Appendix 14—OHS crosswalked HCB setting requirements with the available corresponding NCI data to further aid in our preliminary understanding of DDA settings

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
I. HCB Setting Requirements	**NCI Data**	**Topics**	**Maryland**	**NCI Avg.**
Is integrated in and supports access to the greater community	• If person interacts with neighbors • Extent to which (frequency and with whom) people do certain activities in the community: shopping, errands, religious practice, entertainment, exercise, vacations, meetings • If people are supported to see friends and family when they want • If people have a way to get places they want to go • Whether the individual has friends or relationships other paid staff or family • If person participates in unpaid activity in a community-based setting • If person has a paid job in the community	1. Went out shopping in the past month 2. Went out on errands in the past month 3. Went out for entertainment in the past month 4. Went out to eat in the past month 5. Went out to religious services in the past month 6. Went out for exercise in the past month 7. Went on vacation in the past year 8. Can see family 9. Can see friends 10. Always has a way to get places 11. Has paid job in the community	1. 89% 2. 88% 3. 75% 4. 81% 5. 49% 6. 72% 7. 64% 8. 90% 9. 83% 10. 82% 11. 29%	1. 87% 2. 83% 3. 71% 4. 83% 5. 48% 6. 85% 7. 45% 8. 80% 9. 78% 10. 83% 11. 16%

Provides opportunities to seek employment and work in competitive integrated settings, engage in community life, and control personal resources	Employment -
	• If person has a job in the community
	• If person has a paid job in the community
	  o Number of hours worked or spent at this activity during the two week period
	  o Total gross wages (before taxes or deductions) earned at this activity during the two-week period
	  o Does this person get publicly funded services or supports to participate in this activity?
	  o Is the job or activity done primarily by a group of people with disabilities
	• If person does not have a job in the community, do they want one
	• Of people employed, if they like their job and if they want a different job
	• If person has integrated employment as a goal in their service plan
	• If person participates in unpaid activity in a community-based setting
		• Has a paid job in the community
		• Average bi-weekly hours:
		  o Individually-supported
		  o Competitive
		  o Group-supported
		• Average bi-weekly gross wages;
		  o Individually-supported
		  o Competitive
		  o Group-supported
		• Wants a paid job in the community
		• Likes paid community job
		• Wants to work somewhere else
		• Has community employment as a goal in service plan
		• Volunteers
			29%
			
			2.4 hours
			N/A
			29.7 hours
			
			N/A
			N/A
			N/A
			60%
			
			92%
			28%
			39%
			
			41%
				16%
				
				24.2
				28.5
				31.9
				
				N/A
				N/A
				N/A
				49%
				
				93%
				30%
				25%
				
				32%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
I. HCB Setting Requirements	NCI Data		Topics	Maryland	NCI Avg.
Ensures the individual receives services in the community with the same degree of access as individuals not receiving Medicaid HCBS	• If person can decide how to spend his/her own money • Does your family member have enough support (e.g., support worker, community resources) to work or volunteer in the community? (FGS, Community Connections) • Does your family member know how much money is spent by the ID/DD agency on his/her behalf? (FGS, Choice and Control) • Does your family member have a say in how this money is spent? If yes, does your family member have all the information s/he needs to make decisions about how to spend this money? (FGS, Community connections.)		1. Chooses how to spend money 2. Knows how much money is spent by the ID/DD agency on his/her behalf 3. Has a say in how money is spent 4. Has all information needed to decide how to spend money	1. 85% 2. 12% 3. 28% 4. 96%	1. 87% 2. 19% 3. 31% 4. 90%

Allows full access to the greater community	• Extent to which (frequency and with whom) people do certain activities in the community: shopping, errands, religious practice, entertainment, exercise, vacations, meetings
	• If person wants to go somewhere, do they always have a way to get there
	• Does your family member participate in community activities (such as going out to a restaurant, movie, or sporting event)?
	• If No, why? lack of transportation, cost, lack of support staff, negative attitudes from community members, other
			1. Went out shopping in the past month
			2. Went out on errands in the past month
			3. Went out for entertainment in the past month
			4. Went out to eat in the past month
			5. Went out to religious services in the past month
			6. Went out for exercise in the past month
			7. Always has a way to get places
			8. Family member participates in community activities
			9. Reasons family member does not participate in community activities:
			  ○ Lack of transportation
			  ○ Cost
			  ○ Lack of support staff
			  ○ Negative attitudes from community members
			  ○ Other
				1. 89%
				2. 88%
				3. 75%
				4. 81%
				5. 49%
				
