



## **LOW INTENSITY SUPPORT SERVICES (LISS)**

### **Applicant and Family Reference Guide FY 2018**

Information in this guide is subject to change at the discretion of the Developmental Disability Administration to ensure the provision of quality service. This guide does not represent a guarantee or commitment of funding.

## WELCOME!

The Developmental Disabilities Administration (DDA) of the Maryland Department of Health and Mental Hygiene (DHMH) is committed to supporting children and adults with developmental disabilities (DD) and their families to live happy, healthy, independent lives, fully integrated in their communities!

DDA recognizes the critical role families play in supporting their family members at home, in school, at work and in the community. It offers programs and services that enable families to nurture and support their loved ones across the lifespan. DDA's Low Intensity Support Services (LISS) is just such a program.

## OVERVIEW

DDA's Low Intensity Support Services (LISS) program serves children or adults with DD living at home with their family, or adults with DD living in their own home in the community.

LISS ...

- Is flexible to meet the needs of children, adults and their families as they grow and change across the lifespan.
- Provides up to \$2,000 to assist children, adults and their families with purchasing services and /or items to address their needs.
- Enhances or improves the individual's or family's quality of life and promotes independence and community integration.

To promote equality and access for everyone LISS uses an automated system called the Random Selection Process (RSP) to select applicants who may be eligible for funding for those items and services that meet their needs. The entire process includes an application and selection process, eligibility determination, and the payment of eligible items and services.

## LISS AGENCY CONTACT INFORMATION

**Penn Mar Human Services** - 310 Old Freeland Road Freeland, Maryland 21053  
LISS Office Phone: 410-357-0891 Toll Free: 1-877-282-8202, TTY: 711  
E-mail: [LISS@Penn-Mar.org](mailto:LISS@Penn-Mar.org)

Serves: Allegany, Anne Arundel, Baltimore County, Baltimore City, Carroll, Frederick, Garrett, Harford, Howard, and Washington

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**United Needs and Abilities** - 688 East Main Street Salisbury, Maryland 21804  
Toll Free: 1-800-776-5694, TTY: (410)543-0665  
FAX: (410)543-0432  
E-mail: [LISS@una1.org](mailto:LISS@una1.org)

Serves: Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester.

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**Maryland Community Connection** - 4401 Nicole Drive, Lanham, Maryland 20706  
LISS Office Phone: (301) 583-8880  
Toll free: 1-877-622-6688  
Fax: (301) 583-0359  
E-mail: [LISS@marylandcommunityconnection.org](mailto:LISS@marylandcommunityconnection.org)

Serves: Calvert, Charles, Montgomery, Prince George's, and St. Mary's

## APPLICANT ELIGIBILITY

**Applicants must meet one of the following two criteria.**

1. A child or an adult individual who is living in their family's home and has a severe chronic disability that...
  - a. Is attributable to a physical or mental (intellectual) impairment, other than the sole diagnosis of a mental illness, or to a combination of physical and mental (intellectual) impairments, and
  - b. Is likely to continue indefinitely OR
2. An adult who is living in the community and has a severe chronic disability that:
  - a. Is attributable to a physical or mental (intellectual) impairment, other than the sole diagnosis of a mental illness, or to a combination of physical and mental (intellectual) impairments, and
  - b. Is likely to continue indefinitely.

**NOTE:**

1. Applicants enrolled in either the MD Model Waiver, or Rare and Expensive Case Management (REM) **are eligible** for LISS .

2. Applicants enrolled in any MD Medicaid Home & Community Base Waivers such as the DDA's Community Pathways Waiver, or the Older Adult and Autism Waivers **are not eligible** for LISS **with the exception of \* applicants receiving Coordination of Community Services ONLY through the DDA are eligible for LISS.**

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**Proof of disability**, must contain the applicant's first, middle, and last name.

The following documentation is acceptable as proof of eligibility for applicants younger than 21 years old. Please submit one of the following.

