

September 2019



The Arc[®]

Central Chesapeake Region

Employee Handbook

For Self-Directed Participants' Employees

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Contact Information

PHONE/FAX:

Feel free to call or e-fax toll-free. Lines are open 24 hours per day. Phones are answered by a live operator during business hours 8A-4:30P. After hours, you may leave a message in the general inbox or at a specific extension.

1.866.252.6871 (toll-free S K R Q H)

1.888.272.2236 (toll-free I D J)

WEB:

Access the website to review the FMCS Contact Sheet with direct phone lines, staff emails, and email addresses for submitting documentation for processing.

<https://thearcccr.org/self-directed-services/>

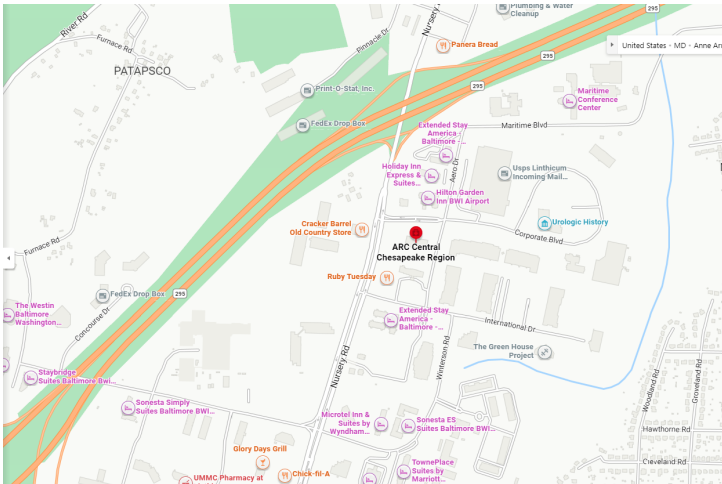
CUSTOMER SERVICE TICKET SYSTEM:

Open a customer service ticket if you need help.

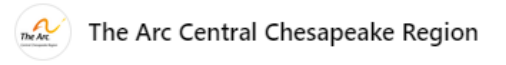
<https://thearcselfdirection.zendesk.com/>

OFFICE:

Schedule an appointment for a face-to-face meeting.



The Arc CCR Corporate Office
is located at
999 Corporate Blvd, Suite 300,
Linthicum, MD 21090
Business Hours:
8AM-4:30PM M-F
(except holidays)



Intro

Supporting people with intellectual and developmental disabilities to live the lives they choose

Page · Nonprofit organization

999 Corporate Boulevard, Suite 300,
Linthicum Heights, MD, United States,
Maryland

(410) 269-1883

info@thearcccr.org

thearcccr.org

Introduction

Welcome! You have been chosen to be an employee of a participant in the Maryland Self-Directed Service (SDS) Program, offered and funded through the Maryland Department of Health Developmental Disabilities Administration (DDA). Participants in this program and their families wish to exercise more choice, control, and authority over their services. As an employee of a participant, you are playing an important role in supporting this choice. The participant or their representative will be your employer and direct the provision of your services.

It is important that you carefully read this handbook. You will be required to sign and acknowledge that you have reviewed and understand its contents on your Employee Agreement. If there is any information that you do not understand, you should talk with your employer (the Participant/Representative) for clarification before signing the Employee Agreement. The purpose of this handbook is to provide additional information on the concepts and responsibilities required for you to provide services. It is in everyone's best interest to employ the best and most qualified employees and to make sure they receive training and information on how to be successful. The Participant/Representative you work for is committed to providing a work environment that is fair, free from discrimination, and that adheres to all applicable employment laws and Self-Directed Services (SDS) program requirements.

This handbook will provide an overview of the Maryland SDS program. Each section will walk you through important information that you will need to know as an employee and outlines your role in helping to create and provide quality support services. Additionally, this handbook will explain the role of The Arc Central Chesapeake Region, the Fiscal Management & Counseling Services (FMCS) entity. An FMCS is the entity that helps perform employer-related activities for participants enrolled in the Maryland SDS program. The Arc Central Chesapeake Region (The Arc CCR) is responsible for assisting the employer with ensuring employee qualification and eligibility, processing approved time sheets, issuing payments, filing taxes, and many other activities you will find described in this handbook. This handbook is for informational purposes only. Nothing in this handbook shall be construed to create an employment relationship or contract between you and The Arc CCR.

