

FAMILY CAREGIVER TRAINING AND EMPOWERMENT SERVICES

I. APPLICABILITY

A. This policy applies to:

1. People receiving Developmental Disabilities Administration (DDA) funded services through its traditional or self-directed services delivery model;
2. Their families and/or legal representatives; and
3. Coordinators of Community Services; Self-Directed staff, vendors, Support Brokers; Financial Management and Counseling Services Providers; DDA providers; and DDA staff.

II. IMPLEMENTATION DATE

- A. This policy begins 30 days after posting and overrides any other policies or guidance related to Family Caregiver Training and Empowerment Services.
- B. In the event of a public health or state of emergency, this policy can be overruled by any and all federal authorities.

III. PURPOSE

A. This policy describes the requirements and guidance for Family Caregiver Training and Empowerment Services, funded through a DDA Medicaid Waiver program (*i.e.*, Community Pathways Waiver, Community Supports Waiver, or Family Supports Waiver), or State funds.

IV. DEFINITIONS

- A. "Caregiver" is an individual who provides supports or direct care services to a participant.

- B. "Coordination of Community Services" are targeted case management services provided to help participants receiving and or requesting services funded by the DDA. Targeted case management services are provided in accordance with [COMAR 10.09.48](#).
- C. "Coordinator of Community Services" or "CCS" is an individual who provides Coordination of Community Services either as an employee or contractor of a DDA provider of Coordination of Community Services.
- D. "DDA Medicaid Waiver program" is one of three Medicaid Home and Community-Based Waiver programs operated by the Developmental Disabilities Administration, that serve eligible children and adults with intellectual and developmental disabilities. These programs are approved by the Centers for Medicare & Medicaid Services and include the:
1. Family Supports Waiver;
 2. Community Pathways Waiver; and
 3. Community Supports Waiver.
- E. "DDA Provider" is an individual or entity that is licensed or certified and/or approved by the Maryland Department of Health to provide DDA-funded services to participant(s) in accordance with the DDA's requirements.
- F. "Department" is the Maryland Department of Health.
- G. "Direct Support Services" are services provided directly to a participant that help them keep, learn, or improve skills and daily functioning. These include support for skill development, community integration and engagement, and addressing personal, behavioral, communication, or other needs.
- H. "Family Caregiver" is a family member of the participant receiving DDA-funded support who provides unpaid support, training, companionship, or supervision, and who is currently living in the family home.

- I. "Financial Management and Counseling Services" or "FMCS" [formerly called Fiscal Management Services or FMS] are services provided to support a participant using the DDA self directed services delivery model in using their budget authority and, if applicable, employer authority. FMCS services include, but are not limited to:
1. Processing claims for payment for Waiver program services in accordance with the participant's self-directed budget allocation; and
 2. Verifying that the DDA provider, vendor, or direct support staff meet all qualifications to provide the Waiver program service.
- J. "Legal guardian" is either:
1. A natural or adoptive parent of a person under the age of 18; or
 2. A person who has been appointed by a court order as guardian of the person or property of another person.
- K. "Legally Responsible Person" is an individual who has a legal obligation under the provisions of Maryland law to care for another individual. This includes:
1. A parent (either natural or adoptive), legal guardian; or
 2. An individual otherwise legally responsible for the care of a minor.
- K. "LTSS*Maryland*" is an electronic information system, developed and supported by the Maryland Department of Health. It is used by the DDA, the CCS, and DDA Providers to create, review, and maintain records about:
1. An individual's eligibility status for DDA-funded services; and
 2. The individual's person-centered plan, and services and funding authorized by the DDA.

- L. "Organized Health Care Delivery System (OHCDSS)" is a public or private organization that delivers health services. OHCDSS are approved by the Department of Health to provide Waiver program services to participants, in accordance with, [COMAR 10.22.20](#)
- M. "Participant" is an individual who receives DDA-funded services
- N. "Person-Centered Plan" or "PCP" is a written plan developed through a planning process driven by the individual with a developmental disability, in order to:
1. Identify the goals and preferences of the individual;
 2. Identify services to support the individual in pursuing the individual's personally defined outcomes in the most integrated community setting;
 3. Direct the delivery of services that reflect the individual's personal preferences and choice; and
 4. Identify the individual's specific needs that must be addressed to ensure the individual's health and welfare.
- O. "Relative" is a natural or adoptive parent, or sibling of an applicant or participant who is not also a legally responsible person.
- P. "Self-Directed Services (SDS) Delivery Model" is a model of service delivery that the DDA provides through its Waiver programs. In the SDS Model the participant (not the provider) has:
1. The power and responsibility for overseeing, coordinating and directing the services they have been approved to receive;
 2. Budget authority over how the Medicaid funds are spent to purchase authorized services; and
 3. Employer authority to recruit, hire, train, and supervise the staff and service providers they want to hire.

Q. "Traditional Services Delivery Model" is a service delivery model that the DDA provides through its Waiver programs. In the Traditional model the participant chooses a DDA Provider who is responsible for overseeing, coordinating, and providing their approved services.

R. "Waiver Program Service" is a service funded by a DDA-operated Medicaid Waiver program.

V. POLICY

A. Family Caregiver Training and Empowerment Services provide education and support to an unpaid family caregiver of a participant.

B. Family Caregiver Training and Empowerment Services strengthen the family unit by supporting confidence, independence, and empowerment.