				6. 8.4
				7. 90%
				8. 86%
				
				21%
				21%
				24%
				63%
				63%
					1. 87%
					2. 83%
					3. 71%
					4. 83%
					5. 48%
					
					6. 6.6
					7. 84%
					8. 9 3%
					
					25%
					19%
					19%
					10%
					56%

Is chosen by the individual from among residential and day options that include generic settings	• If person chose their residence, work and/or day services • Did you/your family member choose the provider agencies who work with your family • Can you/your family member choose a different provider agency if s/he wants to?		• Chose home • Chose paid community job • Chose day program or regular activity • Chose case manager/service coordinator • Chose staff	1. 46% 2. 82% 3. 60% 4. 67% 5. 61%	1. 51% 2. 83% 3. 59% 4. 63% 5. 65%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
I. HCB Setting Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Respects the participant's option to choose a private unit in a residential setting	If person chose to live alone, or chose people they live with.		Chose roommates	49%	44%
Ensures right to privacy, dignity and respect and freedom from coercion and restraint	· If person has been treated with respect by paid providers/staff · Does person have enough privacy, can be alone with guests, whether mail/email is read without permission, if the person can use the phone/internet without restriction, and whether people ask before entering the home or bedroom. · Does person feel safe at home? At work/day program? In neighborhood? If person does not feel safe, is there someone to talk to? · AFS and FGS Satisfaction queries knowledge and use of how to file grievances and report abuse, neglect, exploitation: ··· Do you know the process for filing a complaint or grievance against provider agencies or staff? ··· Are you satisfied with the way complaints or grievances against provider agencies or staff are handled and resolved? ··· Do you know how to report abuse or neglect? ··· Within the past year, if abuse or neglect occurred, did you report it? If yes, were the appropriate people responsive to your report?		• Staff treat person with respect • Has enough privacy at home • Can be alone at home with visitors or friends • Mail or email is never read by others w/o permission • Can use phone and internet w/o restriction • Home is never entered w/o permission • Bedroom is never entered w/o permission • Never or rarely feels afraid or scared at home • Never or rarely feels afraid or scared at work, day program or regular activity • Never or rarely feels afraid or scared in neighborhood • Person has someone to go to for help if ever afraid	93% 90% 71% 77% 87% 87% 82% 81% 85% 80% 88%	93% 91% 77% 83% 89% 89% 83% 82% 86% 83% 93%

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
I. HCB Setting Requirements	**NCI Data**	**Topics**	**Maryland**	**NCI Avg.**
Optimizes autonomy and independence in making life choices	· Did person make decisions or did others make decisions about: where and with whom they live, where they work, what day program they attend, their daily schedule, how to spend free time, how to spend their own money, choice of case manager, and choice of staff. (ACS, Choice) · Self-direction queries suggest decision making competence building: Does person have help making decisions re budget and services; Can they change budget or services if needed; Do they have enough information about how much money is in budget; Is info easy to understand; Do they want more help with budget or choosing services (ACS, Self-Directed Services) · Did you/your family member choose the individual support workers who work directly with him/her? · Can you/your family member choose different support workers if s/he wants to? (AFS & FGS Choice and Control) · Did you help develop your service plan? (ACS, Satisfaction with Services) · Whether person has a full or limited guardian (ACS, AFS & FGS Background Info)	• Chose home	46%	51%
		• Chose roommates	49%	44%
		• Chose paid community job	82%	83%
		• Chose day program or regular activity	60%	59%
		• Decides daily schedule	74%	82%
		• Decides how to spend free time	82%	91%
		• Chooses how to spend money	85%	87%
		• Chose case manager/service coordinator	67%	63%
		• Chose staff	61%	65%
		• Uses self-directed supports	4%	8%
		• Chooses individual support workers who work directly with family:		
		○ Always	17%	31%
		○ Usually	21%	12%
		○ Sometimes	8%	7%
		○ Seldom	9%	6%
		○ Never	46%	45%
		• Family member can choose different support workers if desired:		
		○ Always	48%	62%
		○ Usually	24%	21%
		○ Sometimes	6%	6%
		○ Seldom	5%	3%
		○ Never	17%	8%
		•Person helped make service plan	87%	85%
Facilitates choice of services and who provides them	N/A	N/A	N/A	N/A

