

Questions when Choosing an Adult Service Provider in Maryland



Getting Ready

When your young adult with disabilities is getting ready to finish school, your family may be connected to many different types of adult service providers to:

- Learn job skills
- Find work
- Take part in the community

Agencies in Maryland to support your young adult if they are found eligible include:

- **DDA (Developmental Disabilities Administration)** – Community supports, employment, daily living supports
- **DORS (Division of Rehabilitation Services)** – Vocational training, job placement, benefits counseling

Choosing a Community Case Management Services Agency

After they are found eligible for services with the DDA, your family will receive information and resources to help you choose a **Coordinator of Community Services (Community Services Agency)**.

A **Community Case Management Services agency** coordinates services and funding. Once you select the agency you want to work with, a **Coordinator of Community Services** will be assigned to support your loved one.

Below are questions to ask when choosing an agency:

- How do you plan and coordinate services?
- How do you involve the person and family in decisions?
- How often do case managers check in?
- How do you connect people to work, training, and community activities?
- Do you support self-directed services and personal choices?
- Do you help with benefits counseling or financial planning?
- Are your employees trained on supported decision making?

Below you will find more specific questions to ask and services to consider when selecting an agency:

Person-Centered Plans (PCPs)

PCPs focus on the individual's goals and choices.

- How is a PCP created?
- Who is involved? How are family and the person included?
- How is the person's voice heard?
- How often is it updated?
- How does it guide decisions about work, daily activities, and community life?

Employment and Community Life

- How do you help people work and participate in the community?
- How are families and the person involved in employment plans?
- How do you support job skill building and job readiness?
- How are community activities chosen?
- How do you coordinate with **DORS**?

Jobs and Staff

- How many people have you helped get jobs recently?
- How do you support job changes if needed?
- How many people does each staff member work with?
- What training do staff get?
- Do staff have certifications like **ACRE** (Association of Community Rehabilitation Educators)?
- How do you match people to jobs?
- How often can people develop new skills or try new jobs?
- Do you provide transportation or travel training?

Types of Services

Supported Employment

- Help people find jobs they want
- Keep jobs and grow skills

Traditional Services

- Programs run by the agency
- Involve people in choosing activities and schedules
- Support decision-making in daily life

Self-Directed Services

- Choose staff or providers
- Control schedule, activities, and services

Extra Supports to Ask About

- **Benefits Counseling** – Social Security, health benefits, and other programs
- **Financial Planning** – Budgeting, saving, planning for the future
- **Coordination with DORS & Community Case Management Services agencies** – Training, job placement, and service coordination
- **Person-Centered Plans** – Make sure services match goals, choices, and preferences