1. A finalized Individual Educational Program (IEP) from the current calendar year that identifies an eligible disability and that is in effect as of the date of the LISS application. **Generally, the entire IEP is not required. However, if the diagnosis is non-specific in nature i.e. "Other Health Impairments," and "Developmental Delay" etc. the entire IEP and other proof (documentation) of the applicant's diagnosis is required ; or**
2. A statement written by a licensed physician, confirming that the individual has an eligible disability;
3. A DHMH letter identifying the determination of a developmental disability or support only status

The following documentation is acceptable as proof of eligibility for applicants 21 years old or older. Submit one of the following

1. A statement written by a licensed physician within the last 3 years, confirming that the individual has an eligible disability;
2. A psychological evaluation completed by a licensed professional within the last 3 years, confirming that the individual has an eligible disability;
3. An evaluation completed by an Occupational Therapist, a Division of Rehabilitation Services evaluator, or another licensed professional within the last 3 years, confirming that the individual has an eligible disability; or
4. A finalized IEP dated within 3 years after the date on which the applicant exited the school system, confirming that the individual has an eligible disability

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**Proof of Maryland residency**, dated within the last 12 months. Please submit one of the following.

1. An IEP (Individual Educational Plan – demographic page only needed) or IP (Individual Plan)
2. The following information, containing the parent's name, is acceptable for applicants under age 18.
  - a. Current household utility statement;
  - b. Current, unexpired state issued photo ID;
  - c. Current lease agreement;
  - d. Current bank or credit card statement OR
  - e. Mortgage statement or proof of home ownership (Deed, Title, Bill of Sale, or Statement

from Maryland Assessment and Taxation

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**Proof of identity**, must contain the applicant's first, middle, and last name or surname, without the use of initials or nicknames.

1. A valid social security card;
2. A valid birth certificate;
3. A valid passport;
4. A current state issued driver's license or identification card;
5. A valid Military dependent identification card OR
6. A valid Green Card or Student Visa

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**Proof of Medical Assistance**- this applies only to applicants aged 18 or older at the time of application. Please submit one of the following.

1. Medical Assistance number;
2. A copy of the applicant's Medical Assistance card;
3. Receipt of an application to medical assistance within the past 12 months;
  - a. Online print off from [www.marylandhealthconnection.gov](http://www.marylandhealthconnection.gov) showing application was submitted
  - b. Receipt from an in-person drop off at the Maryland Department of Social Services OR
  - c. A denial letter from Maryland Department of Social Services dated within the past 12 months

## APPLICATION REQUIREMENTS & PROCESS

1. Complete and submit the DDA **LISS Random Selection Application** to the LISS provider that serves the county in which the applicant lives.  
*\*Please use separate envelopes when submitting applications for more than one person.*
2. Submit Random Selection Applications for Round - 1 from May 1, 2017 through June 30, 2017.  
Submit Random Selection Applications for Round – 2 from July 1, 2017 through October 30, 2017
3. The DDA uses the Random Selection Process (RSP), an automated system, to select Applicants who may be eligible for funding.
4. The RSP takes place twice each year. Round 1 in July, and Round 2 in November.
  - a. Applications received by June 30, 2017 are eligible for Round 1 of the RSP.
  - b. Applications received by October 30, 2017 are eligible for Round 2 of the RSP.
5. From the RSP the DDA creates a Random Selection Report (RSR) for each region based on the outcome of the RSP.

6. Using the Random Selection Report, LISS providers will notify applicants in writing (by mail) of the Random Selection results within 10 - business days of the selection process. This notification will inform applicants if they have been selected or not.
7. Selected applicants receive both a notification letter and the **LISS Services & Eligibility Guide and Form**.
8. Selected applicants for Round 1 must submit their **LISS Services & Eligibility Form** and required documentation to their LISS provider by August 31, 2017.
9. Selected individuals for Round 2 must submit their LISS Services & Eligibility Form and required documentation to their LISS provider by January 17, 2018.
10. LISS providers review and approve final **LISS Services & Eligibility Forms**.
11. LISS providers notify applicants (by mail) if their **LISS Services & Eligibility Forms** have been approved or denied.
12. LISS Providers process paperwork and payments for approved **LISS Services & Eligibility Forms**.
13. Applicants who's **LISS Services & Eligibility Form** has been denied will receive written notification (Denial Letters) by mail.
14. Applicants have the right to appeal any and all denials as is directed in the Denial Letter.

#### **TIPS for completing and submitting the Services & Eligibility Form**

1. When completing the Services & Eligibility Form make sure the dates for receiving a service or item occurs between July 1, 2017 and June 30, 2018 ***except for summer camps, summer programs and therapeutic summer programs, they may take place through August 31, 2018.***
2. Applicants are encouraged to send applications via certified mail through the USPS, with a return receipt, or another certified mail provider to ensure the LISS provider receives the Services & Eligibility Form.
3. Applicants are encouraged to make a copy of their completed Services & Eligibility Form and supporting documents, for their records, before submitting the application.

