



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
**DEPARTMENT ON DISABILITY SERVICES**

**RSA TRANSMITTAL #19-08**

**TO: RSA Managers, VR Specialists, Supervisory VR Specialists**

**CC: State Rehabilitation Council**

**FROM: Darryl Evans, RSA Deputy Director**

**DATE: 02/25/2019**

**RE: Case Management Policy**

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Today the District of Columbia Department on Disability Services (DDS) releases the Case Management Policy, 2019-RSA-POL005. This policy supersedes RSA Policy Section IX. - Caseload Management (2010).

Below are highlights of key changes, but please do review the revised Policy carefully:

- The policy specifies taking a person-centered approach to case management and requires adherence to the CRC Code of Professional Ethics.
- This policy specifies that case management services shall be delivered in a manner that provides equal access for all members of the community and which is guided by the principles of cultural and linguistic competence.
- This policy includes the District's customer service standards for responding to phone messages and email.
- The policy limits the amount of time a person can be in Status 12 to no more than 30 calendar days unless a delay is justified in the case file.
- The policy changes the timeframes for Status 24 – Service Interrupted as follows:
  - If the interruption extends beyond three (3) months, supervisory approval is required and shall be documented in the case record.





- The interrupted status must be reviewed every six (6) months thereafter to determine whether the case should remain interrupted, be moved to another status, or be closed in Status 28.
- The VR specialist shall document the six (6) month review and any resultant action in the case record.
- This policy includes two (2) new statuses including Status 31 – Extended Services for Youth and Status 35 which is a closure from Status 31.

RSA thanks the State Rehabilitation Council Policy Subcommittee for reviewing and providing feedback on this Procedure.