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
II. HCBS Requirements for Provider Owned/Operated Residential Setting	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
A lease or other legally enforceable agreement to protect from eviction	NCI does not cover this		N/A	N/A	N/A
Privacy in their unit including entrances lockable by the individual	· If others announce themselves before entering home (ACS, Home) · If others announce themselves before entering bedroom? (ACS, Home) · If person has enough privacy (ACS, Home)		• Home is never entered w/o permission • Bedroom is never entered w/o permission • Has enough privacy at home	87% 82% 90%	89% 83% 91%
Choice of roommates	Choice of people to live with (ACS, Choice)		Chose roommates	46%	51%
Freedom to furnish and decorate their unit	NCI data does not cover this		N/A	N/A	N/A
Control of their schedule and activities	· Control of daily schedule (ACS, Choice) · Control of free time use (ACS, Choice)		• Decides daily schedule • Decides how to spend free time	74% 82%	82% 91%
Access to food at any time	N/A		N/A	N/A	N/A
Visitors at any time	Whether person can be alone with visitors or if there are some rules/restrictions (ACS, Rights)		Can be alone at home with visitors or friends	71%	77%

Setting is Physically Accessible to individual	Describes person's mobility as moving around without aid, with aid, or is not ambulatory even with aids (AFS, Access		• Has access to special equipment or accommodations needed:
			  ○ Always
			  ○ Usually
			  ○ Sometimes
			  ○ Seldom
			  ○ Never
				36%
				37%
				8%
				3%
				16%
					47%
					30%
					10%
					4%
					10%

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	NCI Data	Topics	Maryland	NCI Avg.
Service planning process is driven by the individual	· If person helped develop their service plan (ACS, Satisfaction with Services) · If Support Coordinator asks person what they want (ACS, Satisfaction with Services) · If Support Coordinator helps get what the person needs (ACS, Satisfaction with Services)	• Person helped make service plan • Case manager/service coordinator asks what person wants • Case manager/service coordinator helps get what person needs	86% 91% 88%	87% 95% 88%
Includes people chosen by the individual	NCI does not include this data	N/A	N/A	N/A
Provides necessary information and support to ensure that the individual directs the process to the maximum extent possible	● For self-directing, does person have help making decisions re budget and services, can they change budget or services if needed, have enough information about how much money is in budget, is info easy to understand, and do they want more help with budget or choosing services (ACS, Self-Directed Services) ● Do you get enough information to help you participate in planning services for your family? (AFS & FGS, Info & Planning) ● Does the information you receive come from your case manager/service coordinator? (AFS & FGS, Info & Planning) ● Does the case manager/service coordinator tell you about other public services that your family is eligible for (e.g., food stamps, Supplemental Security Income [SSI], housing subsidies, etc.)? (AFS, Info & Planning) ● Does your family member know how much money is spent on the IDD Agency on his/her behalf? ● Does your family member have a say in how IDD Agency money is spent on his/her behalf? If yes, does he/she have the information needed to make this decision?	• Gets enough information to help plan services: 　○ Always 　○ Usually 　○ Sometimes 　○ Seldom 　○ Never • Information about services and supports comes from case manager/service coordinator 　○ Always 　○ Usually 　○ Sometimes 　○ Seldom 　○ Never • Case manager/service coordinator tells family about other eligible public services: 　○ Always 　○ Usually 　○ Sometimes 　○ Seldom 　○ Never • Knows how much money is spent by the ID/DD agency on his/her behalf. • Has a say in how ID/DD agency money is spent • Has all information needed to make decisions about how to spend this money.	24% 38% 21% 12% 5% 36% 36% 17% 7% 4% 28% 26% 14% 12% 20% 9% 27% 92%	35% % 16% 7% 4% 43% 34% 15% 5% 3% 38% 24% 12% 10% 16% 13% 32% 88%

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	NCI Data	Topics	Maryland	NCI Avg.
Is timely; occurs at times and locations convenient to the individual	NCI does not include this data	N/A	N/A	N/A
Reflects cultural considerations	● If services are delivered in a manner respectful to family member's/individual's culture (FGS & AFS) ● If English is not your primary language, are there support workers or translators who can speak to you in your language? (FGS & AFS, Access & Delivery of Services)	• Services are delivered in a manner that is respectful to family's culture ○ Always ○ Usually ○ Sometimes ○ Seldom ○ Never	64% 30% 4% 0% 2%	72% 24% 3% 3% 1%