All employees are required to receive this information prior to working with a participant. This handbook is a tool for your employer to use to help you better understand your role and is not all-inclusive. Your employer will also have additional expectations related to your employment which are not included in this handbook. If you have any questions about the information explained in this handbook, you should talk to your employer.

What is Self-Directed Services?

People receiving funding through The Developmental Disabilities Administration (DDA) may choose either a traditional provider delivery model or a self-directed services model. At The Arc CCR, both options are provided and supported. Each person decides which approach best fits their life.

Self-Directed Services (SDS) is an option for service delivery for persons with developmental disabilities and their families who wish to exercise more choice, control, and authority over their service needs. The SDS option is founded on the principles of self-determination and provides waiver participants and families greater control over the services they receive, how they receive them, and who provides them.

Under the SDS model of funding, the person with a disability or their chosen representative have both the choice and responsibility of who to recruit, hire, train, and supervise to provide their services. Choosing SDS requires Fiscal Management Services through a DDA approved provider.

The Principles of Self-Determination

- ❑ FREEDOM: To decide how one wants to live his or her life.
- ❑ AUTHORITY: The individual has authority over the support and service resources available to them.
- ❑ SUPPORTS: Organizing a network of support for the individual, family, friends, and those who care.
- ❑ RESPONSIBILITY: Individuals, with support, take responsibility for their decisions and actions to assure the wise use of public dollars.
- ❑ CONFIRMATION: Honoring the important leadership role individuals who receive public support play in changing their systems of support.

The Role of the Fiscal Management & Counseling Services (FMCS) Provider

Fiscal Management & Counseling Services (FMCS) is a required administrative service funded by DDA when Self-Direction is chosen by the Participant or their representative. Any participant choosing to self-direct will require the support and services of an FMCS provider, like The Arc CCR, who can assist them in exercising their employer and budget authority.

As the FMCS provider, The Arc CCR manages the payroll and payroll reporting services, payments to vendors for goods and services, tracking and verifying approved budget

items, and providing tax-related information to state and federal authorities on behalf of the participant. These services are provided by The Arc CCR for the benefit of the participant and do not create an employment relationship between The Arc CCR and the participant's employee.

New Employee Onboarding

All new employees must complete a new hire packet with their employer/participant and submit the packet to The Arc CCR at FMSNewHirePackets@thearcccr.org for review and processing. It is the role of the FMCS provider to ensure compliance by confirming employee qualifications and eligibility. All employees must be at least 18 years-old and have a high school diploma or GED. Employees must also be CPR and First Aid certified prior to working and are responsible for maintaining current certification over the course of their employment. If an employee's certification lapses, the employee shall no longer be qualified to provide services to the participant and should be suspended pending re-certification as the FMCS will not be able to provide payment from the participant's budget. The employer is responsible for identifying and providing all other training, which includes but is not limited to understanding the needs specific to the participant and their developmental disability.

The Arc CCR is also responsible for running the criminal background check, which is required in order for the employee to be cleared to work for the participant and be paid from the participant's budget. The employer is advised of the results of any background check disclosing reported crimes. If the employer wishes to continue to pursue onboarding of the potential employee, then the background check results are sent to DDA to review. Some offenses are immediately disqualifying in nature while others are not. The employer has the option of writing a letter to DDA explaining their preference to move forward with hiring and their reasoning. Ultimately, DDA determines if hiring may proceed given the employee's record. DDA notifies The Arc CCR and the FMCS notifies the participant of DDA's decision.

The Arc CCR guarantees state and federal tax and labor laws are upheld by maintaining the appropriate new hire documentation and registering all new employees through the Maryland New Hire Registry. Furthermore, The Arc CCR confirms state and county sick and safe leave laws and contracts with the payroll company to accurately track and show accruals for all state or county-required leave benefits, where applicable. The Arc CCR also provides information about and an opportunity for special state and federal tax exemptions which are based on the nature of Medicaid funded programs. More information about special tax exemptions is available on The Arc CCR website.

Notice of Privacy Practices & Confidentiality

As an employee, you must comply with the Health Insurance Portability and Accountability Act (HIPAA) and take measures to protect the participant's health information. The Privacy Rule protects all "individually identifiable health information" held or transmitted by you, in any form or media, whether electronic, paper, or oral. Protected Health Information (PHI) includes any identifiable health information, including demographic data, details that relate to the participant's past, present or future physical or mental health or condition, the provision of health care or services to the individual, or the past, present, or future payment for the provision of health care to the individual, and any information that could be used to identify the participant. Individually identifiable health information includes many common identifiers (e.g., name, address, birth date, Social Security Number, etc.).

