



GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department on Disability Services
Rehabilitation Services Administration

STANDARD OPERATING PROTOCOL	
Subject: Referral, Application, and Intake Supplemental Protocols	SOP Number: 2014-DDS-DDA & RSA Coordination of Services -SOP-001
Responsible Program or Office: DDA – Service Coordination RSA – Client Services	Effective Date: April 3, 2014
	Number of Pages: 6
Cross References and Related Policies and Procedures, and Related Documents: DCDDA Intake and Eligibility Determination Policy and Procedures DCRSA Policy Manual Sections II-1 & II-3, and General Intake Form and Referral Specifics in System 7.	

I. PURPOSE

This Standard Operating Protocol (“SOP”) provides clarity to the District of Columbia Developmental Disabilities Administration (“DCDDA”) and Rehabilitation Services Administration (“DCRSA”) in order to streamline DCDDA and DCRSA operations within the Department on Disability Services (“DCDDS”). The goal is to provide high-quality client services delivery in compliance with federal and city DCDDS policies, procedures, and regulations and to effectively manage staff time.

II. RESPONSIBLE STAFF

Responsible staff for this SOP include, as detailed below, the staff within the DCDDA Service Planning and Coordination Division as overseen by the Deputy Director of DCDDA, and the staff within the DCRSA Intake and Outreach Unit (“IOU”) and Client Services Division as overseen by the Deputy Director of DCRSA.



III. NEW CLIENT REFERRAL TO DCDDA

A. In General

Persons with intellectual disabilities who apply for services from DCDDA may also simultaneously apply to or be referred to DCRSA to explore employment options. DCDDA will encourage all new applicants to apply to DCRSA.

People may elect to receive services from both administrations concurrently. If a person is determined to have a documented intellectual disability and requires individualized supports with independent living skills, or assistance navigating through multiple social service agencies for varied services, and is interested in work opportunities, he or she should apply for services from both DCDDA and DCRSA.

People, who acquire gainful employment through DCRSA and need long term support services to maintain employment, should apply for DCDDA for employment supports through the Medicaid Home and Community Based Services Waiver program.

B. Applying for DCDDA Services

Persons with intellectual disabilities should apply to receive DCDDA services if they require individualized supports and elect to receive coordination of all their services to have the most independence, choice and control over their own lives through person-centered service planning.

C. Apply for DCRSA Services

Persons with disabilities who desire to work should apply to receive DCRSA service if they have a documented disability, their disability is a significant barrier to employment, and they would benefit from vocational rehabilitation services to achieve an employment outcome in an integrated setting.

IV. DCRSA CLIENT REFERRAL TO DCDDA

A. In General

DCRSA clients who apply for DCDDA services shall have an eligibility determination within 90 days from the date of receipt of the application.

B. Steps to refer an DCRSA client to DCDDA

Step 1. DCRSA VR Specialist (“VR Specialist”) assigned to the case shall assist the person in completing the DCDDA Intake Application and submit to DCDDA Intake and Eligibility Determination Unit.

Step 2. DCDDA Intake and Eligibility Determination Unit accepts walk in applications during normal business hours. Therefore, appointments are not necessary. The VR Specialist and the applicant are able to walk in to the unit and submit the application. During this visit, the support staff will immediately assign the Intake Specialist and if they are available, the interview can occur immediately.

Step 3. The DCDDA Intake and Eligibility Determination Unit shall make an eligibility determination in accordance with Policy Number 7.6 and accompanying procedures. A determination shall be made within 90 calendar days from the date of receipt of the application, and the Intake Coordinator will notify the person and VR Specialist of the determination.

Step 4. If the person is determined eligible for DCDDA services, the person will be assigned to a DCDDA Service Coordinator (“Service Coordinator”), who will notify the person and VR Specialist of the name and contact information of the Service Coordinator assigned to the case.

Step 5. The assigned Service Coordinator shall convene a meeting with the VR Specialist within 14 calendar days from eligibility to discuss coordination of services.

Step 6. When a person has reached maximum benefit/achieved the goals of their IPE and will need ongoing support to maintain employment, the VR Specialist will provide the Service Coordinator with a copy of the letter of intent to close the case within 30 days to allow the Service Coordinator to begin the process for enrolling the person for supported employment services through the HCBS waiver.

C. Documents

The VR Specialist shall provide the necessary following documents to the Service Coordinator in order for DCDDA to determine eligibility. However, the intake interview should not be delayed if the documents are not available.

