a) people who are self-employed and need supports; (b) people who are working in community business for pay with funded supports under supported employment; or (c) people who are in any work program, (except for one in an ICF/MR) that includes supports to achieve the desired outcomes outlined in the person's person centered plan and articulated in the Individual Plan. Employment may also include vocational services providing the following: work skill training; placement; training in acceptable work behaviors; and work-related personal presentation issues. Additionally, Employment supports may include support to pursue volunteer activities to help the person gain desired work experience, personal satisfaction, and to contribute to the community. The person and his/her team will evaluate, through the circle meeting process, the appropriateness and continued desirability of the volunteer placement over paid work activities.

Community Learning Services:

Community Learning Services provide an alternative to facility-based Traditional Day Habilitation services for people currently unable to work be it due to their disability, age, or circumstances. These services support people to be involved in activities in inclusive community settings that improve their communication, social skills, health and wellness, and ultimately their employability. Community Learning Services are provided in accordance with the person's person centered plan revisited monthly at circle meetings and updated as needed at any given time.

Community Learning Services are based on the Vision for employment that are assessed through a person centered process as well as one of two Vocational Profile assessments SSMD uses. The first assessment is the Vocational/Personal Profile Form (Marc Gold & Associates) and the second is a combination of assessments pulled into a documents called the Supported Employment Toolbox. The findings of the assessments and planning are documented in the Person Centered Plan and the Individual Plan. All support that is provided through this model is inclusive (no more than 1 or 2 people with disabilities in a setting). Self Advocacy groups by nature are homogeneous and are an exception to this standard. It is expected that Shared Support Maryland, Inc. deliver these services in *no* groups and provided as part of the person's individualized set of supports.

Community Learning Services are designed to create meaningful days for people, and are specific, individualized and goal oriented services. Community Learning Services support people in developing the skills and social supports necessary to gain employment; promote positive growth, and; provide activities, special assistance, support, and education to help people whose age, disability, or circumstances currently limits their ability to be employed and participate actively in their community. Services are highly individualized and can include, but are not limited to: self-determination/self-advocacy training; workshops and classes; peer mentoring; volunteer activities; activities that promote health, socialization, etc. One example is a person enrolling in related acting classes and volunteering at a local theatre as part of his overall plan to be a graphic artist. The career path chosen offers classes that are out of the realm of what the person directly wants to do. By engaging in the said opportunities he is creating the relationships with the people that he wants to ultimately work for and is getting ideas on where his passion fits in in the workforce. Progress towards the person's employment and career goals and outcomes will be assessed on an ongoing basis and reviewed monthly at circle meetings.

Shared Support Maryland, Inc. always promotes the use of any mode of transportation which achieves the most reliable, least costly, and most appropriate, means of transportation for the person with priority given to the use of public transportation when possible.

Employment Discovery and Customization

Employment Discovery and Customization services are predicated on the belief that all people with developmental disabilities can work when given opportunity, training, and supports that build on a person's capacities and strengths. Shared Support Maryland, Inc. believes in employment for all regardless of disability (significance or multiplicity). Employment Discovery and Customization services are provided in accordance with the person's Person Centered Plan and Individual Plan and revisited on a monthly basis at circle meetings.

Employment Discovery and Customization are time-limited assessment, discovery, customization, and training activities to assist a person in gaining competitive employment where the person earns comparable wages in inclusive work environments.

Employment Discovery and Customization services include but are not limited to the following: community-based situational assessments; job development; job and task analysis activities; job training; work skill training; training in social skills, acceptable work attitude, conduct and other skills such as money management, basic safety skills, and work-related personal matters. Employment Discovery and Customization services may be provided for up to 3-months period.

A person and their team will follow the job development plan in a person's Person Centered Plan. This service model will likely be used for people that are new to the company, people for whom job development has been challenging for any number of reasons and people that have experienced a job loss or long term separation. The brainstorming to determine the path that this Discovery and Customization will take place will be through any number of modes including but not limited to: maps pertaining to social roles and paid employment, PATH, components of the formal Discover process (Hammon, et al), more detailed assessment from the Vocational/Personal Profile (Marc Gold) and the Toolbox and potentially a more frequent "re-visit" using the circle meeting process. Focus on relationships and community connections of the person, the team members, the company and any other entity are key in furthering the success of this discovery process.

Shared Support Maryland, Inc. always promotes the use of any mode of transportation which achieves the most reliable, least costly, and most appropriate, means of transportation for the person with priority given to the use of public transportation when possible.

Shared Support Maryland, Inc. understands that additional monthly increments must be preauthorized by the DDA.

Residential Supports:

Personal Support/CSLA:

Shared Support Maryland, Inc. will provide Personal Support services. Personal Support offers personal assistance, supervision/support and training for people living in their own homes or in the family home. Personal Support offers a range of home and community-based services intended to assist the person to participate fully in home and community life. Personal support services are also known as Community Supported Living Arrangements (COMAR 10.22.01), and are provided based upon the needs as articulated in the plan of care. These services are provided to people with a developmental disability (COMAR 10.22.12) who are currently enrolled in the waiver, are in crisis situations; are moving from a state residential center (SRC), nursing facility, or from a mental health facility placement; or are on the waiting list for DDA services and identified as needing services. These services are provided regularly based upon a specified number of hours required weekly.

