

# TCM Plus Referral Guide

Targeted Care Management (TCM) Plus is a program designed by the Behavioral Health Administration (BHA) to support youth and families with a combination of risk factors and intensive mental health or substance use issues. TCM Plus offers additional services beyond those provided by standard care coordination. This includes funding for customized goods/services included in a Plan of Care that offer a therapeutic benefit and family-to-family peer support. Youth who receive Medicaid (Medical Assistance) are automatically eligible for customized goods and services through TCM Plus. Additionally, 60 youth statewide with no insurance or private insurance can access TCM Plus services.<sup>1</sup> Referrals are open on a first-come, first-served basis at the discretion of the BHA. This guide consists of documents to assist in navigating the TCM Plus system. Each resource included in this guide, as well as the page in this guide you can find it on, is listed below.

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<sup>1</sup> Retrieved from: <http://www.mdcoalition.org/blog/a-new-service-targeted-case-management-tcm-plus>

**Office on Mental Health**  
**CORE SERVICE AGENCY OF HARFORD COUNTY, INC.**

**Community Provider Agreement**

This CONTRACT made as of the START OF CONTRACT DATE, by and between Office on Mental Health, Core Service Agency of Harford County, Inc. ("CSAHC"), a mental health authority for Harford County, 125 North Main Street, Bel Air, Maryland 21014, and CARE COORDINATION OFFICE ("Community Provider"), a non-profit corporation of the State of Maryland, for which Provider agrees to provide specific services in exchange for payment.

WITNESSETH:

WHEREAS, CSAHC is expanding services for youth who are referred to the Mental Health Case Management: Targeted Case Management Plus program within the State of Maryland pursuant to funding from Department of Health; and,

WHEREAS, CSAHC has a policy of using to the fullest extent possible all existing private agencies and resources; and,

WHEREAS, CSAHC seeks Community Providers to participate with the CSAHC in participation with the Behavioral Health Administration (BHA) in implementing the "Targeted Case Management Plus Program" for youth and families with the overarching purpose of increasing access to and availability of these critical family support services statewide, specifically for families with private insurance or who otherwise do not have Medical Assistance eligibility, and

WHEREAS, CSAHC wants to form partnerships with community providers to deliver these services; and,

NOW, THEREFORE, the parties hereto agree as follows:

**FIRST: CONTRACT SERVICES**

Community Provider agrees to deliver services as described in Appendix A of this Contract. Such services will be delivered in accordance with professionally accepted standards of quality to the satisfaction of CSAHC.

The Community Provider agrees to be a participating agency in the Targeted Case Management Plus program, a project whose mission is to support the expansion of care coordination services for youth and families who do not have Medical Assistance eligibility.

The specific expectations of the participating agencies are outlined in Appendix A.

**SECOND: PAYMENT FOR SERVICES**

A. CSAHC shall reimburse community provider \$1,235.63/month per youth or \$41.19/day for youth who are enrolled for less than a full calendar month.

B. The CSAHC will forward these payments upon receipt of approval and payment from the Behavioral Health Administration for said services. See Appendix B (Care Coordination Plus Monthly Services Invoice & Entering and Exiting Report, pg. 7 and 8 in the referral guide) for blank invoices to be used for reimbursement.

C. The Community Provider agrees to supply BHA a quarterly report as set forth in Appendix A. See Appendix C (Care Coordination Plus Quarterly Report, pg. 9 in the referral guide) for a blank report.

D. The parties agree that upon termination of this Contract any necessary adjustments shall be made and all monies due for services rendered prior to termination shall be paid in a timely manner as received by CSAHC from the MDH. If monies are owed to the CSAHC by community provider, legal action will be taken to collect them inclusive of any related expenses incurred in the pursuit thereof.

**THIRD: CONTRACT AMENDMENT**

No amendment to this Contract shall be effective unless it is in writing and signed by duly authorized representatives of CSAHC and community provider.

**FOURTH: APPLICABLE LAW**

This Contract shall be construed by and governed under the laws and regulations of the State of Maryland. community provider agrees to accept such additional conditions imposed by CSAHC that may be required by law, by the Maryland State Department of Health, by the Behavioral Health Administration, or by Executive Order governing the use of such funds. Such additional conditions shall not become effective until Community Provider has been notified in writing.