1. Government issued photo identification
2. Copy of signed release to share client information with DCRSA to allow DCDDA and DCRSA to share information and coordinate services
3. Copy of SSI/SSDI award letter (if applicable)
4. Copy of person’s social security card
5. Last psychological evaluation on record
6. Other relevant assessments
7. Medical insurance
8. Proof of income (if applicable)

V. DCDDA CLIENT REFERRAL TO DCRSA

A. In General

Per Section II-3 of the DCRSA Policy Manual, a person “is considered an applicant and placed in Status 02 when sufficient information to initiate an assessment is received, through written

application or other method, and the individual is available to complete the assessment process. If the individual definitely requests to make application or requests services, he or she is placed in Status 02 regardless of method of request, (including in-person, written, telephone, email or internet.) 34 C.F.R. §§361.41(b)(1)(i-ii).”

DCRSA may take up to 60 days to make an eligibility determination. However, for a person being supported by DCDDA, who has already been found eligible for DCDDA services, who has stated an interested in obtaining employment, and for whom DCDDA has provided DCRSA with all necessary documentation to determination eligibility, this determination shall be made within one (1) week from the date of the application.

B. Steps to Place an Individual to Status 02

Step 1. The Service Coordinator handling the case shall assist the person to complete the DCRSA application, which is available online or in hardcopy format, and submit to the supervisor of the DCRSA Intake and Outreach Unit (IOU).

a. The Service Coordinator shall complete the portion of the application regarding referral source:

- i. Referral Source: **DCDDA**
- ii. Name of Referrer: **Name of both Service Coordinator and Supervisor**
- iii. Referrer’s Address: **1125 15th Street**
- iv. Referrer’s Phone No: **Phone number of both Service Coordinator and Supervisor**
- v. Referrer’s Email Address: **Email Addresses of both Service Coordinator and Supervisor**

Step 2. The DCRSA Program Specialist shall enter the client’s information into DCRSA’s case management system (“System 7”) and assign a VR Specialist according to the DCRSA Referral, Application, and Intake SOP.

Step 3. The Program Specialist shall invite the person being supported by DCDDA, Service Coordinator, and the person’s legal representative, if appropriate, to the intake interview with the VR Specialist.

Step 4. The VR Specialist shall conduct the intake interview with the person, the Service Coordinator, and the legal representative of the person if applicable.

Step 5. The VR Specialist shall determine eligibility within one (1) week from the date of receipt of the application, and notify the DCDDA client and Service Coordinator of the outcome.

NOTE: VR Specialist can expedite determination of eligibility in under one week in extraordinary circumstances.

Step 6. The assigned VR Specialist shall convene a meeting with the Service Coordinator within 14 calendar days to discuss coordination of services and joint case management.

C. Documents Required

The Service Coordinator shall provide the following necessary documents to the VR Specialist in order for DCRSA to determine eligibility. However, the intake interview should not be delayed if the documents are not available.

1. Government issued photo identification
2. Copy of signed release to share client information with DCRSA
3. Copy of SSI/SSDI award letter (if applicable)
4. Copy of person's social security card
5. Latest Individualized Service Plan ("ISP") (if applicable)
6. Last psychological evaluation on record (if applicable)
7. Other relevant assessments (e.g. positive personal profile, vocational assessments, etc.)
8. Medical insurance
9. Proof of income (if applicable)

VI. COORDINATION OF DCDDA AND DCRSA SERVICES

A. In General

When a DCDDA client is receiving services from both DCDDA and DCRSA, VR Specialist shall establish and communicate with the Service Coordinator at least every 30 days to ensure appropriate and timely delivery of services to the person. These meetings should be documented in MCIS and System 7 case notes.

B. Discharge Planning

VR Specialist shall send to the Service Coordinator the "Transition to Extended Support Services" notification letter to inform that Service Coordinator that the person has been determined stabilized in employment, which can occur between 1 month and 17 months after the start of employment. The letter informs the Service Coordinator to begin providing extended support services.

VR Specialist shall invite the Service Coordinator to meet in person at least 30 days prior to a planned VR case closure to ensure continuity of services for the individual. This can occur as early as 60 days after the start of employment.

C. Documents

The following documents shall be shared between the Service Coordinator and VR Specialist during the joint case management phase.

1. Copy of Eligibility Determination
2. Copy of Assessment Results
3. Order of Selection Letter
4. Latest IPE and any IPE developed while the person is being supported by both administration
5. Latest ISP and any ISP developed while the person is being supported by both administration
6. Progress reports from human care providers
7. Notice of Pending Closure Letter
8. Closure letter

VII. LANGUAGE ACCESS

DCDDS Staff may utilize the language access line if needed to conduct their duties: (877) 245-0386 (Your six digit Client ID number is 511321; Organization name is Department on Disability Services).