



Customized Goods and Services (CGS) Program Guidelines

The **Customized Goods and Services (CGS) program** is designed to help families access items or services they might not otherwise be able to afford.

MCF's role is to guide the request process—from submission by the Care Coordinator, to BHA review and approval, and finally, to facilitating the purchase of the approved item or service.

Because this process can take time, and families are often waiting on items they urgently need, it is critical to minimize delays. The following strategies and requirements will help keep requests moving smoothly.

Submitting a CGS Request

1. **Always complete every section of the CGS Request form.**
 - a. If a section does not apply, mark it as “**N/A**”. This ensures reviewers know it wasn't overlooked.
2. **Check all links prior to submission** to confirm:
 - a. The links work;
 - b. It leads directly to the specific item/service; and
 - c. The item/service is still available at the time of submission
3. **Use the most recent version of the CGS Request form.** Requests on outdated forms will be returned.
4. **Provide a clear, thorough justification** showing how the item/service supports the youth's therapeutic goals listed in the Plan of Care. The Plan of Care must be **less than three months old**.
5. **Show youth involvement.**
 - a. Indicate how the youth will use the item/service and how they were involved in selecting it to support their therapeutic goals.
6. **Avoid requests for items/services that pose substantial safety risks.**
 - a. Examples: backyard pools, trampolines, or other items that create liability.
7. **Do not request reimbursement.** BHA will not approve funding for items/services already purchased.
8. **Submit service requests (e.g., tutoring, clinical, summer camps) at least one month before the start date.**
 - a. If services have already begun by the time BHA reviews the request, it will be denied.
 - b. If the family chooses a later session, the request must be updated and resubmitted.



Customized Goods and Services (CGS) Program Guidelines

Request Review & Approval Process

1. Care Coordinators must email the completed **CGS Request Form, Plan of Care, Invoices, and W9 (if applicable)** to: CGSrequests@mdcoalition.org
2. The Program Administrator reviews the request and forwards it to BHA at: Candice.adams@maryland.gov
3. BHA sends approval or denial notifications to the Supervisors of the respective Care Coordination Organization.
4. Once approved, MCF purchases the goods or services on behalf of the youth.
 - a. An **email confirmation of payment** will be sent to the requestor.