**FIFTH: TERM OF AGREEMENT: CANCELLATION**

A. This Contract shall be effective for the period July 1, 2019, through June 30, 2020.

B. This Contract may be canceled without cause by either party upon serving forty-five (45) days written notice of termination to the other party. CSAHC shall not be obligated to pay for any services provided by Community Provider after it has received notice of termination without the written approval of CSAHC.

**SIXTH: INDEMNIFICATION**

The Community Provider shall indemnify and hold harmless CSAHC and their employees against any claims, liabilities, or expenses (including reasonable attorney's fees) arising as a result of any actions and/or omissions of the providers, employees, agents, contractors or servants while rendering care or service under this Contract.

**SEVENTH: COMMUNITY PROVIDER**

It is agreed by the parties that at all times and for all purposes hereunder the Community Provider is not an employee of the CSAHC. No statement contained in this Contract shall be constructed so as to find the Independent Contractor or any of its employees, contractors, servants or agents to be employees of CSAHC, and they shall be entitled to none of the rights, privileges, or benefits of employees of CSAHC.

**EIGHTH: COOPERATION AND INTERFACE**

Community Provider shall participate with the CSAHC acting as a Targeted Case Management Plus Provider in participation with the Behavioral Health Administration (BHA) in implementing the “Care Coordination for Children and Youth Program”.

**NINTH: MISCELLANEOUS**

A. Time shall be of the essence to this Contract.

B. This Contract shall not be assigned by either party without the written consent of the other party.

C. This Contract sets forth the entire Contract between the parties with respect to the subject matter, hereof, and no amendment, change or modification shall be effective unless process in accordance with paragraph THIRD of this Contract.

IN WITNESS WHEREOF, the parties hereto have executed this Contract to be effective for the term stated herein.

DATE: \_\_\_\_\_

BY: \_\_\_\_\_  
**CARE COORDINATION OFFICE**, Community Provider

DATE: \_\_\_\_\_

BY: \_\_\_\_\_  
Jessica Kraus, Executive Director  
Office on Mental Health  
Core Service Agency of Harford County, Inc.

## APPENDIX A

### TCM Plus FY19

The goal of the program is to provide services to children/youth who have a combination of risk factors and who would benefit from care coordination and additional supports. Referrals will be open on a first-come, first-served basis at the discretion of the Behavioral Health Administration (BHA). Services will be open to 60 youth **without** Medical Assistance which may include youth with private insurance.

- Youth without Medical Assistance and those in TCM Levels I-III deemed eligible will be able to receive these supports for up to 6 months from the date of enrollment. Youth may be reauthorized in increments of 6 months following reassessments. Services will be available statewide on a first-come, first served basis at the discretion of BHA beginning on July 1<sup>st</sup>.
- For youth who have private insurance or who do not otherwise meet eligibility for Medical Assistance but who meet the TCM Plus criteria, referrals should be sent directly to BHA using the TCM Plus referral Form. BHA will facilitate enrollment with a CCO and authorization of the additional services. Youth enrolled in these slots will be offered high fidelity care coordination in addition to the additional supports.
- The CCO must work with the Maryland Coalition of Families to provide family or peer support to TCM Plus participants.
- Submit monthly invoices (Appendix B; Care Coordination Plus Monthly Services Invoice & Entering and Exiting Report, pg. 7 and 8 in the referral guide) no later than the 15<sup>th</sup> of the following month to Leah Keenan at [lkeenan@harfordmentalhealth.org](mailto:lkeenan@harfordmentalhealth.org).
- Submit Quarterly data (Appendix C; Care Coordination Plus Quarterly Report, pg. 9 in the referral guide) to Candice Adams at [Candice.adams@maryland.gov](mailto:Candice.adams@maryland.gov) no later than October 15<sup>th</sup>, January 15<sup>th</sup>, April 15<sup>th</sup>, and July 15<sup>th</sup>.