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	**NCI Data**	**Topics**	**Maryland**	**NCI Avg.**

Plan discussions are in plain language. Information is available in a manner that is accessible to individuals	● Do you get enough information to help you participate in planning services for your family member? (FGS & AFS, Info & Planning)
	● Is the information you receive easy to understand? (FGS & AFS, Info & Planning)
	● Person's primary means of expression (ACS, Background Info; FGS Demographics)
	● If your family member does not communicate verbally (for example, uses gestures or sign language), are there support workers who can communicate with him/her? (FGS & AFS, Access & Delivery of Services)
	● If English is your family member's first language, do the support workers speak to him/her effectively? (FGS & AFS, Access & Delivery of Services)
	● If English is not your family member's first language, are there support workers or translators who can speak with him/her in the preferred language? (FGS & AFS, Access & Delivery of Services)
		• Gets enough information to help plan services
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
		• Information about services and supports is easy to understand
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
		• Support workers can communicate with if non-verbal
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
		• Support workers speak effectively in primary language, if English
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
			49%
			34%
			11%
			3%
			4%
			
			50%
			40%
			9%
			1%
			0%
			
			45%
			38%
			6%
			9%
			2%
			
			66%
			30%
			3%
			0%
			1%
				46%
				36%
				11%
				4%
				3%
				
				50%
				39%
				8%
				2%
				1%
				
				55%
				33%
				8%
				2%
				1%
				
				72%
				25%
				2%
				0%
				0%

Includes strategies for solving disagreement within the process, including clear conflict of interest guidelines for all planning participants	NCI does not include this data	N/A	N/A	N/A

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	**NCI Data**	**Topics**	**Maryland**	**NCI Avg.**

Offers choices to the individual regarding the services and supports the individual receives and from whom	● If person would like to live somewhere else (ACS, Home)
	● If person wants to work somewhere else (ACS, Employ/Day)
	● If person wants to go somewhere else during day (for those using day service programs) (ACS, Employ/Day)
	● If person chose their case manager (ACS, Choice)
	● Case manager was assigned but person understands case manager can be changed if requested (ACS, Choice)
	● If person chose their staff (ACS, Choice)
	● For self-directing, does person have help making decisions re budget and services, can they change budget or services if needed, have enough information about how much money is in budget, is info easy to understand, and do they want more help with budget or choosing services (ACS, Self-Directed Services)
	● Did your family member choose the provider agencies that work with him or her? (FGS & AFS, Choice, Control)
	● Can your family member choose a different provider agency if s/he wants to? (FGS & AFS, Choice & Control)
	● Did your family member choose the individual support workers who work directly with him/her? (FGS & AFS, Choice & Control)
	● Can your family member choose different support workers if s/he wants to? (FGS & AFS, Choice & Control)
	● Did your family member choose a case manager/service coordinator? (FGS, AFS, Choice, Control)
	● Does your family member have control and/or input over the hiring and management of his/her support workers? (FGS & AFS, Choice & Control)
	● Does the plan include all the services and supports your family member wants? (FGS & AFS, Info & Planning)
	● Does the plan include all the services and supports your family member needs? (FGS & AFS, Info & Planning)
	● Does your family member receive all of the services listed in the plan? (FGS & AFS, Info & Planning)
	● Asks individual if they receive all the services they need (ACS, Access to Needed Services)
		• Wants to live somewhere else
		• Wants to work somewhere else
		• Wants to go somewhere else or do something else during the day
		• Chose case manager/service coordinator
		• Chose staff
		• Uses self-directed supports
		• Chose provider agencies who work with family:
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
		• Chooses individual support workers who work directly with family:
		  ○ Always
		  ○ Usually
		  ○ Sometimes
		  ○ Seldom
		  ○ Never
		• Chose case manager/service coordinator
		• Has control or input over hiring and management of support workers
		• Service plan includes all the services and supports family member wants
		• Service plan includes all the services and supports family member needs
		• Receives all services listed in the service plan
			32%
			44%
			42%
			