Personal support may include assistance, supervision and training in the following:

- Housekeeping
- Menu planning, food shopping, meal preparation and eating
- Personal care and assistance with hygiene and grooming
- Any task to ensure health and safety, including nursing services and medication administration
- Maintaining and cleaning adaptive devices
- Providing 24-hour support or providing 24-hour emergency assistance
- Engaging in activities to improve social skills
- Managing his or her finances, including money management, banking and tax preparation

In addition to these types of services, Personal Support also provides assistance necessary to effectively link a person with his/her community. Examples may include assisting the person to:

- Establish relationships in the community with people, organizations or associations
- Enhance skills related to expressing preferences and choices
- Facilitate opportunities for the person to acquire skills identified in the plan of care, including self-advocacy training and participation
- Secure and maintain government and community resources
- Secure and maintain housing
- Locate roommates of the person's choosing

Family Support Services and Individual Support Services (FISS):

Shared Support Maryland, Inc. will provide Family and Individual Support Services (FISS). FISS covers a wide array of supports in the life of a child or adult who lives in their own home or their family home, and are provided by making use of resources available in the community, while at the same time, building on the person's existing support network. FISS are the supports provided to the person and/or his/her family to enable the community participation of the person. These services are typically low-cost, are provided more intermittently than Personal Support and often utilized to purchase items or services necessary to maintain the person's community living that are not available from other sources. These services are provided to persons with a developmental disability (COMAR 10.22.12) who are currently enrolled in the waiver; are in crisis situations; are moving from a state residential center (SRC), nursing facility, or from an inappropriate mental health facility placement; or are on the waiting list for DDA services and identified as needing services. These services are rendered to the specifications outlined in the Individual Plan.

For example:

- Budgeting
- Counseling
- Assisting the person to gain skills
- Accessing community activities and services, including helping the person and family with the day-to-day coordination of needed services
- Purchase of materials/supplies/equipment not otherwise covered by other sources, but necessary for the successful community living of the person
- 24-emergency service
- Futures Planning
- Self-advocacy training activities
- Family training on issues related to the person's needs

For the purposes of this service, "family" is defined as the persons who live with or provide care to a person served on the waiver, and may include a parent, spouse, children, other relatives, foster family, in-laws or other people who have a close personal relationship to the person, similar to that of a relative. To be covered under the waiver, family training must be included in the person's Individual Plan.

Individual Family Care:

Shared Support Maryland, Inc. will provide Individual Family Care (IFC) to people that chose and/or are used to this type of living arrangement. IFC is a private, single family residence which provides a home for up to three people with developmental disabilities, who are unrelated to the care provider. It is likely, unless people have truly chosen other roommates that have developmental disabilities, that this model will be used only for one person living in the Foster home.

Shared Support Maryland, Inc. will provide these services to people based on our model of support:

- People choose with whom they live
- People are making choices about their everyday lives and what occurs in them
- People are not controlled by others
- People choose their Family Care provider
- People are not forced into living with people they do not know and / or do not wish to live with for any reason.
- All values of Shared Support Maryland, Inc. are upheld by the Family Care provider and respite staff hired by the provider
- All stakeholder received overviews and training in DDA regulations and Shared Support Maryland, Inc.'s policies and procedures.
- The home is comfortable, safe and the areas where the person receiving Family Care typically frequents are personalized and feel like their own.
- Administrative support will be offered as part of the service to the team. This may include but is not limited to: training, seeking respite providers, researching and obtaining resources, etc.

These services will not supplant services available through other resources, including the Medicaid State Plan.

These services and supports will be provided under the supervision of a licensed psychologist with extensive training and experience in positive behavioral approaches.

Transition Services:

Shared Support Maryland, Inc. will provide Transition Services. Transition Services serve two distinct areas. The first area is set-up for people establishing their own homes in the community. These services include necessary furnishings, household items and services that a person needs for successful transition to community living. Such services may include:

- Bedroom furniture;
- Dining room furniture;
- Living room furniture;
- Kitchen ware (dishes, pots, pans, flatware);
- Telephone;
- Moving expenses;
- Set-up fees or non-refundable deposits for utility or services access (e.g. telephone, electricity, heating);
- Health and safety assurances, such as pest eradication, allergen control or one-time cleaning prior to occupancy
- TV and other home appliances and our entertainment equipment may also be included. When people invite friends and family over for meals and entertainment Shared Support Maryland, Inc. includes that as part of inclusion and relationship building.

These services must be preauthorized by the DDA Regional Office.