## Eligibility Criteria for TCM Plus Referrals (Effective August 1, 2016)

Referrals must meet one of the three following criteria at the time of referral:

- A. Child/youth is being discharged from a Residential Treatment Center (RTC) placement with a discharge plan that recommends community-based services;
- B. Child/youth is enrolled in a Home and Hospital Program; **or**
- C. Child/youth is experiencing a combination of the risk factors listed below and would benefit from cross-discipline and multiple agency resources. To be eligible, the child/youth must present with at least two risk factors from those listed below. The risk factors listed under “3” are considered separate risk factors that can be counted separately.
  1. Child/youth has run away from home.
  2. Child/youth uses substances illegally.
  3. Child/youth has significant behavioral problems at school which could include the following:
    - a. School suspension(s)/expulsion(s);
    - b. Chronic absenteeism, as defined below:
      - i. Chronic absenteeism is defined as a student who is absent more than 20% of school days in the last 12 months.
    - c. Academic failure (as defined below); **or**
      - i. Academic failure is defined as either receiving lower than a grade of D as a final grade for any class in any marking period or receiving an indication that the student is in danger of receiving a grade lower than a D as a final grade for any class.
    - d. Displays school avoidance behaviors (a pattern of avoiding or refusing to attend school), including, but not limited to complaints of illness that have no medical basis, school phobia or fear, separation/performance/social and other anxieties, absences or tardiness on significant days (tests, assemblies, speeches), excessive worrying, excessive requests to call/go home/visit the nurse’s office, crying to go home, etc.
    - e. Significant involvement with school support teams.
  4. Child/youth has been arrested or has had previous or continuing involvement with the Department of Juvenile Services (DJS).
    - a. Involvement with DJS includes the following:
      - i. Child/youth who has been through adjudication and may be in pending-placement status in a detention facility or in the community;
      - ii. Child/youth who is in out-of-home placement in a group home, therapeutic group home, treatment foster care, or Transition Age Youth program;
      - iii. Child/youth committed to DJS; **or**
      - iv. Child/youth who has had a pre-adjudication hearing with DJS.
  5. Child/youth has failed to successfully complete the terms or conditions of a Teen Court program.
  6. Child/youth has been a victim of maltreatment which may include the following:
    - a) Abuse;
    - b) Neglect; **or**
    - c) A witness to domestic violence.

## **Referral and Enrollment Protocol for Youth Without Medical Assistance**

1. Youth are referred using the TCM Plus referral form to BHA for TCM Plus authorization.
2. After reviewing eligibility, BHA authorizes TCM Plus and notifies the appropriate CCO, CSA, and Maryland Coalition of Families.
3. Once a child/youth has been authorized, care coordination services will be provided by the CCO.
4. As youth discharge from services, it is important that BHA is notified immediately so that new youth may be authorized for services

**Candice Adams is the initial point of contact for all TCM Plus referrals and can be reached at [Candice.adams@maryland.gov](mailto:Candice.adams@maryland.gov)**





**Care Coordination Plus  
(Month Year) Entering and Exiting Report**

Days	Entering and Exiting Youth		Full Month Youth
	Number of Youths	Total	Number of Youths
1	-	-	-
2	-	-	
3	-	-	
4	-	-	
5	-	-	
6	-	-	
7	-	-	
8	-	-	
9	-	-	
10	-	-	
11	-	-	
12	-	-	
13	-	-	
14	-	-	
15	-	-	
16	-	-	
17	-	-	
18	-	-	
19	-	-	
20	-	-	
21	-	-	
22	-	-	
23	-	-	
24	-	-	
25	-	-	
26	-	-	
27	-	-	
28	-	-	
29	-	-	
30	-	-	
<b>Total</b>	-	-	

