



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

STANDARD OPERATING PROTOCOL	
Subject: SOP on RSA & DDA Coordination of Intake and Referral Activities	SOP Number: 2019-DDS-SOP002
Responsible Program or Office: Rehabilitation Services Administration Developmental Disability Administration	Effective Date: 9/3/2019
	Number of Pages: 8
Cross References, Related Policies and Procedures, and Related Documents: Rehabilitation Services Administration Supported Employment Policy and Procedure; Developmental Disabilities Administration Intake and Eligibility Policy and Procedure; and Rehabilitation Services Administration Intake Policy	

I. Purpose

This Standard Operating Protocol (SOP) provides guidance to the District of Columbia Department on Disability Services (DDS), Rehabilitation Services Administration (RSA) and Developmental Disabilities Administration (DDA) staff regarding coordination of referrals and intake with the goal of providing seamless service delivery.

II. Responsibility

Responsible staff includes Vocational Rehabilitation (VR) Specialists, VR Supervisors, Rehabilitation Assistants (RA), Community Liaison Specialists, DDS Intake and Outreach Unit staff, DDA Intake and Eligibility Unit staff, DDA Service Coordinators (SC), and Supervisory Service Coordinators (SSC).

III. Protocols

Eligible people, ages 18 and over, may elect to receive services from both RSA and DDA concurrently and the administrations will make referrals and coordinate activities to meet the individual needs of the person.

The protocols in this SOP outline the steps for coordinating referral and intake activities in each of the following scenarios:

- a. Referrals made by RSA to DDA for people with an intellectual disability (ID) diagnosis who are seeking Supported Employment services and who are not already served by DDA;
- b. Referrals made by RSA Transition, including Pre-employment Transition Services (Pre-ETS) referrals to DDA;
- c. Referrals of DDA applicants who are also interested in receiving RSA services;





- d. Referrals of people currently supported by DDA who are interested in competitive integrated employment; and
- e. Referrals made by RSA General VR to DDA.

A. Supported Employment Referrals (From RSA to DDA):

Supported Employment is intended for people with a most significant disability, including youth with a most significant disability, for whom competitive employment has not traditionally occurred, or has been interrupted or intermittent as a result of a most significant disability, and who, because of the nature and severity of their disabilities, need intensive Supported Employment services, followed by extended services providing the long-term supports needed, in order to perform the work involved.

In order to provide Supported Employment services, RSA must first identify a source of extended services for the person or document that there is a reasonable expectation that a source will become available. If RSA expects to rely on DDA as the source of extended support, the VR Specialist must ensure that the case has been screened by the DDA Intake and Eligibility Supervisor before indicating on an IPE that DDA is the expected source of extended services.

A person with a diagnosis of an ID who applies for RSA services and who will need long term support services to maintain employment, as determined by the vocational assessment, will be referred to DDA for extended employment supports through the Medicaid Home and Community-Based Services Waiver program using the process outlined below:

1. The VR Specialist identifies that a person with an intellectual disability requires:
 - a. Long-term employment supports to maintain employment (see also Supported Employment Policy and Procedure) and/or;
 - b. Individualized supports with independent living skills or assistance navigating through multiple social service agencies for varied services.
2. The VR Specialist will search the DDA client system in order to determine whether the person is already supported by DDA, and if so, the VR Specialist will contact the assigned SC to schedule the Initial Joint Case Management Discussion.
3. If the person is not already supported by DDA, The VR Specialist will speak with the DDA Intake and Eligibility Supervisor to determine whether the person may be eligible for DDA services and is appropriate for referral or if another referral source





may be more appropriate.