			51%
			
			59%
			4%
			
			N/A%
			N/A%
			N/A%
			N/A%
			N/A%
			11%
			
			11%
			8%
			8%
			62%
			11%
			
			17%
			
			80%
			
			69%
			
			84%
				26%
				28%
				31%
				
				60%
				
				62%
				11%
				
				N/A%
				N/A%
				N/A%
				N/A%
				N/A%
				26%
				
				12%
				8%
				6%
				48%
				16%
				
				32%
				
				86%
				
				79%
				
				87%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Provides a method for individual to request updates	NCI does not include this data		N/A	N/A	N/A
May include whether and what services are self-directed	● For those self-directing, does person have help making decisions re budget and services, can they change budget or services if needed, have enough information about how much money is in budget, is info easy to understand, and do they want more help with budget or choosing services. (ACS, Self-Directed Services)* ● Whether person uses fiscal intermediary or agency of choice model (ACS, Background Info) *Current version of NCI ACS only asks this of people who are in Self-Directed Waiver. Future surveys will ask this of all individuals.		• Uses self-directed supports	4%	8%
Signed by all individuals and providers responsible for its implementation. A copy of plan must be provided to individual and his/her representative	NCI does not include this data		N/A	N/A	N/A
Includes individually identified goals and preferences related to relationships, community participation, employment, income and savings, healthcare and wellness, education and others	NCI does not include this data		N/A	N/A	N/A

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
III. HCBS Person-Centered Service Plan Process Requirements	NCI Data		Topics	Maryland	NCI Avg.
Identifies the strengths, preferences, needs (clinical and support), and desired outcomes of individual	● Does the plan include all the services and supports your family member wants? (FGS & AFS, Info & Planning) ● Does the plan include all the services and supports your family member needs? (FGS & AFS, Info & Planning) ● Does your family member receive all of the services listed in the plan? (FGS & AFS, Info &Planning) ● Asks individual if they receive all the services they need (ACS, Access to Needed Services)		• Service plan includes all the services and supports family member wants • Service plan includes all the services and supports family member needs • Receives all services listed in the service plan	80% 73% 86%	84% 78% 88%
Includes risk factors and plans to minimize them	Did you discuss how to handle emergencies related to your family member at the last service planning meeting? (FGS & AFS, Info & Planning)		Discussed how to handle emergencies related to family member at the last service planning meeting	72%	75%

Conducted to reflect what is important to the individual to ensure delivery of services in a manner reflecting personal preferences and ensure delivery of services in a manner reflecting personal preferences and ensuring health and welfare	● Do you feel that your family member's residential setting is a healthy and safe environment?(FGS, Access & Delivery)
	● Do you feel that your family member's day/ employment setting is a healthy and safe environment? (FGS & AFS, Access & Delivery)
	● Does the case manager/service coordinator respect your family's choices and opinions? (AFS, Info & Planning)
	● Data is available regarding accessible information as service planning is less likely to reflect personal preferences if preferences are not understood by service planning team. Refer to NCI data for HCBS requirement on page 11, Plan discussions are in plain language. Information is available in a manner that is accessible to individuals.
			• Family member's day/ employment setting is healthy and safe:
			  ○ Always
			  ○ Usually
			  ○ Sometimes
			  ○ Seldom
			  ○ Never
			• Case manager/service coordinator respects family's choices and opinions:
			  ○ Always
			  ○ Usually
			  ○ Sometimes
			  ○ Seldom
			  ○ Never
				67%
				29%
				4%
				0%
				0%
				