<b>Number of Youth Exits</b>
-

<b>Number of Youth Entrances</b>
-

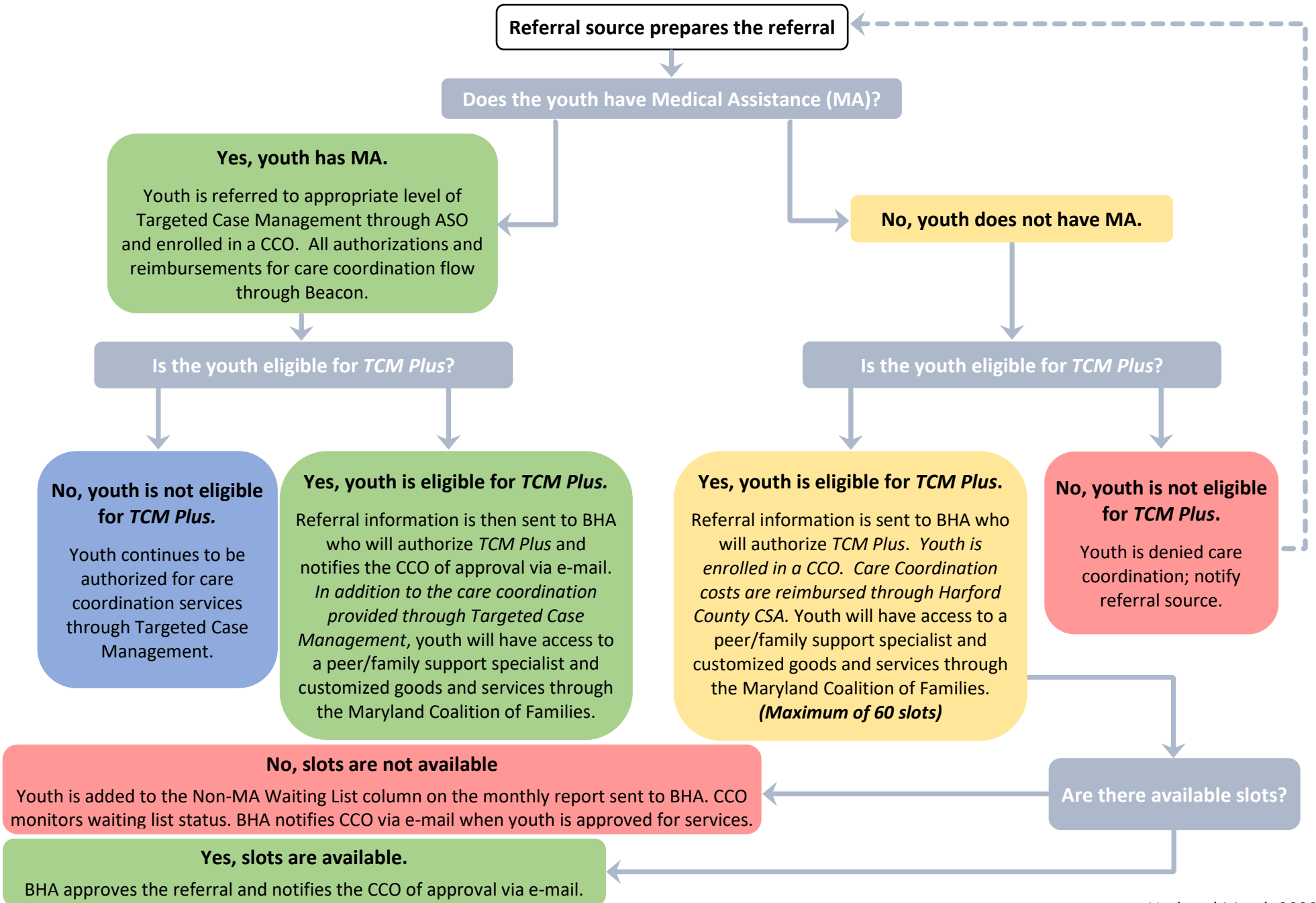
Total Day in Care	-	Total Youth in Care	-
Expense per Day	\$ 41.19	Expense per Month	\$ 1,235.63
Total Day Expenses	\$ -	Total Month Expenses	\$ -

**TOTAL** -





## Accessing TCM Plus Services Flow Chart



Updated March 2020

## TCM Plus Referral Form

Initial Request:  
Reauthorization Request:

\*\* Please complete the form in its entirety. Enter "N/A" for sections that are not applicable. \*\*

**A fillable pdf of this form is available at [bit.ly/Youth-Care-Coordination](http://bit.ly/Youth-Care-Coordination)**

Youth's Name: \_\_\_\_\_ Date of Referral: \_\_\_\_\_  
Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Youth's Cell Phone: \_\_\_\_\_ Youth's Alternate Phone: \_\_\_\_\_  
Identified Gender:  Male  Female Insurance Type:  Medical Assistance  Private  Uninsured  
Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ MA#/Insurance Provider: \_\_\_\_\_

Name(s) of Parent(s) or Legal Guardian(s) (if legal guardian, a court order must be attached): \_\_\_\_\_