The second area of Transition Supports is resource coordination for people transitioning from institutions to the community. This service will be available to assist them up to six months prior to their move from the institution. These supports will help people to make selections on where and with whom they would like to live, who will provide their services, and other important planning decisions necessary for a successful community transition. This service will only be provided during the period before movement into the community. Upon entering the community, the person will receive case management through Resource Coordination as described above.

Preliminary plans of care for people transitioning out of ICFs/MR and other institutions will be developed by the resource coordinator, the person and other members of the person's team who may be available or identified by the person to participate. This preliminary plan will contain information specific to the person's transition and the

services necessary to ensure a smooth transition with ample opportunity for consumer choice and direction. This is another type of transition planning that Shared Support Maryland, Inc. may be involved in or providing a piece of this particular type of service.

Transportation:

Shared Support Maryland, Inc. will provide support to coordinate Transportation services. Transportation services are designed to specifically enhance a person's ability to access community activities in response to needs identified through the person's plan of care. These services are available to people living in their own homes or in their family home. Transportation service may be provided by different modalities, including public transportation, taxi services and non-traditional transportation providers. Transportation services under this authority will not be utilized if other transportation service is available or covered, including under the Medicaid State plan, IDEA or the Rehabilitation Act.

Any stakeholder providing transportation services to someone is required to have a valid Driver's license and current insurance for their personal vehicle or other vehicle used in this service. A driver's record check may be required by the person/family/team.

Accessibility Adaptation:

Shared Support Maryland, Inc. will provide or provide support to obtain accessibility adaptations. Accessibility adaptations are physical modifications to a person's home that are provided to enable the person to live safely and successfully at home (COMAR 10.22.01). Such modifications may include the following:

- Widening of doorways
- Installation of grab bars
- Construction of access ramps and railings
- Installation of chair glides along stairways
- Installation of detectable warning on walking surfaces
- Installation of visible fire alarm for a person who has a hearing impairment

These services must be preauthorized by DDA and be in accordance with the plan of care.

Assistive Technology and Adaptive Equipment

Shared Support Maryland, Inc. will provide or provide support to obtain assistive technology and adaptive equipment. Assistive technology and/or adaptive equipment is technology that may be necessary for someone to live successfully in the community (COMAR 10.22.01). Such services may include the following:

- Communication devices

- Equipment needed to adapt the participant's or family's vehicle
- Any piece of technology or equipment that enables a person greater ability to live autonomously and /or have control of their environment.

These services shall only be provided if approved in the plan of care and not otherwise available under Medicaid State plan or through other resources.

DORS Services

Shared Support holds a license to provide job development and coaching through the Department of Rehabilitation Services.

Staffing and Training:

Staffing requirements will be derived from each person's Individual Plan. For example, someone may require that their staff know sign language or be bi-lingual, be able to life and do personal care, have experience in community organization membership, have experience providing vocational support or have the same hobbies, have the same values or be interested in doing the same things as the person.

Each support staff will demonstrate to the person/family the ability to support the person to pursue his or her outcomes. Each support team member will be trained by the person/family on person-specific details (including preferences, positive behavior supports, and disability-specific information). If Family Support Services are being provided each support person will have family training that is specifically defined by the family's plan and job description. All support staff employed by Shared Support Maryland, Inc. must demonstrate core competency related to self-determination, rights and person-directed services. Training will be available to assist Support Brokers who have been identified by a person to gain the skills necessary to act in this capacity. Prior to rendering service, Support Brokers must demonstrate core competencies related to self-determination, consumer-directed services, service systems for people with disabilities and effective staff management strategies.

Generally, each staff will be required to:

- meet the requirements as designated by the person;
- satisfactorily complete an application for employment, a physical, and I-9 information;
- undergo and pass a criminal record check;
- have a driver's license if required by the person they are supporting; and
- share a philosophy that all people, regardless of disability, belong in their chosen communities.

Each person employed by Shared Support Maryland, Inc. will be trained on the job description developed for each person the agency supports based on their Individual Plan and Behavioral Supports (as applicable). Staff will be trained as per COMAR 10.22.11.

All stakeholders of Shared Support Maryland, Inc. are encouraged to be involved in promoting best practices, attending regional training that align with our mission, advocating for effective legislation and policy making, conducting training and acting as a role model in self-determination.

People/families, other providers, the fiscal intermediary entity (acting as the OHCDS), and Shared Support, Inc must sign a provider agreement specifying qualifications and articulating expectations.

Setting and location:

All services will be provided in the person's home, employment or volunteer location, the child's family's home, school, university, neighborhood/community, foster home (licensed and foster care provision through another agency) or any other natural location. Shared Support Maryland, Inc. will not, under any circumstances, open workshops, day facilities or group homes in order to provide services or otherwise. If a person requests that Shared Support Maryland, Inc. work with he/she in a workshop, day facility or group home Shared Support Maryland, Inc. may do so as requested by the person. Shared Support Maryland, Inc. will support people in an individualized manner. This includes family, friends, community support and paid staff support. The number of people that are expected to be served is undetermined at this time. We will grow one person at a time.