

Attachment D – Services of Short Duration Frequently Asked Questions

What are Services of Short Duration?

Services of Short Duration are individualized supports/services intended to prevent a crisis from happening. Services of Short Duration should be individualized, simple, meaningful, and address the immediate crisis need and help avoid crises in the future.

Services of Short Duration can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis.

Examples - one-time payments include: payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

Examples -services or supports provided in steps over a designated period of time include: respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training, advocacy), etc.

Who can receive Services of Short Duration?

People on the DDA Waiting List in the Crisis Prevention category may be eligible for Services of Short Duration based on available funds. People in the crisis prevention category have been determined to be at risk of crisis within one year and meet one or more of the following criteria:

- Urgent need for services;
- At serious risk of physical harm in their current environment;
- At serious risk of causing physical harm to others in their current environment;
- Living with a caregiver who is unable to provide adequate care due to caregiver's impaired health;
- Has a caregiver who is 65 years old or more;
- Risk of Homelessness within 1 year or living in temporary housing with a time limit to continue living in this setting.

What types of services/supports are funded under the Services of Short Duration initiative?

Services of Short Duration should address the individual's and family's crisis and its causes (triggers) that resulted in a person being placed on the Waiting List in the Crisis Prevention Category. The following additional information and examples are provided to assist in the understanding of the types of services and supports that are available under this initiative.

- Individual & Family Counseling
- Personal Care
- Day Care
- Specialized Equipment
- Health Services
- Respite Care
- Housing Adaptations
- Transportation
- Therapeutic Services
- Medical Equipment Purchase, Rental and Repair
- Crisis Intervention & Follow-up
- Attendant Care
- Barrier Removal
- Community Integration Services
- Employment Related Services
- Intervention Services - Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or crisis reoccurrence

How to determine if you need intervention services?

Intervention services are intended to help when the funding of one-time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) are symptomatic of a larger challenge that will likely happen again unless there is help to resolve it completely.

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis. The service(s) can vary from person to person, may be of a short duration, or may be very intense and time consuming upfront and diminish over time.

Some examples of intervention services include assistance:

- Identifying underlying challenge/issues,
- Navigating systems of care,
- Intervening in financial issues where various communication and coordination may be needed,
- Coordinating or negotiating various appointments or meetings,
- Strategizing solutions,
- Advocating with education or other areas,
- Visiting generic resources and providers;

Examples:

Debbie's family contacts the DDA and says they have unpaid medical bills that weren't covered by Debbie's insurance. A payment needs to be made now to keep the debt from being turned over to a credit agency. A combination of funding and intervention services are needed to pay the current bill and then to assist the family to contact the creditor to arrange a payment plan. The intervention services should also help them look at other debt they may have and refer them to debt counseling, if appropriate. This relieves the immediate problem and also addresses the underlying issue. A projection of up to 10 hours of staff time may be needed to get this challenge/issue resolved.

Joe has suddenly become very aggressive and his family is afraid for Joe's sister who is the target of his aggression. Respite could be provided immediately until a behavioral assessment can be scheduled, a behavior plan developed, and training the family on the implementation of the plan can be completed. These services and supports would help resolve the immediate issue and the longer term concerns. A projection of 60 hours might be reasonable given the seriousness of the concern and the level of support needed to address it.

Who can provide the services or supports?

People and families can choose among both DDA licensed service providers and non-DDA licensed providers for Services of Short Duration.

Who will approve and process payments for services and supports?

DDA's Low Intensity Support Services (LISS) agencies will approve and process the payment for all services and supports provided by DDA and non-DDA providers.

What assistance is available to identify services and supports, identify service providers, and assist with the request form?

Assistance is available from your DDA Regional Office, resource coordinator, LISS agencies, and licensed DDA Family and Individual Support Services providers.

Where can I find a listing of current DDA licensed providers?

DDA licensed providers are listed on the DDA website at www.ddamaryland.org and included in the attachments.

How much funding is available?

Funding up to \$10,000 per selected persons is available to address the immediate crisis and its causes (triggers) during this current fiscal year (i.e. July 1, 2011 – June 30, 2012) only.

Services funded before June 30, 2012, may continue into the next fiscal year, but are not available on an ongoing basis.

Is there any exception to the funding limit?

Understanding the unique needs and circumstances of each person, the DDA will utilize an exception protocol to meet funding request above \$10,000. Request will be reviewed and may be approved by the DDA.

How are people selected?

All people on the DDA Waiting List in the crisis prevention category as of December 9, 2011 and all new people with a crisis prevention category determination from December 2011 through June 30, 2012 are targeted for the SSD.

How Do I access Services of Short Duration?

If you received a letter from the DDA stating that you are now eligible for Services of Short Duration, you can complete these steps below independently or seek assistance from one of the following: your resource coordinator, a LISS agency, or a licensed DDA Family and Individual Support Services provider listed in the attachments.

1. Identify the service(s) and supports that you believe will address your crisis and its causes (triggers) or seek assistance with from your resource coordinator, LISS providers, or DDA licensed Family and Individual Support Services provider.
2. Complete the Services of Short Duration Request form (see attachment and also available on the DDA website). The form will ask you to identify what services you believe you need to address them.

Example:

Services: 1- Payment of outstanding medical bills.

2- Intervention Service: Counseling and assistance related to debt and payment options.

3. Submit the Services of Short Duration Request form to a DDA LISS provider from the attached list.
4. The LISS provider will review the request form and provide assistance as needed to identify services, supports, or intervention services. They will process payment for services or supports as appropriate.

Can families access the SSD funding when the person (who is on the DDA waiting list in the CP priority) does not currently reside in the home with the family?

Yes. Some children, supported by the Department of Human Resources (DHR) or the Maryland State Department of Education (MSDE) with funding and programs, reside in out of home placements. Some receive services out of state. The goal is always to attempt to reunite

families. These individuals may visit with family members on weekends, summer months, and/or periodically. Some have no contacts with their families.

These services generally continue until the child turns 21 for which time they may return to their family or enter other long term services systems such as DDA.

For individuals where families are considering reuniting, request to modify the home to be more accessible, address safety issues, outstanding debt, etc. could be considered and approved.

For individuals where families have made it know that they do not intend to assume care or supports, request may be denied as they would benefit the family only.

Can both parents that are separated or divorced request SSD funds?

Yes. Request will be considered based on the exception process and previous answer.

Can a family member receive payment for services provided in the home?

No.

Will SSD cover speech, tutoring, occupational therapy?

Request will be considered based on the exception process to include inquiry as to whether the service available from another source such as health insurance, entitled school services, etc.

Will SSD cover services for Extended School Year (ESY) eligible individuals?

Yes.

What services, if any, can go after June 30, 2012? Is it just summer camp or is that option available to other services and supports such as: Respite, Day Care, Behavioral Supports, etc.?

Services can carry over into next year including respite, day care, behavioral supports.

When do services have to begin?

Services should begin as soon as possible and within a reasonable amount of time. Exceptions will be considered by the DDA.

Can services carry over into Fiscal Year 2014 (July 2013 – June 30, 2014)?

No. SSD Request must be approved by June 30, 2012 and must occur within a reasonable amount of time unless otherwise approved by the DDA. Services approved this fiscal year (December 2011 – June 30, 2012) can carry over into Fiscal Year 2013 (July 2012 – June 30, 2013).

Are there to be timesheets for Respite Care because of the huge amount that can be awarded?

Yes, timesheets are required as proof of delivery of services for independent contractors. All services are subject to audits.