Address (if different from youth): \_\_\_\_\_ E-Mail: \_\_\_\_\_  
Parent(s)/Guardian(s) Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

### Ethnicity, Race, and Language

Not Available  American Indian or Alaskan Native  Asian  Black or African American  
 Hispanic, Latinx, or Spanish origin  Native Hawaiian or Pacific Islander  White  
Primary Language: \_\_\_\_\_ Are interpretation services required?  Yes  No

Deaf or hearing impaired:  Yes  No Blind or visually impaired:  Yes  No

Special Accommodations: \_\_\_\_\_

**Living Situation:** Does this youth currently live or have a plan to live in a group home or any other congregate group setting other than a family or foster home?  Yes  No

### School / Education

Is this youth enrolled in school?  Yes  No If yes, school name: \_\_\_\_\_  
Grade: \_\_\_\_\_ Eligible for Special Education Services:  Yes  No IEP/504 Plan:  Yes  No

### Behavioral Health Diagnosis

Does this youth have a behavioral health diagnosis?  Yes  No DSM 5 / ICD 10 Code: \_\_\_\_\_  
Diagnosed by: \_\_\_\_\_ Name of Diagnosis: \_\_\_\_\_

### Reason for Referral/Reauthorization

Please provide a brief explanation of the reasons why the child/youth is referred based on TCM Plus eligibility criteria:

### Release of Information (please review and have a parent or legal guardian sign the release):

I understand that I am applying for Care Coordination and additional supports in (county name): \_\_\_\_\_. This service has been explained to me and I understand that if approved I will participate in development of a Plan of Care with a team of people working with my family. I authorize the release of information to the Behavioral Health Administration so they can conduct an eligibility determination for TCM Plus services and to the Maryland Coalition of Families to facilitate the engagement of a family or peer support partner. I understand that I may revoke my permission at any time by written or verbal request.

Signature of parent or legal guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Witness signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Person Making Referral: \_\_\_\_\_ Agency Name: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please send the referral securely to [Candice.Adams@maryland.gov](mailto:Candice.Adams@maryland.gov) or fax to (410) 402-8306

### BHA Use Only

Received By: \_\_\_\_\_ Date: \_\_\_\_\_ Status:  Approved  Denied

Reason for Denial: \_\_\_\_\_

Additional Comments:

For assistance or further information/clarification about services, please contact your local LBHA/CSA.

## Care Coordination Organization (CCO) Contacts

Jurisdiction	CCO Name	CCO Phone #	CCO Fax#
Allegany	Potomac Case Management	301-791-3087	301-393-0730
Anne Arundel	Center for Children	240-419-9144	301-609-7284
Baltimore City	Empowering Minds Resource Center	410-625-5088	410-625-4890
	Hope Health Systems	410-265-8737	410-265-1258
	Optimum Maryland	410-233-6200	410-233-6201
	Volunteers of America	240-579-6698	301-560-8505
	Wraparound Maryland	443-449-7713	443-451-8268
Baltimore County	Hope Health Systems	410-265-8737	410-265-1258
Calvert	Center for Children	410-535-3047	410-535-3890
Caroline	Wraparound Maryland	410-690-4805	410-690-4806
Carroll	Potomac Case Management	443-244-4113	443-293-7086
Cecil	Advantage Psychiatric Services	410-686-3629	410-780-7178
Charles	Center for Children	301-609-9887	301-609-7284
Dorchester	Wraparound Maryland	410-690-4805	410-690-4806
Frederick	Potomac Case Management	443-244-4113	240-578-4885
Garrett	Burlington United Methodist Family Services	301-334-1285	301-334-0668
Harford	Empowering Minds Resource Center	443-484-2306	443-484-2970
Howard	Center for Children	240-320-2023	301-609-7284
Kent	Wraparound Maryland	410-690-4805	410-690-4806
Montgomery	Volunteers of America	240-696-1565	301-306-5105
Prince George's	Center for Children	240-770-4553	301-609-7284
Queen Anne's	Wraparound Maryland	410-690-4805	410-690-4806
St. Mary's	Center for Children	301-475-8860	301-475-3843
Somerset	Wraparound Maryland	410-219-5070	410-219-5072
Talbot	Wraparound Maryland	410-690-4805	410-690-4806
Washington	Potomac Case Management	301-791-3087	301-393-0730
Wicomico	Wraparound Maryland	410-219-5070	410-219-5072
Worcester	Wraparound Maryland	410-219-5070	410-219-5072

