

**Developmental Disabilities Administration**  
**Low Intensity Support Services (LISS)**  
**Frequently Asked Questions**

**What are Low Intensity Support Services (LISS)?**

Low Intensity Support Services (LISS) – formerly known as Rolling Access– are support services established under Maryland Health-General Article §7-717. The program is designed to enable a family to provide for the needs of a child or an adult with developmental disabilities living in the home or to support an adult with developmental disabilities living in the community. LISS Services are flexible to meet the needs of individuals or families.

**Is LISS the same across the State?**

Yes. The process for accessing LISS funding is the same in every county in Maryland.

**How is the program funded?**

The Developmental Disabilities Administration (DDA) funds this program with State only funding.

**Who administers the LISS program?**

The DDA contracts with five DDA licensed Family and Individual Support Service providers to administer the program. LISS providers, their contact information, and the county they provide services for is listed at the bottom.

**Who can apply for LISS?**

Maryland residents who have a developmental disability or their family can apply.

**Does every person with a developmental disability get help?**

No, because there is a limited amount of funding available.

**Is there an application?**

The program uses a “request form” to gather the necessary information about the person and the services they are seeking. Individuals must complete a Medical Assistance application unless the service is for a minor.

**Do I have to provide any other information?**

People applying will need proof that they are a resident of Maryland and have a developmental disability.

**Do I have to provide information about my income?**

The information is optional and does not impact eligibility or service decisions. The data collected allows DDA to report to Legislators how these funds benefit people with disabilities and their families.

**Where can I get the LISS Request Form?**

The form can be found on the DDA Web site, [www.ddamaryland.org](http://www.ddamaryland.org) or by calling any of the LISS providers attached. If you have a DDA resource coordinator, they can also help provide a copy of the form.

**How do I apply for LISS?**

By completing the LISS Request Form and submitting it to a LISS provider.

**Do I have to fill out the traditional DDA application for services too?**

No. People do not need to fill out the traditional DDA application for services in order to apply for LISS. The program may suggest you consider applying for other DDA services which may be able to meet long-term or on-going needs as LISS helps with short-term needs.

**Can people who never applied to DDA get LISS?**

Yes. People can receive LISS services even if they have not applied to DDA.

**If I already applied to DDA, do I have to complete the LISS Request Form?**

Yes. By completing the form, it tells DDA that you are seeking LISS funding.

**If I am on the DDA Waiting List, do I need to be in a particular priority status?**

No. People are served regardless of their priority status.

**Is the program first come, first served?**

Yes.

**Can people enrolled in other Medicaid waiver programs (such as Autism Waiver, Rare and Expensive Case Management (REM) program) also seek help from LISS?**

Yes, as long as the services requested from LISS are not available through these other programs.

**Do I have to fill out a Medical Assistance (Medicaid) applications?**

Yes, if you are an individual aged 18 or older. The DDA's programs follow State rules that are referred to as regulations. One of the rules requires people who receive any DDA funded services to complete an application for Medical Assistance (Medicaid). It does not require people to be eligible

for Medical Assistance in order to receive LISS or other DDA funded services. Children or minors are not required to apply for Medical Assistance.

### **Why would I want to apply to Medical Assistance (Medicaid)?**

People and families eligible for Medical Assistance can get help from Medicaid with several services and supports including diapers, dietary supplements, dental care, medical supplies, medications, personal care, skilled services, food stamps, and others services that may help with ongoing long-term needs. It may free up some of the money you are spending so you can buy or pay for other things.

### **Do I have to fill out any other applications?**

No. However, LISS providers have information about other programs and funding that may be able to help you. You may want to apply for these services.

### **How often can you get LISS funding? I heard it was once in a lifetime.**

People may make multiple requests for funding through the year and across multiple years. It is not once in a lifetime. The program provides funding up to \$3,000 per person per year. DDA may waive this cap depending on your needs.

### **I used to get help under Rolling Access, can I get LISS funding?**

LISS was formerly called Rolling Access. They are the same program. Individuals and families that have used the DDA's Rolling Access program can request help from LISS.

### **What can I use the LISS funding for?**

LISS provides funding for services and items to help with a need. LISS may include, but are not limited to, supports involving:

- Individual and family counseling
- Personal care
- Day care
- Specialized equipment;
- Health Services;
- Respite Care
- Housing adaptations;
- Transportation;
- Identification services;
- Training and support for self advocacy;
- Therapeutic services; (can not duplicate services offered by the School system)
- Medical equipment purchase, rental, and repair;
- Crisis intervention and follow-up;
- Attendant care;
- Barrier removal;

- Community integration services;
- Employment related services;
- Other services to maximize independence, productivity, and integration within the community.

