



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

DDS TRANSMITTAL #18-10

TO: Developmental Disabilities Administration (DDA) Staff
FROM: Winslow Woodland, DDS Deputy Director for DDA
DATE: October 11, 2018
RE: NEW Service Coordination Caseload Policy, Effective Immediately

Today the Department on Disability Services (DDS) releases a new Service Coordination Caseload Policy, 2018-DDA-POL005. Effective October 11, 2018, DDA will assign caseloads to service coordinators (SCs) based upon: the person's need, the efficiency of Service Planning and Coordination Division (SPCD), the overall workload and, where applicable, at the request of the person and/or family, substitute decision maker, or a guardian, with assurance of optimal service and support delivery.

Maximum caseloads will be determined by grade, as follows:

- A Grade 11 Service Coordinator, Service Coordinator I, will have a maximum caseload of thirty (30) cases at any given time; and
- A Grade 12 Service Coordinator, Service Coordinator II, will have a maximum caseload of thirty-five (35) cases at any given time.

Likewise, a person's request to change his or her assigned SC will be assessed and accommodated with consideration for the needs of the person, the efficiency of SPCD, and the overall workload.

Please review this policy and discuss it with your supervisor, as needed. We will also discuss this at SPCD unit meetings.

In closing, I thank Service Coordinators for their continued hard work on behalf of District residents.