### **EXAMPLES OF ELIGIBLE ITEMS AND SERVICES**

The following information includes examples of eligible services. If you have questions regarding a specific

service/item, please contact your LISS agency.

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### **Adaptive Equipment**

Refers to tools designed to increase a person's independence and allow the accomplishment of typical tasks; used on a daily basis, such as the following.

1. Aids to assist in completing activities of daily living such as eating, bathing, cooking, dressing, toileting, and maintenance of a home
  2. An adapted typical piece of equipment such as a bicycle, adaptation to a vehicle, or a stair/vehicle lift
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### **Specialized Equipment and Assistive Technology**

Refers to devices that promote greater independence by enabling people to perform tasks they were previously unable to complete, or had great difficulty accomplishing.

1. Switches
  2. Visual/sensory alarm systems
  3. Communication devices/equipment
  4. Computer software/hardware
  5. Repair of any assistive technology
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### **Attendant Care/Personal Care**

Attendant Care involves providing assistance with activities of daily living. A parent, guardian, or someone legally responsible for the LISS applicant cannot be paid to provide this service. An agency or independent contractor may provide this service.

1. Eating, bathing, cooking, dressing, and/or toileting
  2. Shopping
  3. Driving
  4. Medication management
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### **Behavior Support Services**

Refers to services that identify causes of, intervene to prevent, and/or encourage an appropriate reaction to unproductive behavior. A parent, guardian, or someone legally responsible for the LISS applicant cannot provide this service. Services include, but are not limited to, assessments, behavioral intervention, and monitoring.

***PLEASE NOTE: Behavior Support Services does not include Applied Behavior Analysis (ABA) therapy. For ABA therapy requests, please see "Therapeutic Services".***

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### **Clothing**

Apparel that simplifies self-dressing and offers solutions to meet a multitude of physical challenges; eligible clothing items include, but are not limited to the following:

1. Bibs and Clothing Protectors
2. Soft clothing for sensory sensitivity
3. Clothing with Velcro, snap, or zipping closures
4. Orthopedic shoes

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### **Community Integration (Non-Therapeutic)**

Community integration involves assisting people with optimizing their particular, social, and vocational abilities to contribute to and participate successfully in the community. A parent, guardian, or someone legally responsible for the LISS applicant cannot provide this service. Community Integration includes but is not limited to the following.

1. Leisure activities Examples include, but are not limited to, the following:
2. YMCA membership
3. Art/Music Lessons
4. Karate Lessons
5. Swimming Lessons
6. Driving lessons
7. Training in navigation of individual's community
8. Mentoring

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### **Crisis Intervention**

Refers to the methods used to offer immediate, short-term help to individuals who experience an event that produces emotional, mental, physical or behavioral distress or problems. A parent, guardian, or someone legally responsible for the LISS applicant cannot be paid to provide this service.

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### **Childcare**

Childcare refers to the care of an individual under age 21, and is received during specific times of the day to supplement the care provided by the applicant's parents/legal guardians; and cannot be provided by a parent, guardian, or someone legally responsible for the LISS applicant.

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### **Adult Care**

Adult care involves the care of an individual age 21 and older, and is received during specific times of the day to supplement the care provided by the applicant's parents/legal guardians; and cannot be provided by a parent, guardian, or someone legally responsible for the LISS applicant.



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### **Health Related Services & Items**

Health services must be approved by the respective health occupations licensing board or regulated by the FDA. Services/items include but are not limited to the following.

1. Dietician and nutritionist counseling
2. Feeding program
3. Protective undergarments (diapers/under pads)
4. Wipes
5. Disposable gloves
6. Catheters
7. Dental exams, treatments and orthodontia (such as braces and retainers)
8. Vision exams, treatment and eyeglasses

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### **Home Modification/Barrier Removal**

Refers to the modification of obstructive environments to allow an individual and his or her family's independence, privacy, or safety, such as:

1. Ramps,
2. Widening of doorways,
3. Grab bars,
4. Railings,
5. Specialized plumbing or electrical work,
6. Fencing for a yard to prevent wandering, or
7. Locks or buzzers to notify and prevent wandering.