Here are some things that LISS cannot pay for which include:

- Case management
- Gift cards
- Presents – like you would get for a birthday or during Christmas
- Rent
- Toys
- Tuition to attend a semester of college
- Vacations
- Gas for a car
- Car tires
- Car registration
- Car violations like tickets and fines
- Items paid for by private insurance or Medical Assistance or other programs.

Note:

① Individuals may request an exception for an item or service if the request is related to the unique disability needs.

② Before using program funds, exploration of available services under existing federal and local programs should be conducted.

### **Can LISS funds be used to reimburse for items/services previously rendered?**

No, LISS funds will not reimburse for expenses previously incurred and paid for prior to requesting Low Intensity Support Services funding.

### **How much funding is available for a person or family?**

The program can provide up to \$3,000 per individual. DDA can waive this cap. There are typically more requests for LISS than there is available funding. Decisions about how much LISS funding a person or family may receive is based on the services needed and available funding. Not all requests are funded at the maximum amount. Sometimes funding runs out.

### **Should I ask for things to equal \$3,000?**

People and families should ask for the help which meets their needs. People may make multiple requests for funding throughout the year and across multiple years.

### **Can I just ask for money?**

No. You need to have a need for a service or item. The program does not give money directly to individuals.

**If a funding request must be approved by DDA, what is the process and timeline for a response?**

Occasionally, you may have a need for funds greater than \$3,000. Fill out the LISS Request Form and submit it to the LISS provider in your area. The LISS provider will contact the DDA's Regional Director who will review the request. (Note: Additional information may be requested.) A final decision will be made no later than five (5) business days.

**Will available funds be reserved until the applicant receives a response?**

Yes, LISS funds will be reserved until a decision is made.

**Can I receive other DDA services and apply for LISS?**

Yes. However, individuals receiving "full residential services" funded by DDA cannot use LISS funds because these services should be meeting all your needs. Full residential services means services provided by a DDA license agency in a Group Home or Alternative Living Unit (ALU). It does not include services provided in a Community Supported Living Arrangement (CSLA) setting.

**Is there an appeal process?**

Yes, all decisions affecting services and eligibility may be appealed. You or your representative have the right to appeal a decision either by requesting a formal hearing before an Administrative Law Judge OR an informal hearing before a designee of the Secretary of the Department of Health and Mental Hygiene (DHMH) in accordance with the Code of Maryland Regulations (COMAR) 10.22.16. You must make your appeal in writing within 45 days of the date of a denial. To file an appeal contact the DDA Regional Office that serves your county.

**Where is LISS in DDA's regulations?**

LISS is noted in DDA's "Eligibility for and Access to Community Services for Individuals with Developmental Disabilities" COMAR: 10.22.12.03B (20) COMAR 10.22.06 is DDA's regulation for "Family and Individual Support Services (FISS) Program Service Plan." Additional information related to Family and Individual Support Services can be found in Maryland Health-General Article "Family Support Services Program" §7-701-4 and "Individual Support Services Program" §7-706-8

**Why is the program considered the "payor of last resort"?**

LISS is in accordance with Family and Individual Support Services (COMAR 10.22.06.) We are required by state law (Maryland Health-General Article §7-703(c)) to coordinate and assist individuals in seeking service from other applicable federal and local programs before using DDA program funds.

## Low Intensity Support Services Providers

County	LISS Provider
Allegany	<p><b><i>Penn-Mar Human Services</i></b>  Toll Free: 1-877-282-8202  Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a></p>
Anne Arundel	<p><b><i>Humanim, Inc.</i></b>  Toll-Free: 1-877-230-4951  Web Address: <a href="http://www.humanim.com">http://www.humanim.com</a></p> <p style="text-align: center;">or</p> <p><b><i>Penn-Mar Human Services</i></b>  Toll Free: 1-877-282-8202  Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a></p>
Baltimore City	<p><b><i>Humanim, Inc.</i></b>  Toll-Free: 1-877-230-4951  Web Address: <a href="http://www.humanim.com">http://www.humanim.com</a></p> <p style="text-align: center;">or</p> <p><b><i>Penn-Mar Human Services</i></b>  Toll Free: 1-877-282-8202  Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a></p>
Baltimore County	<p><b><i>Humanim, Inc.</i></b>  Toll-Free: 1-877-230-4951  Web Address: <a href="http://www.humanim.com">http://www.humanim.com</a></p> <p style="text-align: center;">or</p> <p><b><i>Penn-Mar Human Services</i></b>  Toll Free: 1-877-282-8202  Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a></p>
Calvert	<p><b><i>Arc of Prince George's County, Inc.</i></b>  Toll Free: 1-877-967-5272  Web Address: <a href="http://www.thearcofpgc.org">www.thearcofpgc.org</a></p> <p style="text-align: center;">or</p> <p><b><i>Maryland Community Connections</i></b>  Toll Free: 1-877-622-6688  Web Address: <a href="http://www.marylandcommunityconnection.org">www.marylandcommunityconnection.org</a></p>