				60%
				30%
				7%
				1%
				1%
					70%
					26%
					3%
					0%
					0%
					
					68%
					24%
					5%
					1%
					2%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Settings is chosen by the individual and supports full access to the community	● If person would like to live somewhere else (ACS, Home)		• Wants to live somewhere else	26%	26%
	● If person wants to work somewhere else (ACS, Employ/Day)		• Wants to work somewhere else	28%	30%
	● If person wants to go somewhere else during day (for those using day service programs) (ACS, Employ/Day)		• Wants to go somewhere else or do something else during the day	43%	34%
	● Extent of integration in community life: shopping, errands, religious practice, entertainment, exercise, vacations, meetings (ACS, Community Integration)		• Went out shopping in the past month	89%	87%
			• Went out on errands in the past month	88%	83%
	● If person wants to go somewhere, do they always have a way to get there (ACS, Satisfaction with Services)		• Went out to a religious or spiritual service in the past month	49%	48%
			• Went out for entertainment in the past month	75%	71%
			• Went out for exercise in the past month	72%	59%
			• Went on vacation in the past year	64%	46%
			• Always has a way to get places	90%	84%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
There are opportunities to seek employment and work in competitive integrated settings	● Preference to work, whether employment is a goal in ISP, if person wants a different job, if person likes job, types of work (degrees of integration), wages. (ACS, Background Info & Employment/Day) ● Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community? (FGS & AFS, Community Connections)		• Wants a paid job in the community	60%	49%
			• Has community employment as a goal in service plan	39%	25%
			• Likes paid community job	92%	93%
			• Wants to work somewhere else	28%	30%
			• Job industry:		
			○ Food prep and food service	19%	20%
			○ Building and grounds cleaning or maintenance	38%	33%
			○ Retail	14%	15%
			○ Assembly, manufacturing, or packaging	10%	9%
			• Type of paid employment in the community:		
			○ Individually-supported	33%	33%
			○ Competitive	13%	34%
			○ Group-supported	53%	34%
			• Average bi-weekly gross wages		
			○ Individually-supported	$231.02	$186.37
			○ Competitive	$278.30	$207.62
			○ Group-supported	$269.21	$148.35
			• Family member has enough support to work or volunteer in the community	72%	77%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Supports are in place to assist the individual to engage in community life, control personal resources, and receive services in the community	● Extent of integration in community life: shopping, errands, religious practice, entertainment, exercise, vacations, meetings (ACS, Community Integration) ● Does your family member have enough support (e.g., support workers, community resources) to work or volunteer in the community? (FGS & AFS, Community Connections) ● If person can decide how to spend his/her own money. (ACS, Choice) ● Does your family member know how much money is spent by the ID/DD agency on his/her behalf? (FGS & AFS, Choice & Control) ● Does your family member have a say in how this money is spent? If Yes, does your family member have all the information s/he needs to make decisions about how to spend this money? (FGS & AFS, Choice & Control)		• Went out shopping in the past month	89%	87%
			• Went out on errands in the past month	88%	83%
			• Went out to a religious or spiritual service in the past month	49%	48%
			• Went out for entertainment in the past month	75%	71%
			• Went out for exercise in the past month	72%	59%
			• Went on vacation in the past year	64%	45%
			• Family member has enough support to work or volunteer in the community	72%	77%
			• Chooses how to spend money	85%	87%
			• Family member knows how much money is spent by the ID/DD agency on his/her behalf	12%	14%
			• Family member has a say in how ID/DD agency money is spent	28%	31%
			• Family member has all information needed to decide how to spend ID/DD agency money	96%	90%
Supports and services are linked to individual strengths and preferences	● If plan includes all services and supports your family member wants (FGS & AFS, Info & Planning)		• Service plan includes all the services and supports family member wants	81%	88%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Supports and services align with assessed clinical and support needs	● If plan includes all services and supports person needs (FGS & AFS, Info & Planning) ● Does your family member have access to the special equipment or accommodations that s/he needs (for example, wheelchair, ramp, communication board)? (AFS & FGS, Access & Delivery) ● Is person able to get medications/ respite/ psychiatric care needed? If yes, are you satisfied with quality? (AFS & FGS, Access & Delivery)		• Service plan includes all the services and supports family member needs	75%	86%
			• Family member has access to special equipment or accommodations needed		
			○ Always	44%	53%
			○ Usually	39%	36%
			○ Sometimes	14%	9%
			○ Seldom	2%	2%
			○ Never	2%	1%
			• Can get medications needed for family member	100%	98%
			•Has access to mental health services needed for family member	89%	87%
			• Satisfied with family member's mental health providers	95%	95%
			• Has access to respite services needed for family member	62%	78%
			• Satisfied with family member's respite providers	96%	96%

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	NCI Data		Topics	Maryland	NCI Avg.
Individual's goals and desired outcomes are included	● If plan includes all services and supports the individual wants and needs (FGS & AFS, Info & Planning) ● Asks individual if they receive all the services they need (ACS, Access to Needed Services) ● If person asks their Support Coordinator for something s/he helps person get it (ACS, Satisfaction with Services)		• Service plan includes all the services and supports family member wants	81%	88%
			•Service plan includes all the services and supports family member needs	75%	86%
			• Case manager/service coordinator asks what person wants	88%	88%
			• Case manager/service coordinator helps get what person needs	88%	88%
Any risk factors are identified and measures are in place to minimize risk	NCI does not include this data		N/A	N/A	N/A

