

SDAN

Self-Directed Advocacy Network of Maryland, Inc.

WELCOME!

Support
Broker Role

FMCS
Update

EVV Update

JOIN

Question
Time

Tell us what is
most pressing
for you!

SDAN Membership Meeting: Role of the Support Broker in Self-Directed Services

May 11, 2023

Please Mute.

Use Chat Box for questions. Please keep side conversations to a minimum.

We will be recording.

Close captioning available.

Update on FMCS

ARC paper timesheets/Paycom ending with pay period that starts on May 14th

Phone option not available for the foreseeable future

PPL is leaving Maryland - Choose ARC or GTI by May 23 to start June 11

It is expected that an RFP will be issued to find the third FMCS provider

Electronic timekeeping is mandatory, regardless of exemptions from Electronic Visit Verification.



Update on EVV Live-In Exemption

Positive conversation with
Secretary of Health, Laura
Herrera-Scott

Optimistic that MDH will apply
for live-in caregiver exemption
from EVV compliance

Be patient! No news is often
good news!



Support Brokers—how did we get here?

Support brokers were mandatory
from 2005-2018.

In 2018, they were made optional.

Now required when family is staff.



“Successful support brokers have a clear understanding of both their role and their responsibilities. The Centers for Medicare and Medicaid Services (CMS) describes the role of a support broker as providing information and assistance to individuals who have chosen to direct their services. Support brokers may have a variety of responsibilities depending on the needs and preferences of the person receiving services, but their primary function is to provide a solid foundation for implementing self-direction.

Each support broker brings unique experience to their role, and not every support broker will have the same background and skills. Although a degree or specific training in business or accounting is not required, support brokers need to be comfortable and skilled in understanding the person’s annual budget and monthly spending summary.

As a support broker, a key role is to provide essential guidance and direction in the area of human resources. Support brokers are not expected to have a degree in human resource management, but are expected to understand some of the most common issues and questions and to know where to get more information.”

—DDA Support Broker Training Series, Maryland Department of Health



Who is the Support Broker?

Specialist exclusive to self-directed participants.

Professional who works directly FOR the participant.

Team member who facilitates communication within the team

Problem solver and networker

- *knows what waiver services may benefit the participant
- *often has cross-team experience/contacts to enhance your program
- *knows strategies to meet needs and capitalize on strengths



What can a support broker do?

(As little or as much as you want them to do.)

Advocate for autonomy AND for choice and control of services

Assist with developing and implementing the person centered plan

Assist with locating, evaluating, and onboarding staff

Advocate for additional resources when necessary

Interface with FMCS and DDA on behalf of participant

Assist with identifying community resources

Assist with future planning and sustainability

Track the budget and maintain employee records

Provide continuity amid CCS turnover



What can't a
support broker
do?

Make decisions for the participant

Hire or fire staff

Approve payroll or vendor
payments



What should you look for in a support broker?

Is a dedicated advocate, ensuring that the team ALWAYS centers on the participant

Has a thorough understanding of waiver options and requirements

Has availability that matches your needs

Is an “outside the box” thinker

Has experience or qualifications that matches your needs



Who needs a support broker?

Anyone who employs family as staff

Anyone who wants fresh ideas and perspectives

Anyone who feels their services and activities don't match their current needs



How is the Support Broker funded?

First four hours per month are funded directly as a waiver service

Additional hours must be paid for through unallocated funds—up to a total of 30 hours



Sunny's Support Broker Story



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Participant expectations and needs will vary—as will support broker strengths—so if the shoe fits



Our Panelists

Kayla Kosman & her mom,
Stellamarie Kosman

Irene Souada, Support Broker

Ed Little & his sister, MaryLou Little

Stephanie Watkins, Support Broker



QUESTIONS? THOUGHTS?

Put your questions in the chat box or if you are unable to do that, use the “raise your hand” function.

We will answer as many questions as possible!

Reminder: Please feel free to email any private/sensitive information to info@marylandsds.org

The logo for SDAN (Self-Directed Advocacy Network of Maryland, Inc.) features the letters S, D, A, and N in a large, bold, sans-serif font. Each letter is filled with a pattern of yellow, black, and maroon colors, resembling the Maryland state flag.

Self-Directed Advocacy Network of Maryland, Inc.

Thank you!

The logo for SDAN (Self-Directed Advocacy Network of Maryland, Inc.) features the letters 'SDAN' in a large, bold, sans-serif font. Each letter is filled with a pattern of yellow, black, and maroon stripes, reminiscent of a nautical signal flag.

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info@Marylandsds.org

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Self-Directed Advocacy Network of Maryland, Inc.

Upcoming DDA Webinars

DDA Waiver Renewals, effective July 1, 2023

May 19, 2023 — 12:00 pm to 1:30 pm

- Family Supports Waiver
- Community Supports Waiver
- Community Pathways Waiver

[REGISTER HERE](#)

Self-Directed Services Updates Webinar

May 22, 2023 — 12:00 pm to 1:30 pm

- Waiver renewal service updates/changes.
- New budget sheet and budget modification forms.
- Reasonable and customary wages and rates.

[REGISTER HERE](#)