## Local Behavioral Health Authority/Core Service Agency (LBHA/CSA) Contacts

*These organizations provide additional assistance, clarification, and information about services.*

<p><b>ALLEGANY COUNTY</b>  <b>Allegany Co. Local Behavioral Health Authority</b>  P.O. Box 1745, Cumberland, MD 21502-1745  Phone: 301-759-5070 Fax: <b>301-777-5621</b></p>	<p><b>ANNE ARUNDEL COUNTY</b>  <b>Anne Arundel County Mental Health Agency</b>  PO Box 6675, MS 3230, 1 Harry S. Truman Parkway, 101  Annapolis, MD 21401  Phone: 410-222-7858 Fax: <b>410-222-7881</b></p>
<p><b>BALTIMORE CITY</b>  <b>Behavioral Health System Baltimore</b>  100 S. Charles St., Tower II; 8th Floor, Baltimore, MD 21201  Phone: 410-637-1900 Fax: <b>410-637-1911</b></p>	<p><b>BALTIMORE COUNTY</b>  <b>Baltimore County Department of Health,  Bureau of Behavioral Health</b>  6401 York Road, Third Floor Baltimore, MD 21212  Phone: 410-887-3828 Fax: <b>410-887-8537</b></p>
<p><b>CALVERT COUNTY</b>  <b>Calvert County Local Behavioral Health Authority</b>  975 Solomon's Island Road, Prince Frederick, MD 20678  Phone: 443-295-8584 #104 Fax: <b>443-968-8979</b></p>	<p><b>CARROLL COUNTY</b>  <b>Carroll County Health Department  Bureau of Prevention, Wellness, and Recovery</b>  290 South Center Street, Westminster, MD 21158-0460  Phone: 410-876-4449 Fax: <b>410-876-4832</b></p>
<p><b>CECIL COUNTY</b>  <b>Cecil County Core Service Agency</b>  401 Bow Street, Elkton, MD 21921  Phone: 410-996-5112 Fax: <b>410-996-5134</b></p>	<p><b>CHARLES COUNTY</b>  <b>Department of Health Core Service Agency</b>  P.O. Box 1050, 4545 Crain Hwy. White Plains, MD 20695  Phone: 301-609-5757 Fax: <b>301-609-5749</b></p>
<p><b>FREDERICK COUNTY</b>  <b>Frederick County Health Dept. Behavioral Health Services</b>  350 Montevue Lane, Frederick, MD 21702  Phone: 301-600-1755 Fax: <b>301-600-3214</b></p>	<p><b>GARRETT COUNTY</b>  <b>Garrett County Behavioral Health Authority</b>  1025 Memorial Drive, Oakland, MD 21550-1943  Phone: 301-334-7440 Fax: <b>301-334-7441</b></p>
<p><b>HARFORD COUNTY</b>  <b>Office on Mental Health of Harford County</b>  125 N Main Street, Bel Air, MD 21014  Phone: 410-803-8726 Fax: <b>410-803-8732</b></p>	<p><b>HOWARD COUNTY</b>  <b>Howard County Health Department,  Local Bureau of Behavioral Health</b>  8930 Stanford Blvd., Ascend One Bldg., Columbia, MD 21045  Phone: 410-313-6202 Fax: <b>410-313-7374</b></p>
<p><b>MID-SHORE COUNTIES</b>  <i>(Includes Caroline, Dorchester, Kent, Queen Anne and Talbot Counties)</i>  <b>Mid-Shore Mental Health Systems, Inc.</b>  28578 Mary's Court, Suite 1, Easton, MD 21601  Phone: 410-770-4801 Fax: <b>410-770-4809</b></p>	<p><b>MONTGOMERY COUNTY</b>  <b>Department of Health &amp; Human Services,  Montgomery County Government</b>  401 Hungerford Drive, 1st Floor, Rockville, MD 20850  Phone: 240-777-1400 Fax: <b>240-777-1145</b></p>
<p><b>PRINCE GEORGE'S COUNTY</b>  <b>Prince George's County Health Department  Behavioral Health Services</b>  <b>Prince George's County Local Behavioral Health Authority</b>  9314 Piscataway Road, Suite 150 Clinton, MD 20735  Phone: 301-856-9500 Fax: <b>301-856-9558</b></p>	<p><b>SOMERSET COUNTY</b>  <b>Somerset County Local Behavioral Health Authority,  Somerset County Health Department,</b>  8928 Sign Post Road, Westover, MD 21871,  Phone: 443-523-1790 Fax: <b>410-651-3189</b></p>
<p><b>ST. MARY'S COUNTY</b>  <b>St. Mary's County Health Department</b>  21580 Peabody Street, Leonardtown, MD 20650  Phone: 301-475-4330 Fax: <b>301-363-0312</b></p>	<p><b>WASHINGTON COUNTY</b>  <b>Washington County Mental Health Authority</b>  339 E. Antietam Street, Suite #5, Hagerstown, MD 21740  Phone: 301-739-2490 Fax: <b>301-739-2250</b></p>
<p><b>WICOMICO COUNTY</b>  <b>Wicomico Behavioral Health Authority</b>  108 East Main Street, Salisbury, MD 21801  Phone: 410-543-6981 Fax: <b>410-219-2876</b></p>	<p><b>WORCESTER COUNTY</b>  <b>Worcester County Local Behavioral Health Authority</b>  P.O. Box 249, Snow Hill, MD 21863  Phone: 410-632-3366 Fax: <b>410-632-0065</b></p>