C. Family Caregiver Training and Empowerment Services are based on the participant's and the family caregiver's unique needs, as documented in the participant's person-centered plan (PCP).

VI. STANDARDS

A. Family Caregiver Training and Empowerment Services:

1. Family Caregiver Training and Empowerment Services only includes educational materials, training programs, workshops and conferences that help an unpaid family caregiver develop any of the following skills:
 - a. Understanding the participant's unique abilities and challenges to help them to achieve their goals;
 - b. Enhancing their ability to support the participant;
 - c. Developing and accessing community and other resources and supports;

- d. Developing or enhancing key parenting strategies;
- e. Developing or enhancing advocacy skills; and
- f. Supporting the participant to build and strengthen self advocacy skills.

B. Exclusions

1. Family Caregiver Training and Empowerment Services does not include the cost of:
 - a. Travel;
 - b. Meals; or
 - c. Overnight lodging.

C. Criteria to be Eligible

1. Funding for Family Caregiver Training and Empowerment Services may be available if:
 - a. The participant:
 - i. Is enrolled in a DDA Medicaid waiver program;
 - ii. Has an assessed need for this service, which is documented in their approved PCP; and
 - iii. Lives in the family home with an unpaid family caregiver;
 - b. The unpaid family caregiver receiving services:
 - i. Lives in the family home with the participant; and
 - ii. Provides unpaid support, companionship, or supervision to the participant;
 - c. All other available and appropriate funding sources have

been explored, exhausted, and documented in the participant's file prior to accessing DDA funding for this service, including, but not limited to:

- i. Maryland Medicaid State Plan;
 - ii. Division of Rehabilitation Services (DORS);
 - iii. State Department of Education; and
 - iv. Department of Human Services; and
- d. The request for funding of this Waiver program service meets all requirements in this policy, guidance, and the DDA Medicaid Waiver program.
- e. If the participant requires more Family Caregiver Training and Empowerment Services than are covered and provided by the Medicaid State Plan, a request can be made under this Waiver service. However, the DDA Medicaid Waiver program may only pay for additional costs that are:
- i. Not covered;
 - ii. Consistent with the DDA Medicaid Waiver program's objectives of avoiding institutionalization; and
 - iii. Necessary to meet the goals in the PCP.

D. Special Service Requirements and Limitations

1. Family Caregiver Training and Empowerment Services are limited to a maximum of ten (10) hours of training for unpaid family caregiver per caregiver per year.
2. Educational materials and training programs, workshops, and conference registration costs for unpaid family caregiver is limited to up to \$500 per participant per year.

E. Requirements to be Paid for Services

1. In order to provide Family Caregiver Training and Empowerment Services, the DDA Provider must be a:
 - a. Parent Support Agency; or
 - b. Family Support Professional.
2. Under the traditional services delivery model, the Parent Support Agency must:
 - a. Be a DDA-certified provider of Family Caregiver Training and Empowerment Services; and
 - b. Ensure that staff and volunteers meet all qualifications as outlined in the approved DDA Medicaid Waiver program application at the time of service delivery;
3. Under the self-directed service delivery model all qualifications must be met:
 - a. As outlined in the approved DDA Medicaid Waiver program application at the time of service delivery; and
 - b. As confirmed by the Financial Management and Counseling Services (FMCS) agency.
4. A provider of Family Caregiver Training and Empowerment Services providing this service must maintain documentation and records regarding delivery of services in accordance with the applicable laws, regulations, policies, and guidance, and the DDA Medicaid Waiver Program application.

F. Rates/Billing Rates

1. Rates shall be reasonable, customary, and necessary, as determined by the participant's needs and recommended by their team.

2. Rates under the traditional service delivery model are posted on the [DDA Rates and Invoices](#) webpage and [LTSSMaryland](#) webpage.
3. Participants under the Self-Directed Service delivery model determine pay rates based on the reasonable and customary rates posted on the [DDA Self-Directed Forms](#) webpage.
4. Providers of Family Caregiver Training and Empowerment Services must follow authorization and documentation in accordance with the [DDA Guidelines for Service Authorization and Provider Billing Documentation](#).
5. Under the traditional service delivery model, Family Caregiver Training and Empowerment Services are billed in LTSSMaryland or PCIS2, based on [DDA guidance for Operating in PCIS2 and LTSSMaryland](#).
6. Under the Self-Directed Service delivery model participants must submit invoices as per their FMCS agency's policies and practices.

G. Legally Responsible Individuals, Legal Guardians, or Relatives Requirements

A legally responsible person, relative, or legal guardian of the participant cannot be paid by the Waiver program, either directly or indirectly, to provide this Waiver program service.

VII. LEGAL REFERENCES

- A. [Community Pathways Waiver](#)
- B. [Community Supports Waiver](#)
- C. [Family Supports Waiver](#)
- D. [COMAR 10.22.20](#)
- E. [COMAR 10.09.48](#)

VIII. RELATED POLICIES

A. Family and Peer Mentoring Supports

B. Participant Education, Training, and Advocacy Supports

IX. REFERENCE MATERIALS

A. [DDA Self-Directed Forms](#)

B. [DDA Guidelines for Service Authorization and Provider Billing Documentation](#)

X. ATTACHMENTS

A. Family Caregiver Training and Empowerment Services At a Glance