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### **Identification Services**

Refers to Maryland state identification card, fingerprinting for a job, medical identification bracelets, and child identification cards, such as Ident-A-Kid

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### **Individual and Family Counseling**

Refers to mental health services provided by qualified social workers, guidance counselors, or other qualified personnel used to treat a specific behavior; cannot be provided by a parent, guardian, or someone legally responsible for the LISS applicant.

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### **Reimbursement**

Refers to allowable expenses for services or items received **July 1, 2016 – June 30, 2017**.

1. Proof of the dates of service (must occur between **July 1, 2016 and June 30, 2017 with the exception of summer camps, summer programs and therapeutic summer programs which can take place through August 31, 2017**);
2. Invoice from provider with date(s) of service, paid invoice/receipt
3. Proof of who made the payment; a canceled check or credit card statement, paid invoice/receipt

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**Respite (in-home and via agency)**

Respite care is the temporary care of a person, it provides relief to both the individual with DD and the usual caregiver. It is not Childcare or Daycare.

1. If provided by an independent contractor, please see the section regarding independent contractors.
2. Respite, according to COMAR 10.22.15.02(14) *cannot exceed 14 continuous days or 28 days in a 12-month period.*

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**Summer Programs and Camps**

1. Youth Camp – a day or residential camp,
2. Therapeutic Summer Program – services designed to provide therapies, such as speech, occupation, or physical therapy, through a variety of activities in a safe environment.
3. Adult Camp – for individuals age 18 or over that allows increased independence and a choice of activities in a relaxed environment.

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**Therapeutic Service**

A broad range of health care services intended to help improve, increase, or maintain an individual's well-being, and may include:

1. Speech, Occupational, Physical, ABA therapy such as, Discrete Trial Training (DTT), Early Intensive Behavioral Intervention (EIBI), Pivotal Response Training (PRT), and Verbal Behavior Intervention (VBI), Chiropractic care, or Massage Therapy
2. Music Therapy
3. Therapeutic Horseback Riding

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**Training and Support**

Refers to activities related to self-advocacy that are not provided by a parent, guardian, or someone legally responsible for the LISS applicant, such as the following.

1. Conference fees (the cost to register, enroll, or sign up; does not include food, lodging, or travel costs)
2. IEP Advocacy Training for parents and students
3. Pre-vocational training (résumé writing, interview, and employment skills)
4. Job placement and training

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**Transportation**

Refers to services that are not provided by a parent, guardian, or someone legally responsible for the LISS applicant, such as the following:

1. Bus passes and taxi vouchers
2. The hiring of a company or person to provide transportation (If provided by an independent contractor, please see the section regarding independent contractors)

3. Wheelchair or scooter loaders
4. Equipment needed to adapt an individual or family's vehicle

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### **Tuition**

Refers to services that are not provided by a parent, guardian, or someone legally responsible for the LISS applicant, such as the following:

1. Cost for post-secondary academic and vocational services.  
Including but not limited to Community College, Technical and Job Training

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### **Tutoring**

Refers to services that are not provided by a parent, guardian, or someone legally responsible for the LISS applicant, such as the following

2. Cost for post-secondary academic and vocational services.  
Including but not limited to Community College, Technical and Job Training

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### **Vehicle Modifications**

Services may not be provided by a legally responsible guardian or parent

Repairs of vehicle that have been modified or adapted with specialized equipment to meet the needs of the individual.

## **SERVICE PROVIDER ELIGIBILITY**

To be approved for funding, the applicant's provider must meet the following requirements.

3. Services may not be provided by a legally responsible guardian or parent
4. The provider must provide the service or item between July 1, 2016 and June 30, 2017 ***with the exception of summer camps, summer programs, and therapeutic summer programs which can take place through August 31, 2018.***
5. Childcare services have specific requirements, such as current state licensure.
6. Medical services and therapies have specific requirements, such as current state licensure.
7. If a provider does not meet the requirements, the LISS agency will ask the applicant to acquire a provider that does meet the requirements.
8. No vendor that requires a membership in order to purchase items. For i.e. Costco, SAM'S Club, or BJ's.

## **EXAMPLES OF INELIGIBLE SERVICES AND ITEMS**

In accordance to COMAR 10.22.14.08D (1-3), the program excludes the following services and items.

1. All experimental or prohibited treatments by the Health Occupations Licensing Boards and the FDA are excluded services.
2. Unless pre-approved by the Administration, the program does not provide or cover the following.
  - a. Housing adaptations or improvements to an individual's home that adds to the home's total square footage; and
  - b. Adaptations or modifications that restrict an individual's movement or jeopardize the individual's welfare

In addition, the program does not provide or cover the following services or items.

