

Developmental Disabilities Administration

Services of Short Duration User Guide

The Developmental Disabilities Administration (DDA) promotes full participation of people with developmental disabilities, and their families, in all aspects of community life. In order to achieve participation, quality supports and services that help people achieve personal growth, independence and productivity are essential. This is done through a service delivery system that uses a combination of state residential centers, community based resources, and non-profit providers.

The DDA received \$15 million to fund a Waiting List Initiative for fiscal year 2012, through Senate Bill 994 - "*Sales and Use Tax – Alcoholic Beverages – Supplementary Appropriation*". This money became available on July 1, 2011, and is targeted for people on the DDA Waiting List in the Crisis Resolution and Crisis Prevention priority categories. The DDA's goal is to serve as many people on the list as possible. People in Crisis Resolution are eligible for ongoing services and supports. People in Crisis Prevention are eligible for **Services of Short Duration**, which are designed to help with immediate crisis and its causes (triggers). The intent of Services of Short Duration is to help children and adults with developmental disabilities avoid crisis situations and to remain in their own or in their family home.

What to do if you are in crisis and need immediate assistance?

If you believe your situation has elevated to an active crisis, contact your Resource Coordinator or DDA Regional Office immediately for assistance. A person can request a review of their priority category at any time. DDA assesses each request for change in priority status and notifies the person of the determination and their appeal rights

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/or the 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 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 listed in the attachments.

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 person is available to address the immediate crisis and its causes (triggers) during this current fiscal year (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 requests above \$10,000. Request will be reviewed and may be approved by the DDA.

How are people selected?

People on the DDA Waiting List in the crisis prevention category are prioritized and selected based on the following criteria:

- 1st – Person with the oldest caregiver;
- 2nd - Date of approval for the crisis prevention category; and

The caregiver's date of birth is used to determine the oldest caregiver so that people with caregivers born at an earlier date have priority over people with caregivers born at a later date. This criterion is established in regulations.

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 your resource coordinator, LISS agencies, or licensed DDA Family and Individual Support Services providers listed in the attachments:

1. Identify the service(s) and supports that you believe will address your crisis trigger.
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 your immediate crisis and its causes (triggers).

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.