



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

Andrew Reese, Director
One Independence Square
250 E Street, SW, Washington, DC 20024
202.730.1700 | www.dds.dc.gov

DDS TRANSMITTAL #26-1

TO: All Developmental Disabilities Administration Residential and Day Services Providers

FROM: Winslow Woodland, RN, MSN *Winslow Woodland*

DATE: January 6, 2026

RE: Health and Wellness Standards Amendment for the Developmental Disabilities Administration

The Department on Disability Services (DDS) has issued an amendment to the Health and Wellness Standards, incorporating guidance on the newly introduced Health Assessment and 1/Coordination (HAC) Waiver Service. The HAC services are specialized telehealth services aimed at meeting the unique medical needs of persons with Intellectual and Developmental Disabilities (IDD). These services provide immediate virtual 24/7 access to high-quality emergency medicine providers who are specifically trained to assist persons with IDD. This addition has been incorporated into Health & Wellness Standard 2—Coordination of Healthcare Services.

HAC services are designed to:

- Assess and triage medical conditions to determine the most appropriate course of action, such as treating in place or transferring to a hospital;
- Coordinate care with service providers, emergency departments, urgent care facilities, and primary care physicians;
- Offer specific medical advice tailored to the needs of persons with IDD;
- Prevent unnecessary emergency room visits and reduce hospitalization through proactive care and timely interventions; and
- Support individuals, service provider staff, caregivers, and families by helping them understand symptoms and navigate healthcare decisions.

Usage of HAC Services:

- HAC services should be utilized as a first-line response for urgent health-related situations.
- HAC services are recommended in situations where there is suspicion that a person served is experiencing or about to experience a health-related event, or when unusual behavior or activity occurs, such as vomiting or sluggish movement.
- HAC services should **NOT** be used as a first-line response when airway, breathing, or circulation is compromised.

Providers are expected to develop policies that incorporate the use of HAC services within their agencies. They should continue to follow the IMEU policy regarding reporting occurrences involving persons served.

For any questions about this transmittal, please contact DDS's Supervisory Nurse Consultant Chioma Nwachukwu, DNP, APRN, PHCNS-BC at (202) 615-8268 or chioma.nwachukwu@dc.gov.