Caroline	<b><i>Epilepsy Association of Eastern Shore</i></b> Telephone: (410)543-0665 Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a>
Carroll	<b><i>Penn-Mar Human Services</i></b> Toll Free: 1-877-282-8202 Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a>
Cecil	<b><i>Epilepsy Association of Eastern Shore</i></b> Telephone: (410)543-0665 Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a>
Charles	<b><i>Arc of Prince George's County, Inc.</i></b> Toll Free: 1-877-967-5272 Web Address: <a href="http://www.thearcofpgc.org">www.thearcofpgc.org</a>  or  <b><i>Maryland Community Connections</i></b> Toll Free: 1-877-622-6688 Web Address: <a href="http://www.marylandcommunityconnection.org">www.marylandcommunityconnection.org</a>
Dorchester	<b><i>Epilepsy Association of Eastern Shore</i></b> Telephone: (410)543-0665 Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a>
Frederick	<b><i>Penn-Mar Human Services</i></b> Toll Free: 1-877-282-8202 Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a>
Garrett	<b><i>Penn-Mar Human Services</i></b> Toll Free: 1-877-282-8202 Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a>
Harford	<b><i>Humanim, Inc.</i></b> Toll-Free: 1-877-230-4951 Web Address: <a href="http://www.humanim.com">http://www.humanim.com</a>  or  <b><i>Penn-Mar Human Services</i></b> Toll Free: 1-877-282-8202 Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a>
Howard	<b><i>Humanim, Inc.</i></b> Toll-Free: 1-877-230-4951 Web Address: <a href="http://www.humanim.com">http://www.humanim.com</a>  or  <b><i>Penn-Mar Human Services</i></b> Toll Free: 1-877-282-8202 Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a>

Kent	<p><b><i>Epilepsy Association of Eastern Shore</i></b>  Telephone: (410)543-0665  Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a></p>
Montgomery	<p><b><i>Arc of Prince George's County, Inc.</i></b>  Toll Free: 1-877-967-5272  Web Address: <a href="http://www.thearcofpgc.org">www.thearcofpgc.org</a></p> <p>or</p> <p><b><i>Maryland Community Connections</i></b>  Toll Free: 1-877-622-6688  Web Address: <a href="http://www.marylandcommunityconnection.org">www.marylandcommunityconnection.org</a></p>
Prince George's	<p><b><i>Arc of Prince George's County, Inc.</i></b>  Toll Free: 1-877-967-5272  Web Address: <a href="http://www.thearcofpgc.org">www.thearcofpgc.org</a></p> <p>or</p> <p><b><i>Maryland Community Connections</i></b>  Toll Free: 1-877-622-6688  Web Address: <a href="http://www.marylandcommunityconnection.org">www.marylandcommunityconnection.org</a></p>
Queen Anne's	<p><b><i>Epilepsy Association of Eastern Shore</i></b>  Telephone: (410)543-0665  Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a></p>
St. Mary's	<p><b><i>Arc of Prince George's County, Inc.</i></b>  Toll Free: 1-877-967-5272  Web Address: <a href="http://www.thearcofpgc.org">www.thearcofpgc.org</a></p> <p>or</p> <p><b><i>Maryland Community Connections</i></b>  Toll Free: 1-877-622-6688  Web Address: <a href="http://www.marylandcommunityconnection.org">www.marylandcommunityconnection.org</a></p>
Somerset	<p><b><i>Epilepsy Association of Eastern Shore</i></b>  Telephone: (410)543-0665  Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a></p>
Talbot	<p><b><i>Epilepsy Association of Eastern Shore</i></b>  Telephone: (410)543-0665  Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a></p>
Washington	<p><b><i>Penn-Mar Human Services</i></b>  Toll Free: 1-877-282-8202  Web Address: <a href="http://www.penn-mar.org">http://www.penn-mar.org</a></p>
Wicomico	<p><b><i>Epilepsy Association of Eastern Shore</i></b>  Telephone: (410)543-0665  Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a></p>

Worcester	<b><i>Epilepsy Association of Eastern Shore</i></b> Telephone: (410)543-0665 Web Address: <a href="http://www.eaes.org">http://www.eaes.org</a>
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