## Customized Goods and Services Protocol (Effective July 1, 2018)

Customized Goods and Services are used in support of the Plan of Care (POC) for a young person enrolled in TCM Plus. All Customized Goods and Services expenditures are expected to be primarily driven by choices made by the young person with the support of their family and other community supports for an identified therapeutic goal. This “self-determined” approach encourages the young person, their family members and other supporters, to be creative and take on a degree of personal responsibility for their charted path towards improved health and functioning. As a result, the goal of Customized Goods and Services is to actualize realistic movement towards wellness, the objectives of which are incorporated into the overall Plan of Care in a context of mutually supportive community and family support. Customized Goods and Services are not synonymous with flexible funds as defined in the past, which could be used to address crucial items resulting from family cash shortfalls (e.g. rent) or for services that the young person may not be fully invested in (e.g. necessary but unwanted tutoring) This is not to suggest that these of expenditures are not critical but they must be accessed through other sources. In addition to meeting this therapeutic, self- determined and integrated community support philosophy, the funds must only be used for reasonable and necessary costs. A reasonable cost is one that, in its nature and amount, does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost. Necessary costs have been generally determined to be those that are likely to improve outcomes or remediate a particular and specific need identified in the POC.

Broader policy requirements mandate that we specify unallowable costs, which is difficult to do. The following list, some of which are highly self-evident, are taken directly from the 1915(i) State Plan Amendment application approved by the Centers for Medicare and Medicaid Services. **Unallowable costs include, but are not limited to the following:**

1. Alcoholic Beverages;
2. Bad Debts;
3. Contributions and Donations;
4. Defense and prosecution of criminal and civil proceedings, claims, appeals and patent infringement;
5. Entertainment Costs;
6. Incentive compensation to employees;
7. Personal use by employees of organization-furnished automobiles (including transportation to and from work);
8. Fines and Penalties;
9. Goods or Services for Personal Use;
10. Interest on Borrowed Capital/Lines of Credit;
11. Costs of Organized Fundraising;
12. Costs of Investment Counsel/Management;
13. Lobbying;
14. Renovation/Remodeling and Capital Projects.



To the extent possible, Customized Goods and Services should be used as the funding source of last resort - only for those costs that cannot be covered by any other source and that are vital to the implementation of the individual's' specified and approved plan. It is requested that at least two other unsuccessful funding sources were identified and documented prior to requesting funds.

Documentation: The Maryland Coalition of Families (MCF) Family Peer Support Specialist (FPSS) shall use the standardized form to request customized goods and services. The form shall be provided by BHA.