New HCBS Requirements	NCI Data Supporting Requirements	Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**	**Topics**	**Maryland**	**NCI Avg.**
Individualized backup plans and strategies are present when needed	● If you call and leave a message, does your case manager/service coordinator take a long time to call you back, or does s/he call back right away? (ACS, Satisfaction with Services) ● Did you discuss how to handle emergencies related to your family member at the last service planning meeting? (FGS & AFS, Info & Planning) ● Are services and supports available when your family member needs them? (FGS & AFS, Access & Delivery) ● If you asked for crisis or emergency services during the past year, were services provided when needed? (FGS & AFS, Access & Delivery) ● If you need respite services, do you have access to them? (FGS & AFS, Access & Delivery) ● If needed, do you have access to mental health services for your family member? (FGS & AFS, Access & Delivery) ● Are you or your family member able to contact his/her case manager/service coordinator when you need to? (FGS & AFS, Access & Delivery) ● Are services and supports available within a reasonable distance from your home? (FGS & AFS, Access & Delivery) ● Do services change when the family	• Case manager/service coordinator calls person back right away • Discussed how to handle emergencies related to family member at last service planning meeting • Services and supports are available when family member needs them: 　○ Always 　○ Usually 　○ Sometimes 　○ Seldom 　○ Never • Crisis or emergency services were provided when needed • Has access to respite services • Has access to mental health services • Able to contact case manager/service coordinator when needed 　○ Always 　○ Usually 　○ Sometimes 　○ Seldom 　○ Never	75% 75% 31% 42% 19% 6% 2% 71% 62% 89% 47% 39% 8% 4% 2%	75% 76% 41% 38% 15% 4% 2% 70% 78% 87% 54% 33% 11% 2% 1%

	member's needs change? (FGS & AFS, Access & Delivery)	• Services and supports are available reasonably close to home:		
		○ Always	41%	44%
		○ Usually	42%	38%
		○ Sometimes	11%	12%
		○ Seldom	4%	4%
		○ Never	2%	2%
		• Services and supports change when family member's needs change:		
		○ Always	32%	41%
		○ Usually	42%	38%
		○ Sometimes	15%	13%
		○ Seldom	6%	5%
		○ Never	7%	4%
Providers of services and supports, including unpaid supports provided voluntarily in lieu of waiver or state plan HCBS	● Proportion of families who report they are supported in utilizing natural supports in their communities (e.g., family, friends, neighbors, churches, colleges, and recreational services). (AFS, Community Connections)	N/A	N/A	N/A
The individuals responsible for monitoring plan	NCI does not include this data	N/A	N/A	N/A
Informed consent of the individual in writing	NCI does not include this data	N/A	N/A	N/A
Service plan has been given to the individual and others involved in plan	NCI does not include this data	N/A	N/A	N/A

New HCBS Requirements	NCI Data Supporting Requirements		Consumer Survey Report		
IV. HCBS Person-centered Service Plan Documentation Requirements	**NCI Data**		**Topics**	**Maryland**	**NCI Avg.**
Any self-directed services and supports	● If person self directs (ACS, Background Info) ● If sufficient supports to self-direct including if person has help making decisions re budget and services, can they change budget or services if needed, do they have enough information about how much money is in their budget, is info easy to understand, and do they want more help with budget or choosing services? (ACS, Self-Directed Services) ● Whether person uses fiscal intermediary or agency of choice model (ACS, Background Info)		• Uses self-directed supports	4%	8%
Justification for any restrictions or modifications that are not consistent with the HCBS guidelines (e.g., with respect to specific choices, roommates, access to food, etc.)	NCI does not include this data		N/A	N/A	N/A
Plan has been reviewed and revised upon reassessment of functional need as required every 12 months, when the individual's circumstances or needs change significantly, and/or at the request of the individual.	● Do the services and supports change when your family member's needs change? (FGS & FGS, Access & Delivery)		• Services and supports change when family member's needs change: ○ Always ○ Usually ○ Sometimes ○ Seldom ○ Never	32% 42% 15% 6% 7%	41% 38% 13% 4% 5%