4. The VR Specialist will discuss DDA services with the person and offer to make a referral. The VR Specialist will explain that a source of extended services must be identified in order to complete an Individualized Plan for Employment (IPE) with a Supported Employment outcome.
5. The VR Specialist will search the DDA client system in order to determine whether the person is already known to DDA. If the person is already supported by DDA, and if so, the VR Specialist will contact the assigned SC to schedule the Initial Joint Case Management Discussion.
6. The VR Specialist will ask their supervisor or the Intake Supervisor to search the DDA client system in order to determine whether the person is already supported by DDA, and if so, the VR Specialist will contact the assigned SC to schedule the Initial Joint Case Management Discussion.
7. If the person isn't known to DDA, the VR Specialist will connect the person with the DDS Community Liaison Specialist to initiate a referral either through a face to face visit along with the person seeking services, or via email. If the person is already receiving DDA services, the VR Specialist will contact the assigned SC to schedule the Initial Joint Case Management Discussion.
8. The Community Liaison Specialist will meet with the person within five (5) business days of the referral to complete a front door tool, if one has not been previously completed, and an application for DDA services.
9. The Community Liaison Specialist will coordinate with the person and the VR Specialist to gather all necessary documentation which includes proof of residency, and proof of a diagnosis of an ID along with two (2) deficits in adaptive functioning skills. This documentation should then be forwarded to the DDA Intake and Eligibility team to be used in determining eligibility. The Community Liaison Specialist will notify the VR Specialist, via email, when the documentation has been forwarded to the supervisor of the DDA Intake and Eligibility Unit.
10. If the person is determined to be ineligible for DDA services, the supervisor of the DDA Intake and Eligibility Unit, or his/her designee, will provide the required notification and appeal process to the person/supporter and notify the VR Specialist via email. The VR Specialist will follow up with the person and attempt to identify an





alternate source of extended services. For a person who meets the definition of a youth with a disability (less than 25 years old), extended employment services may be funded by RSA for a maximum of 48 months or until the person turns 25 or is otherwise ineligible to continue receiving services, or the person transitions to another source of extended employment services (see Supported Employment policy). For people 25 and older, the VR Specialist will identify another source of extended employment services, which may include natural supports, prior to approving an IPE with a Supported Employment outcome.

11. The supervisor of the DDA Intake and Eligibility Unit will notify the Unit 1 Supervisor when a person supported by RSA is found eligible for DDA services and assigned to an SC. The Unit 1 Supervisor will then notify the assigned VR Specialist via email.
12. The VR Specialist will take the lead in setting up the Initial Joint Case Management Discussion within five (5) days of receiving notification that an SC has been assigned (See Joint Case Management SOP).

B. Referrals from RSA Transition, including Pre-ETS, to DDA (From RSA to DDA)

Eligible or potentially eligible students with an ID diagnosis who receive services through RSA's Transition Units, and who are 18 years of age or older, may elect to apply for concurrent services from DDA. VR Specialists in the Transition Unit will coordinate the transition to adult, long-term care services using the process outlined below:

1. The Transition Community Liaison Specialist will ensure that all schools providing education to students with a diagnosis of ID are aware of services available to those students through DDA, after exit from the education system. He or she will attend any Individualized Education Plan (IEP) meeting to which he or she is invited to discuss transition planning related to DDA services.
2. When a student is referred for DDA services, the Community Liaison Specialist will attempt to contact the person within one (1) business day of receipt of the referral to schedule an appointment for the person to complete a Front Door Tool and application for DDA services. Appointments will be scheduled based on availability of both the Community Liaison Specialist and the person seeking services.
3. If the student currently receives VR services, at the time of application, the Transition Community Liaison Specialist coordinates with the person and the VR Specialist to gather all eligibility documentation, which includes proof of residency and proof of a diagnosis of an ID along with two deficits in adaptive functioning, and forwards the





documentation to the DDA Intake and Eligibility Unit to be processed for eligibility. The Community Liaison Specialist will notify the VR Specialist when the documentation has been forwarded to intake.

4. If the person is determined to be ineligible for DDA services, the SSC responsible for eligibility determinations will notify the VR Specialist via email.

C. Referral of a New DDA Applicant (DDA to RSA)

People, at least 18 years old, with ID, who apply for services from DDA may also simultaneously apply to or be referred to RSA to further explore employment services. DDA will encourage all new applicants to apply to RSA using the process outlined below:

1. Intake

- a. The Community Liaison Specialist will use the DDS Front Door Tool to guide the initial conversation and capture intake elements necessary to understand the person's vision for a good life and discover supports needed on their journey. The Community Liaison Specialist will discuss community supports in addition to DDS services, and offer to make referrals. If the person expresses a need for supports and services for daily life and employment, they can apply to DDA and RSA for coordinated services.
- b. For DDA services, the Community Liaison Specialist will assist the person in completing an intake application and will submit the application to the DDA Intake Specialist to initiate the eligibility determination process. The DDA Intake Specialist must enter the intake information and documentation into the DDA Case Management System, MCIS.
- c. For RSA services, the Community Liaison Specialist will assist the person in completing an intake application and will submit the application to the RSA Intake Team. The RSA Intake Specialist will call within two (2) business days to schedule an intake appointment with a VR Specialist. At the intake appointment, the assigned VR Specialist and the person will complete the intake process and the VR Specialist will provide the applicant with a "next steps" form outlining what information is needed to determine eligibility and when the next appointment will be.