3. Cash;
4. Case management;
5. Gift cards;
6. Housing assistance, including eviction assistance, utility disconnection and deposits
7. Presents;
8. Toys, except for therapeutic purposes;
9. Vacations; or
10. Vehicle gas, tires, registration, or violations such as tickets and fines.

PLEASE NOTE: DDA cannot pay for items from a vendor that requires a membership to purchase items. This includes Costco, Sam's Club, and B.J.'s.

## **RANDOM SELECTION PROCESS**

1. Applications received between May 1, 2017 and June 30, 2017, are eligible for the Round - 1 Random Selection.
2. Applications received between July 1, 2017 and October 30, 2017 are eligible for the Round - 2 Random Selection.
3. Applications received after October 30, 2017 will not be considered for funding this fiscal year.
4. On July 15, 2017 (Round 1) and November 15, 2017 (Round 2) the DDA will utilize a Random Selection Process to identify individuals for eligibility determinations.
5. DDA creates a Random Selection Report for each region based on the outcome of the Random Selection Process.
6. Using the Random Selection report, the LISS agencies notify applicants of the outcome.
7. Applicants not chosen by the Random Selection will receive written notification within 10- business days of the selection process.
8. The written notification of selection shall include the LISS Service and Eligibility Guide.

## **THE SERVICE AND ELIGIBILITY GUIDE**

The Service and Eligibility Guide is the 14-page handbook, which contains the information needed for

eligibility determination, such as the following.

1. The Participant Eligibility Checklist
2. Service Eligibility and Additional Requirements
3. Eligible Services and Items and required documentation
4. Ineligible Services and Items
5. The Services and Eligibility Form

## THE SERVICES AND ELIGIBILITY FORM

The Service and Eligibility form is a one-page form that the LISS agencies include with the LISS Services and Eligibility Guide. The form collects the following information.

1. Service/Item requested;
2. Contact information about the Service Provider/Vendor;
3. The amount of funding requested; and
4. Dates of service occurring between **July 1, 2017 and June 30, 2018, except for summer camps, summer programs, and therapeutic summer programs which can take place through August 31, 2018.**

## WHAT HAPPENS AFTER SENDING THE ELIGIBILITY INFO?

1. After receiving the eligibility information, the LISS agency continues the determination process by verifying the documents.
2. If the information arrives after the due date or is insufficient, the agency may deny the application and notify the applicant.
3. After a successful determination, the agency notifies the applicant of his or her approval by sending a letter and purchases the service or item.

## HOW TO APPLY FOR OTHER DDA SERVICES

For more information about the other services offered by the DDA, please contact the Regional DDA office in your area.

### **Central Maryland Regional Office**

(Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County)

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TDD: (410)363-9430

TOLL FREE: 1-877-874-2494

FAX: (410)234-8397

Address: DDA - Central Maryland Regional Office, 1401 Severn St., Baltimore, MD 21230

Electronic mail: [Darlene.Abraham@maryland.gov](mailto:Darlene.Abraham@maryland.gov)

### **Eastern Shore Regional Office**

(Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties)

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FAX: (410)572-5988

Toll Free: 1-888-219-0478

TDD Line: 1-800-735-2258

Address: DDA - Eastern Shore Regional Office, 926 Snow Hill Road, Salisbury, Maryland 21804

Electronic mail: [Carrie.Day@maryland.gov](mailto:Carrie.Day@maryland.gov)

### **Southern Maryland Regional Office**

(Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties)

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TDD: (301)362-5131

TOLL FREE: 1-888-207-2479

FAX: (301)362-5130

Address: DDA - Southern Maryland Regional Office, 312 Marshall Ave., 7th Floor, Laurel MD 20707

Electronic Mail: [smro.dda@maryland.gov](mailto:smro.dda@maryland.gov)

### **Western Maryland Regional Office**

(Allegany County, Carroll County, Frederick County, Garrett County, Washington County)

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Maryland Relay: 1-800-735-2258

TOLL FREE: 1-888-791-0193

FAX: (301)791-4019

Address: DDA - Western Maryland Regional Office, 1360 Marshall Street, Hagerstown, Maryland

21740 Electronic Mail: [Stacey.Walters@maryland.gov](mailto:Stacey.Walters@maryland.gov)

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