



# Coordination of Community Services (CCS)

**DDA's Coordinators of Community Services (CCS) ensure that people with intellectual and developmental disabilities, and their families, get the support they need for independence, health, safety, and active community involvement.**

The CCS's role is to promote services and supports that are:

- Planned and delivered in a manner that encourages self-sufficiency
- Promotes being an active member of the community
- Ensures that the individual achieves their desired quality of life



**MARYLAND**  
Department of Health

Developmental Disabilities Administration



## First: The Comprehensive Assessment

After you have submitted your application to DDA, they will randomly assign a CCS from one of the Case Management Agencies to conduct a “Comprehensive Assessment”.

- This is a face-to-face visit where a CCS reviews applicant’s information with applicant and/or caregiver.
- Information they will review will include: developmental and mental health history, current medications and medical status; emotional and behavioral concerns; health care coverage, including Medicaid status; living situation; personal support systems; goals and preferences; environmental, social and functional status; educational history; employment and income status; health and nutritional education, and natural supports.
- Interviewer has 45 business days to complete and then return to DDA
- Regional office will review application, supporting material and report
- Regional office will make final determination and notify applicant

# ELIGIBILITY DETERMINATION CATEGORIES

- ❖ Once the application and Comprehensive Assessment are reviewed, the applicant will receive a letter in the mail with their eligibility determination.

## NOT ELIGIBLE (NE)

- Did not meet the DDA criteria
- Not enough documentation to make a determination
- Appeal rights will come with letter.
- 90 days to appeal

## SUPPORTS ONLY (SO)

- Has a impairment
- Did not meet all of the criteria for DDA
- Does not qualify for DDA services
- Appeal rights will come with letter.
- 90 days to appeal

## DEVELOPMENTALLY DISABLED (DD)

- ❖ Meets the criteria for DDA
- ❖ **Will be placed in one of the DD priority categories**



# DDA Priority Categories

- There are 4 priority categories for people who are Developmentally Disabled. These categories are the order of priority in which applicants receive services.

## **Crisis Resolution:**

- Someone currently in a crisis or emergency situation (for example - abuse, neglect, homeless).

## **Crisis Prevention:**

- Someone who is or will be in health or safety crisis within the next year or has a caregiver 65 or older.

## **Current Request:**

- Someone who needs or wants services though health and safety are not the immediate needs

## **Future Need Registry**

- Someone who does not have a need for services within the next three years



# All Categories Receive a CCS

- You may choose which agency you wish to receive CCS services from. There are 20 CCS agencies, but some only serve specific geographic areas.
- A letter will be mailed to you explaining your right to choose your CCS provider. The letter will include information about each of the CCS agencies within your region and a form that you need to send back to your DDA regional office indicating your choice.
- You have 30 calendar days from the date noted on the letter to make your decision otherwise a CCS agency will be automatically assigned for you. However, you can decide to change your CCS agency at any point for any reason.



## CCS Core Services

**Case Management** – Partner with the person served, and all caregivers. Makes sure that all required documents and communication with DDA are completed and submitted on time.

**Planning** – A Coordinator of Community Services primary role is to help individuals develop person-centered plans that reflect their needs, goals and values and identify and access those services that will allow them to achieve their desired quality of life

**Advocacy** – Advocate for the individual's needs and preferences with the Developmental Disability Administration and service providers

**Referral** – Help individuals find services and providers

**Monitor** – Ensure individuals are safe and healthy and needs are being met



## Your CCS Also....

- Help you to navigate the 'waiver' maze and apply for and maintain enrollment in the DDA Waiver upon funding approval.
- Help to transition you into DDA services through the Governor's Transitioning Youth Initiative for eligible graduating students.
- Provide Comprehensive Assessment services.
- Assist you and your family with services and community coordination.
- Help you with accessing needed services.
- Help to coordinate the various providers so that the services and supports you receive work well together and to your best advantage.
- Work with you and your circle of support to develop a Person Centered Plan (PCP) that details the services and supports that make up your own personal care plan.
- Monitor the delivery of services to ensure they meet your needs and expectations.
- Maintain regular contact with you and/or your family, involved service providers and other members of your circle of support.



# Examples of Ways a CCS May Provide Support

The CCS plays a very critical role in supporting the individual and their support team. Examples of things a CCS can help an individual with include:

- Make sure all paperwork is submitted on time to ensure DDA funding remains secure
- Assisting the individual in locating a residential provider
- Locating local resources within an individual's community regarding dental and medical services for those with disabilities
- Help you find programs to help make social connections
- Find vocational training opportunities
- Assisting individual to locate documentation required for unique opportunities, housing, such as Section 811, as a possibility for housing
- How to arrange for transportation to a job or class



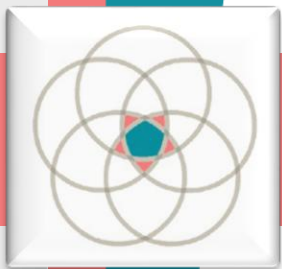




## From the IEP to the PCP

**A Person Centered Plan (PCP) that details the services and supports that make up your own personal care plan.**

- Your CCS will work with you and your family to talk about what you want in your future, what are your goals, what outcomes do you desire.
- Help you identify what supports and services will you need to attain those goals.
- Help you identify what resources are available to provide you these supports and services you will need.
- Develop a plan that includes the appropriate supports.
- Help you advocate for yourself to secure these supports.
- Regularly review and update the plan to ensure it continues to meet your evolving needs.



## On-Going Monitoring: Regular Contact

Quarterly contact to an individual and/or guardian is required by DDA. It must be in person, unless there are extenuating circumstances.

Some CCS agencies require a monthly check-in that can be in person or phone call.

For any individuals that are unable to communicate, a CCS may speak to their parent or any other designated representative.

For individuals that are unable to communicate and do not have family involvement, it is okay to speak to the provider and or any other support person within their lives.



# Monthly/Quarterly Contact

During the monthly/quarterly contact, the CCS should review...

- Individuals' health and inquire if any recent incidents have occurred.
- All services and supports outlined within their PCP.
- The level of satisfaction with DDA services and supports from providers and staff.
- Any items that are due, such as the Health Risk Screening Tool, Scheduling or facilitating Monitoring and Follow Up Visits, Community Setting Questionnaire, etc.
- Any questions or concerns the individual and/or guardian may address during the contact.



# A CCS Is There To Help You

CCS helps people access many different services including:

- Medical
- Employment
- Counseling
- DDA services
- Social
- Recreational
- Legal
- Housing
- Financial
- Education



# In Summary

The CCS helps the person understand all of the services available to them.

A CCS helps a person with the person centered planning process and helps them apply for the various available services.

A CCS files the necessary applications and helps the person find provider agencies or supports as needed. When a person is receiving services, the CCS visits or checks in with the person to make sure the person is getting what they need and that the person is safe.

If there is a report that the person was abused or neglected, the CCS will make sure the person is safe and that their needs are met