

Shared Support Maryland, Inc.
Program Service Plan

April 2018

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Shared Support Maryland, Inc. Program Service Plan

Rationale

Our agency has and continues to work for people with disabilities using the principles of supported decision-making, self-determination and the premise that everyone communicates so that people direct their supports and services.

Supported Decision Making Principles

Everyone has the right to make decisions about the things that affect them.

Capacity to make decisions must be assumed.

Every effort should be made to support people to make their decisions.

Capacity is decision specific.

People have the right to learn from experience.

People have the right to change their minds.

People have the right to make decisions other people might not agree with.

Principles of Self Determination

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 assist people in developing and maintaining the self-direction of their services and supports, fosters and grows community connections and relationships, and values the ambitions and goals of the people we support by joining in their pursuits and sharing in their successes. In doing so we inspire systemic change.

SSMD, knows that the way to Self Directed Services through Support Brokerage or many

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other means is the essential and best modality for all persons, inclusive of those with multiple disabilities, co-occurring illnesses, significant health needs, significant challenging behavior, with any number of severity of perceived or actual habilitative needs regardless of IQ. SSMD has an Employment Handbook and Policies and Procedures that detail our practice and address each of this core value previously approved by OHCQ.

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 work for over 100 people, 100 different ways, we are at service to over 100 small business owners. We believe and practice that as the way to conduct our business.

Shared Support Maryland, Inc. provides a small range of individualized types of support services in order to support people to pursue and achieve an infinite range of personally defined outcomes, often through a person directed process. The person's funding mechanism does not direct the process for service provision at Shared Support Maryland, Inc.

Scope of Services

Supports Brokerage:

Since 2006, the inception of Maryland's self directed waiver services, SSMD has been providing quality support brokering services across the state and supporting people with disabilities to live where, with whom and how they want. Individually the members of the SSMD team bring even longer histories of collaboration with others in and outside of the state delivering training that is core to the Support Broker Service and Self Direction, with a wide breadth of experience providing a vehicle for self directed services and the needed values. Recently, SSMD had the opportunity to use this experience and expertise to design and deliver high quality statewide Support Broker Certification and Recertification training.

SSMD's Support Brokers possess at a minimum a regard for essential Human Rights and Dignity. This is conversation and screening throughout the hiring and onboarding process. Language and action consistent with people living a life of their own design with out forced segregation, Supported Decision Making, equal treatment and dignity is expected. Should we discover something post hire or at anytime throughout employment that defies this, the Support Broker is moved on and out of employment or contract with SSMD.

SSMD Support Brokers are expected to have their required and current Support Broker Certification as a baseline for the training piece necessary. SSMD Support Brokers are expected to have to receive training in Person Direction, The Match! (recruitment planning), Positive Behavior Supports, Supported Decision Making, Mastering the Art of Facilitation and The Art of Hosting all of which are provided at SSMD through immediate practice and formal development, with the exception of the Art of Hosting where Support Brokers attend 2 days of formal development with a team using the modalities and further days for additional development. At any time at least 1 Support Broker is ACRE Certified, are trained in Employment Discovery and Customization increasing our capacity to support people in their employment endeavors and perhaps partner in training their employees and are trained in other areas that the Broker or our customers may see fit.

SSMD believes that one of the most oppressive issues in our current system is the space between the person and other people and resources. SSMD's name is intentional ~ support to people is shared, no one person or agency can be all to any one person. SSMD Support Brokers understand their role in moving the resource closest to the person. SSMD Support Brokers bring their expertise, their connections with experts where we lack and the opportunity to bring people and resource together. Examples of these are ~ Assistive Technology, specialized services, SSI Benefits Specialists, positive behavior support specialists (very specific, must share same principle values), realtors, housing specialists, etc.

Shared Support Maryland, Inc. is a Support Brokerage and will provide Support Brokerage to people within all of Maryland's Waivers including the Community Pathways, Family Supports and Community Supports Waivers. Support Brokerage services assist participating people and families to make decisions about what will work

best for them consistent with their desires, lifestyle, needs and reflect their personal circumstances. 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 person-directed approach planning and support is used.

Support Broker services are provided to people who elect to self-direct their own services and are designed to assist people with the human resources employer - related functions necessary for successful self-direction. Support Brokers provide assistance by mentoring and coaching the participant responsibilities as a common law employer related to staffing as per federal, state, and local laws, regulations, and policies. SSMD acknowledges that Support Brokers do not make any decisions for the participant, sign off on service delivery or timesheets, or hire or fire workers.

Support Brokerage provides information to assure that people and their families understand the responsibilities involved with self-direction and assist in the development of an effective back-up and emergency plan. Support 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.

