



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

POLICY	
Department on Disability Services	Subject: Service Coordination Caseload Policy
Responsible Program or Office: Developmental Disabilities Administration	Policy Number: 2018-DDA-POL005
Date of Approval by the Director: October 11, 2018	Number of Pages: 2
Effective Date: October 11, 2018	Expiration Date, if any: N/A
Supersedes Policy Dated: N/A	
Cross References, Related Policies and Procedures, and Related Documents: Service Coordination Monitoring and Contact Policy and Procedures.	

A. PURPOSE

The purpose of this policy is to establish the standards and guidelines by which the Department on Disability Services (DDS), Developmental Disabilities Administration (DDA), will assign caseloads to service coordinators.

B. APPLICABILITY

This policy applies to all employees of the DDS/DDA Service Planning and Coordination Division (SPCD) and all employees of agencies that provide services and/or supports to people with intellectual and developmental disabilities through funding, contract, and/or provider agreement with the DDA and/or the Department of Health Care Finance (DHCF).

C. AUTHORITY

The authority for this policy is established in the Department on Disability Services as set forth in D.C. Law 16-264, the “Department on Disability Services Establishment Act of 2006,” effective March 14, 2007 (D.C. Official Code § 7-761.01 *et seq.*); and D.C. Law 2-137, the “Citizens with Intellectual Disabilities Constitutional Rights and Dignity Act of 1978,” effective March 3, 1979 (D.C. Official Code § 7-1301.01 *et seq.*).

D. POLICY

It is DDA’s policy to assign caseloads to service coordinators according to their grade level





based on maximum caseloads.

E. RESPONSIBILITY

The responsibility for and implementation of this policy is vested in the DDS Deputy Director for DDA.


F. STANDARDS

The following are the standards by which DDS shall implement this policy:

1. The SPCD will assign each person who receives supports or services through the DDA service delivery system a service coordinator.
2. Service Coordinators at Grade 11, otherwise known as Service Coordinator I, will have a maximum caseload of thirty (30) cases at any given time.
3. Service Coordinators at Grade 12, otherwise known as Service Coordinator II, will have a maximum caseload of thirty-five (35) cases at any given time.
4. Cases will be assigned by the Supervisory Service Coordinator based on the need of the person, the efficiency of SPCD, the overall workload and, where applicable, at the request of the person and/or family, substitute decision maker, and guardian with assurance of optimal service and support delivery.
5. Requests for change in the assigned service coordinator will be assessed and accommodated by the supervisory service coordinator with consideration for the needs of the person, the efficiency of SPCD, and the overall workload.



Andrew P. Reese, Director



Approval Date

