

**Our Supports Planners are mobile and located in the community. HIPAA compliant equipment and secured technology aids each Supports Planner with the delivery of prompt and efficient services to every person we serve.**



## How Can TCS Help Me?

**Your TCS' Supports Planner will assist you to identify and coordinate home and community-based services based on your needs, wants, and choices. Eligibility requires that you meet medical, financial, and technical criteria to qualify for the following services:**

- Personal Assistance Services
- Case Management
- Supports Planning
- Nurse Monitoring
- Personal Emergency Back-up Systems
- Transition Services
- Consumer Training
- Home Delivered Meals
- Assistive Technology
- Accessibility Adaptations
- Environmental Assessments
- Medical Day Care
- Nutritionist/Dietician
- Family Training
- Behavioral Consultation
- Assisted Living
- Senior Center Plus

**We serve all counties throughout the state of Maryland.**



**TTY users call Maryland Relay 7-1-1**



### **Need Interpreting Services?**

TCS provides language assistance services free of charge to persons with limited English proficiency.

## **Need more information about TCS' Supports Planning Program?**



### **Hours of Operation:**

**Monday - Friday | 8:00am - 5:00pm**



### **Toll Free: 1.800.465.6125**

**Main: 301.918.0070**

**Fax: 301.918.3872**



### **Mailing Address:**

**9901 Business Parkway, Suite R  
Lanham, MD 20706**



**totalcare1.org**



**sp@totalcare1.com**

# Comprehensive Case Management & **SUPPORTS PLANNING SERVICES**



**Helping Others Meet  
Life's Challenges**

**CPAS: Community Personal Assistance Services**

**CFC: Community First Choice**

**CO: Community Options Waiver**

**ICS: Increased Community Services Waiver**

# ABOUT US

In 2003, Total Care Services, Inc. (TCS) was established as a nonprofit organization to provide residential, in-home, and day program services for over 200 District of Columbia residents with disabilities. In 2014, we expanded our services to Maryland becoming a licensed Coordination of Community Services (CCS) agency through Maryland's Department of Health, Developmental Disability Administration (DDA). We currently serve over 1,500 youth and adults throughout the state of Maryland and the District of Columbia.

For nearly two decades, TCS has implemented a holistic service model targeted toward supporting people with intellectual and developmental disabilities (IDD) and other challenges at home and in the community. Using a person-centered approach, TCS' targeted case management model incorporates creative solutions to strengthen cognitive, developmental and physical capacities, enhancing community living experiences for the people we support.

Our vision is to be the leading company that designs, promotes, and provides high quality health care programs, services, and products to the people and communities we serve.

# OUR MISSION OUR WHY

## *Helping Others Meet Life's Challenges*

It's our mission and it's at the heart of what we do. At Total Care Services, Inc. we believe that every person, regardless of challenge and with the right supports in place, can express personal choices and experience living an inclusive and fulfilled life.

### Care

We follow-up and follow-through, operating with integrity. Through a person-centered, family-oriented, community-driven approach, we are dedicated to ensuring the highest level of care for the people we support.

### Connect

We listen. We engage, inform and connect the people we serve and their families with the supports they need. We foster partnerships in the community and collaborate to create meaningful change.

### Lead

Standards of excellence are woven into every aspect of our organization. We adapt and embrace change through innovation and technology.

# WHO WE ARE

We are a group of diverse healthcare professionals dedicated to helping people of all ages. Our Supports Planners specifically work to empower and enable people of all ages with complex medical needs, behavioral health needs, and other disabilities to identify and secure the supports necessary to live in their own homes and communities.

Located in communities across the state of Maryland, our Supports Planners deliver personalized community-based services with the assistance of HIPAA compliant technology.



## FIND US ONLINE

 [totalcare1.org](http://totalcare1.org)

 [@totalcareservicesinc](https://www.facebook.com/totalcareservicesinc)

 [@tcssupports](https://www.instagram.com/tcssupports)