In the course of your employment, be aware of the conversations you have about the participant, the notes you write, or other manners in which you support the participant to ensure you are maintaining their privacy in accordance with HIPAA standards. Make sure you have the participant and/or the guardian's written permission prior to sharing any information on their behalf with any third-parties.

The Arc CCR assigns an internal identification number, called a department number, to each participant upon enrollment. We provide this identifier so that there is a means to reference a participant without utilizing PHI.

Complaints and Grievances

Your feedback is very important to us. If you have a complaint or grievance regarding the services you receive from The Arc CCR, please let us know. The Arc CCR will respond to all complaints and grievances in a reasonable and prompt manner and will work diligently towards a resolution agreeable to all parties.

A complaint should be filed if you have an issue with something within reasonable control of The Arc CCR. Issues with the employee onboarding procedures, handling of payment issues, or payroll website concerns would be some examples of functions within reasonable control for The Arc CCR. Complaints may be made verbally or in writing. Written complaints may be submitted using the customer service ticket system accessed on the website.

If you feel your rights have been violated or you disagree with a policy of The Arc CCR, you may file a grievance. Grievances must be submitted in writing for FMCS

review. Once you file a complaint or grievance, The Arc CCR FMCS Team will work with you to address your concerns. If you are not satisfied with the initial recommendations, then the issue will be escalated until your issue is resolved. All complaints and grievances will be responded to within reasonable timelines.

Mandated Reporting - The DDA Policy on Reportable Incidents and Investigations (PORII)

The DDA is committed to protecting the rights of people with developmental disabilities from harm and enhance the quality of services. The DDA requires paid providers to identify, report, investigate, review, correct, and monitor situations and events that threaten the health, safety, or well-being of people receiving DDA services.

The individual's unpaid family members are not required to report such incidents, but *any employee paid to provide Medicaid waiver services* is required to report any events that could impact the individual's health or safety. If any of the events listed below occur, the employee should first ensure the participant's health and safety and then should contact the representative (if the individual has one), and the participant's Coordinator of Community Services (CCS) or the DDA Regional Office on-call staff as soon as possible.

What to report:

- Abuse
- Neglect
- Hospital admissions/ER visits
- Medication errors
- Choking
- Contact with Law Enforcement, Fire Department, or Emergency Medical Services
- Theft of an individual's property or funds
- Unexpected or risky absence
- Restraints
- Death

How to report:

There are three (3) options for reporting abuse, neglect or other event/concern:

1. If you know the Coordinator of Community Services (CCS) who works with your employer, contact them about any of the events described above so that they may complete an incident report.
2. If you have witnessed abuse to an individual with disabilities, you may contact the Office of Health Care Quality (OHCQ) at 877.402.8220.
3. Incidents of suspected abuse, neglect, or death must be reported *immediately* to the DDA Regional Office, directly after securing safety of the individual involved. This report can be provided verbally or by email to the following appropriate contacts:

Maryland DDA Regional Offices

Region	Counties Served	Phone	Email
Central	Anne Arundel, Baltimore, Howard and Harford Counties; and Baltimore City.	CMRO: 410.234.8200 After Hours: 410.978.4695	cmrotriage.ddaqa@maryland.gov
Eastern	Caroline County, Cecil County, Dorchester County, Kent County, Queen Anne's County, Somerset County, Talbot County, Wicomico County, Worcester County	ESRO: 410.572.5920 After Hours: 443.890.9912	emrotriage.ddaqa@maryland.gov
Southern	Calvert County, Charles County, Montgomery County, Prince George's County, and St. Mary's County	SMRO: 410.362.5100 After Hours: 301.806.0040	smrotriage.ddaqa@maryland.gov
Western	Allegany, Carroll, Frederick, Garrett, and Washington Counties	WMRO: 301.791.4670 After Hours: 443.852.8002	wmrotriage.ddaqa@maryland.gov

Medicaid Fraud

The Centers for Medicare & Medicaid Services (CMS) defines fraud as an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to oneself or some other person. It includes any act that constitutes fraud under applicable State and Federal law.