2. Eligibility Determination

- a. DDA must determine eligibility within 45 calendar days of intake. If DDA determines eligibility prior to RSA, then the VR Specialist must treat the person as an existing DDA client and determine RSA eligibility within one (1) week from the date of receipt of notification of DDA eligibility, and will provide notice as follows:
 1. Notify the person in writing supplemented as needed by the person's preferred method of communication as required by the RSA Eligibility Policy.
 2. Notify the DDA SC of the outcome via email with a PDF of the determination.

- b. If the VR Specialist determines eligibility prior to the DDA eligibility determination, then the VR Specialist will send a PDF of the determination to the Supervisor of the DDA Service Planning & Coordination Division, and the supervisor will notify the VR Specialist of the results of the DDA eligibility determination and SC assignment when complete.

D. Referral of a Person Currently Supported by DDA (DDA to RSA)

1. If a person receiving DDA services expresses interest in employment during the annual Individual Support Plan (ISP) update, or at any other time, then the DDA SC will complete an internal referral form and gather information into a referral packet.

This information should include the following documents:

- a. Referral Form, including name and contact information for person to schedule intake;
- b. Individual Profile for Day Referral;
- c. ISP;
- d. Assessment;
- e. Social Security Award Letter;
- f. Psychological;
- g. Positive Person Profile;
- h. Job Search/Community Integration Plan; and
- i. Supported Decision Making Form, if applicable.



2. The SC will submit the referral packet to the Unit 1 RA who will log the referral and forward to the Unit 1 Supervisor for assignment to a VR Specialist within one (1) business day. The supervisor will notify the SC via email when a VR Specialist has been assigned. The assigned VR Specialist will complete the RSA intake using the process below:
 - a. Within two (2) business days of receiving the referral, the assigned VR Specialist will attempt to contact the person or, as appropriate, the person's representative, to schedule an intake appointment.
 - b. At the intake appointment, the person will complete an application for RSA services with the VR Specialist, which the person and the VR Specialist will both sign. The VR Specialist will enter collected intake information into the RSA Case Management System, System 7.
 - c. The VR Specialist will use existing documentation provided by the SC, or available in MCIS, to complete the RSA eligibility determination.
 - d. The VR Specialist will determine RSA eligibility within one (1) week from the date of receipt of eligibility documentation, and will provide notice as follows:
 1. Notify the person in writing supplemented as needed by the person's preferred method of communication as required by the RSA Eligibility Policy.
 2. Notify the DDA SC of the outcome via email with a PDF of the determination.
 - e. If the person is found eligible for VR services, the VR Specialist will schedule a meeting with the person, and their identified support, if applicable (e.g., provider staff, family) to occur within 14 calendar days of the eligibility notification.

E. Referral of a Person Currently Supported by RSA (RSA to DDA)

A VR Specialist in any unit may refer a person currently served by RSA to DDA for individualized supports regardless of whether the person has an identified need for Supported Employment. The process for referrals is as follows:

1. The VR Specialist will ask their supervisor or the Intake Supervisor to search the DDA client system in order to determine whether the person is already supported by DDA, and if so, the VR Specialist will contact the assigned SC to schedule the Initial





Joint Case Management Discussion.

2. If the person is not supported by DDA, The VR Specialist will speak with the DDA Intake and Eligibility Supervisor to determine whether the person may be eligible for DDA services and is appropriate for referral or if another referral source may be more appropriate.
3. The VR Specialist will discuss DDA services with the person and offer to make a referral.
4. The VR Specialist will connect the person with the DDS Community Liaison Specialist to initiate a referral either through a face to face visit along with the person seeking services, or via email.
5. The Community Liaison Specialist will meet with the person within five (5) business days of the referral to complete a Front Door Tool, if one has not been previously completed, and an application for DDA services.
6. The Community Liaison Specialist will coordinate with the person and the VR Specialist to gather all necessary documentation which includes proof of residency, and proof of a diagnosis of an ID along two (2) deficits in adaptive functioning skills. This documentation should then be forwarded to the DDA Intake and Eligibility Unit to be processed for eligibility. The Community Liaison Specialist will notify the VR Specialist when the documentation has been forwarded to intake via email.
7. Once the eligibility determination has been completed, the SSC responsible for eligibility determinations, or his/her designee, will provide the required notification and information regarding the appeal process, if the person was not found eligible, to the person/supporter and notify the VR Specialist via email.