Reimbursement: MCF will act as the fiscal agent for goods and services once approval of purchase is provided by BHA. Service providers will invoice MCF directly for reimbursement. Invoices from service providers should include dates of service delivery. Goods purchased by MCF will be delivered to the identified location/party to ensure delivery to program participants.

**Procedure for goods or services reimbursement or purchase:**

1. MCF FPSS at MCF will write and approves the request.
2. FPSS Supervisor reviews and approves request – submits to the Maryland Coalition of Families (MCF) Customized Goods and Services ([cgsrequest@mdcoalition.org](mailto:cgsrequest@mdcoalition.org)).
3. This form is then submitted by MCF, password protected, to BHA ([candice.adams@maryland.gov](mailto:candice.adams@maryland.gov)) **along with documentation that specifically details exactly what needs to be purchased.**
4. BHA Representative will email the signed authorization form back to indicate approval to [purchasing@mdcoalition.org](mailto:purchasing@mdcoalition.org).
5. GOODS: MCF will purchase goods on behalf of the youth and have them delivered to the identified location.
  - a. FPSS will obtain signature from family that they have received good and submit to MCF
6. SERVICES:
  - Service providers will submit proof of service to the Maryland Coalition of Families along with invoice.
  - The Maryland Coalition of Families will reimburse service provider

**TCM PLUS – CUSTOMIZED GOODS AND SERVICES REQUEST FORM**

Youth name:	DOB:	Age:
Caregiver name:		
Request date:		
Program name or item requested (including place to be purchased, website and item #, if applicable):		
If request is for youth to be enrolled in a specific program, what are the dates of the program? N/A		
Amount requested:		
Date of Authorization:		
What are detailed instructions for delivery/receipt of goods? (include address, who will be responsible)		
Recipients Name:		
Address: _____		
City _____ State: _____ Zip _____		
County:		
Delivery confirmation: Yes <input type="checkbox"/> No <input type="checkbox"/>		

**\*\*Level of Care:**

TCM Plus  TCM Level I  TCM Level II  TCM Level III  1915(i)

Has this request been discussed in a CFT and included in the POC? Yes  No   
 Is the Plan of Care included or attached to this request? Yes  No

Describe how the funds will be used to promote the child’s behavioral health and why the child is seeking this request.

What is the plan for sustainability?

**TCM PLUS – CUSTOMIZED GOODS AND SERVICES REQUEST FORM**

What other resources/funds/individuals have been accessed to obtain good or service? Please list all agencies such as DSS and other charitable organizations that have been contacted and note reason for refusal: Must have contacted a minimum of 2 agencies.

<b>Name of Agency/Individual:</b>	<b>Name of Agency/Individual:</b>
<b>Person contacted:</b>	<b>Person contacted:</b>
<b>Reason Refused:</b>	<b>Reason Refused:</b>

Requestor Information:

FPSS Name:	
Phone Number:	Work Mailing Address:
Email Address:	
Supervisor Signature/Date:	
Care Coordinator Name:	
Care Coordination Organization:	
Notification of Care Coordinator:	

**BHA Use Only**

APPROVED  DENIED  BHA Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Reason for denial:
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Procedure for goods or services reimbursement or purchase:

1. FPSS writes and approves the request
2. FPSS Supervisor reviews and approves request – submits to the Maryland Coalition of Families (MCF) at [CGSrequests@mdcoalition.org](mailto:CGSrequests@mdcoalition.org).
3. MCF then submits this form, password protected, to BHA ([candice.adams@maryland.gov](mailto:candice.adams@maryland.gov)) **along with documentation that specifically details exactly what needs to be purchased.**
4. BHA Representative will email the signed authorization form back to indicate approval to [purchasing@mdcoalition.org](mailto:purchasing@mdcoalition.org)
5. GOODS: MCF will purchase goods on behalf of the youth and have them delivered to the identified location.
  - a. FPSS will obtain signature from family that they have received good and submit to MCF
6. SERVICES:
  - a. Service providers will submit proof of service to the Maryland Coalition of Families along with invoice to [purchasing@mdcoalition.org](mailto:purchasing@mdcoalition.org)
  - b. Service Providers will submit a W-9 to the Maryland Coalition of Families to [purchasing@mdcoalition.org](mailto:purchasing@mdcoalition.org)
  - c. The Maryland Coalition of Families will reimburse service providers.