Support Brokers, as the human resource support, are an active member of the person's team. They support people using Self Directed Services by providing or connecting the person to resources that provide the information, coaching, and mentoring related to:

1. Risks and responsibilities as the common law employer;
2. Practical skills such as recruitment, hiring, training, scheduling, managing and terminating workers, and conflict resolution;
3. Employer and staff required forms and documents;
4. Development and adjustment to staff and service schedules;
5. Effective supervision techniques and staff evaluation strategies;
6. Managing service budgets, reviewing and approving timesheets or other invoices, reviewing monthly statements from the FMS, and budget adjustment strategies;
7. Recognizing and reporting incidents and filing complaints as per the Policy on Reportable Incidents and Investigations; and
8. Assisting in the development of risk management agreements.

SSMD's Support Brokerage meets the list of standards below:

1. SSMD has demonstrate compliance with general and business/agency provider requirements
2. Both the Executive Director and the Assistant Director at a minimum have a over five (5) years of demonstrated core competency related to self-determination, consumer-directed services and service systems (generic and government sponsored) for people with disabilities and effective staff management strategies experience;

3. Be certified by the DDA as a Support Broker Agency and maintain DDA Support Broker Certification;
4. Have a governing body that is legally responsible for overseeing the management and operations of all programs conducted by the licensee including ensuring that each aspect of the agency's program operates in compliance with local, state and federal regulations, applicable laws and regulations;
5. Demonstrated capability to provide or arrange for the provision of all Support Broker Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan is approved by the DDA; and
6. Have documentation that all vehicles used in the provision of services have automobile insurance. *This is not required in the provision of services, however, this information is obtained in the event that someone provides a ride (not as a service to the person).*

SSMD Support Brokers meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Have required credentials, certifications, and training to provide services including being certified by DDA to demonstrate core competencies related to self-determination, consumer directed services and services systems (generic and government-sponsored) for individuals with disabilities and effective staff management strategies; Support Broker Training.
4. Complete required orientation and training designated by DDA, including the Policy on Reportable Incidents and Investigations (PORII) and Support Broker trainings;
5. Complete necessary pre/in-service training based on the person-specific information (including preferences, positive behavior supports, when needed, etc., and disability-specific information) as noted in the Person- Centered Plan;
6. Pass a criminal background investigation and have child protective services clearance, if supporting a child;
7. Upon availability, will complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the new DDA training prior to service delivery;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Have one (1) year of experience providing Support Broker Services or similar services to individuals with developmental disabilities or a similar population. The agency has 12+ years of providing Support Broker Services, equal to the number of years that Maryland has had a formal mechanism for Self Directed Services.

SSMD Support Broker Job Description further defines the role of the support broker in the context of the service to a person as well as their organizational responsibilities.

SSMD does not provide any other services to people that hire our employees to provide Support Brokerage Services, including DORS services.

SSMD, as of the writing of this plan, employs 10 Certified Support Brokers and contracts with 2 additional Support Brokers. This structure also detailed on our organizational chart is optimal to support the number of customers (102) as well as manage additional referrals, new customer, training and all other operations. SSMD's Support Brokers with all of their experience and areas of expertise meet the critical personnel need of the organization based on our customers requirements, geography and direction.

Personal Supports

SSMD will provide the service of Personal Supports using the same principles as Support Brokerage and all other services. All of the information stated above pertains to this and all service delivery of SSMD.

SSMD spends most of their time working with the person on their recruitment plan and execution to find and engage candidates that will best be matched based on their capacities and interests. Recruitment, screening and onboarding those to provide the direct personal supports is a planful, person-by-person method. No ad or interview is the same, therefore, typically, people do not share staff because they are so uniquely matched. This method increases the likelihood that people pursue their true dreams and not those of others.

Personal Supports are individualized supports delivered in the person's preferential manner to support that person's independence in his or her own home and/or community in which he or she wishes to be involved in. Personal supports assist participants to acquire and build the skills necessary to maximize their independence. Personal supports include but are not limited to:

1. In-home skills development in budgeting and money management, completing homework, maintaining a bedroom or home, cooking, personal care; house cleaning/chores; and laundry;
2. Building skills needed in which participants integrate, engage and navigate their lives at home and in the community. Skill areas may include, but are not limited to the development of skills which make it possible for participants to grocery shop, get a haircut, use public transportation, attend school or social events; join community organizations or clubs, recreate and/or participate in leisure activities, volunteer, and participate in organized worship or spiritual activities; and
3. Personal care assistance services during in-home skills development and community activities. Personal care assistance services include helping participants with daily living and instrumental activities of daily living, which may include meal preparation and cleaning when participants are unable to do for themselves, and only when in combination of other allowable personal supports activities are occurring.

SSMD meets the following standards:

1. Demonstrate compliance with general and business/agency provider requirements
2. Have a minimum of five (5) years of demonstrated experience and capacity providing quality similar services;
3. Demonstrate the capability to provide or arrange for the provision of all Personal Support Services required in the submitted: a) Program service plan that details the agencies service delivery model; b) Business plan, and c) Quality assurance plan to be approved by the DDA; and
4. Have documentation that all vehicles used in the provision of services have automobile insurance.

SSMDs agency staff and contractors – meet the following minimum standards:

1. Be at least 18 years old;
2. Have a GED or high school diploma;
3. Be current in first aid and CPR certification;
4. Pass a criminal background investigation, have child protective services clearance if supporting a child;
5. Complete necessary pre/in-service training based on the Person-Centered Plan;
6. Upon availability will complete the new DDA required training by July 1, 2019 or sooner. After July 1, 2019 all new hires must complete the DDA new training prior to service delivery;
7. Unlicensed staff paid to administer and/or perform treatments must be certified by the Maryland Board of Nursing as a Medication Technicians;
8. Possess a valid driver's license, if the operation of a vehicle is necessary to provide services;
9. Have automobile insurance for automobiles that are owned, leased, and/or hired and used in the provision of care; and
10. Staff providing training on money management, time management and community resources must have performed training on these topics in the previous two (2) years.
11. 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). All support staff employed or contracted through Shared Support Maryland, Inc. must demonstrate core competency related to self-determination, rights and person-directed services.

Family Support Services and Individual Support Services (F/ISS) to be phased out 2019-2020:

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.

Employment First!

DDA-Approved Employment Services

It is anticipated that over within next year and 1/2 SSMD plan to and provide Employment Services. The manner in which these will be provided use the same principles as Support Brokerage and all other services. All of the information stated above pertains to this and all service delivery of SSMD.

In addition to SSMD's manner of service delivery, SSMD holds sacred the principles of Employment First for every customer, including those that receive any service such as Support Brokerage, DDA Employment Services, F/ISS, Personal Supports, DORS and those who privately pay. SSMD has listed the principles also held by DDA and adheres to the Values held by DDA, inclusive of people with significant disabilities.

Principles of Employment First

- All people have the right to explore the full range of employment options to empower informed choice and foster self-determination.
- Career Planning is a requirement for all people currently receiving services in order to ensure that supports, services, and outcomes in person directed plans are consistent with what the person is seeking.
- All people have the right to earn a living wage in a job of their choosing, based on their unique talents, gifts, skills, and interests.
- As with all employees, persons with disabilities should have access to services and supports necessary to succeed in the workplace.
- Businesses universally value employees with disabilities as an integral part of their workforce and include all people within recruitment and hiring efforts as standard practice.

Values

- All Marylander's with developmental disabilities of working age (16-64): Work!
- Realize economic self-sufficiency through;
 - Earning wages and benefits that are commensurate to the job and responsibilities,
 - The opportunity to save income and build assets, and
 - Continued access to healthcare and other necessary services, in order to achieve the highest quality of life possible;
- Actively explore and develop their own unique career path;
- Engage in the negotiation and terms of their employment;
- Engage in all aspects of the work environment;
- Build and maintain connections and relationships throughout their career path;
- Have access to current information, resources and quality services to support their career paths

SSMD will propose to DDA within the next year and ½ a program service plan to provide the following services:

Discovery, Job Development, Follow-Along Supports, Ongoing Job Supports, Coworker Employment Supports and Customized Self-Employment

These supports 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. 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.

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.

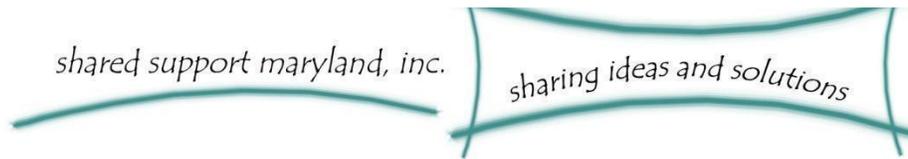
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A person and their team will follow the job development plan in a person's Person Centered Plan. This service model will likely be used for people that are new to the company, people for whom job development has been challenging for any number of reasons 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. SSMD will continue this proposal at a later date.



Community Development Services and Family Supports Waiver

Within the year, SSMD will put in application to provide Community Development Services and the services through the Family Supports Waiver in addition to Support Brokerage.

DORS Services

Shared Support provides and holds a cooperative agreement / license to provide job development, job coaching and Pre-ETTS through the Department of Rehabilitation Services. Service delivery, agency and personnel requirements are in accordance with cooperatively signed agreements.

Setting and location:

Since inception, Shared Support Maryland, Inc.'s services have been provided in a Community Setting as described by the Rule. All services are and will continue 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, with any type of funding, 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.

Shared Support Maryland, Inc. provides support to 102 people at the writing of this version of its Program Service Plan and we continue to grow one person at a time.