

**SERVICE COORDINATOR  
CS-0101-11**

**\$57,960 - \$74,727**

This position is located in the Department of Disability Services, Office of the Deputy Director for Developmental Disabilities (DDA), Service Planning and Coordination Division. The Department on Disability Services is responsible for the development and direction of intellectual and developmental disability programs and for overseeing and administering a network of comprehensive, community based services for District residents with intellectual and developmental disabilities. Assumes responsibility for advocating for and coordinating the delivery of a wide variety of case management services to persons who are intellectually and developmentally disabled.

**MAJOR DUTIES**

Incumbent is responsible for services that will assist individuals eligible for DDA services in gaining access to needed medical, social, educational, vocational, residential and other services to include the following components:

Assessment of an individual to determine service needs, including activities that focus on needs identification, to determine the need and preferences for any medical, educational, social, vocational, residential and other services. Prepare client history by gathering information from other sources such as family members, service providers, medical providers, social workers, educators and others as needed to form a complete assessment of the individual. Include information regarding personal outcomes, medical/physical documentation; psycho-social/behavior documentation; developmental/intellectual documentation; and socialization/recreational documentation, including relationships that are important to the consumer, the social environment of the consumer and patterns of the consumer's everyday life. Identifies informal supports available to the consumer; information and documentation on financial resources; educational/vocational information and documentation; current status of housing and physical environment. Collects information about previously successful and unsuccessful strategies to achieve the consumer's desired personal outcomes, safeguards for protection from harm; and any other facts relevant to understanding the supports and services needed by the consumer to achieve the desired personal outcomes. This includes development of a specific service plan based on the information collected and results of the team planning process using person-centered planning principles and strategies and may include the completion of a designated assessment tool. The service plan specifies the goals of providing service coordination to the individuals, actions to be taken to address the medical, social, vocational and residential services needed by the individuals, the goals to be achieved as a result of the specific services outlined in the service plan for each individual, and the timelines for achieving stated goal. Develop referrals and related activities to help an individual obtain needed services. These activities include making referrals to services providers, providing linkages to medical, social, vocational and residential services and other programs capable of meeting needs, and scheduling appointments for the individuals. Monitors and documents activities, including activities and contacts that are necessary to ensure the service plan is effectively implemented and adequately addresses the needs of the individual. Monitoring and

follow-up activities may be with the individuals, family members, providers, or other entities. Conducts activities as frequently as necessary, per current department policy and procedure, to help determine such matters as whether services are being furnished in accordance with the service plan, whether the services in the service plan are adequate to meet the needs of the individual, and whether there are changes in the needs or status of the individuals. If changes occur in the needs or status of the individual, monitoring and review activities include making changes to the service plan and service arrangements with providers. Monitors and evaluates customer service and progress, ensuring attainment of goals and objectives.

Ensures the development of the annual service plan per department policies and procedures, coordinates formal team meetings at least two times per year. Participates in team meetings, court hearings, and service planning with external community entities involved in individual's life (courts, jail, Child and Family Services Administration, Department of Mental Health, University Legal Services, Quality Trust, Housing Authority, Adult Protective Services, etc.) . Participates as a member of a multidisciplinary team for individuals receiving ICF/MR services to assess individual preferences and needs and participate in the development of the service plan. Prepare social summaries and reports for courts, hospitals, and other community partners. Participates in individual program activities to ensure services are delivered in concert with the principles of person-centered planning and in the most integrated environment. Assists in applications for all eligible benefits, and assist in maintaining eligibility. Completes documentation needed to withdraw funds from government-held accounts. Initiate notification to Quality Trust and Court Monitor's office of long term care or nursing home placement. Coordinates and ensures the completion of court orders in timely manner. Completes court reports and status updates in timely manner. Notify court of proposed and final changes of placement.

Complete special assignments involving planning, evaluation, and development and monitoring of the various projects impacting the agency. Provides crisis intervention and resolutions, reports unusual incidents and ensures health and safety of individuals are supported during emergencies. Conducts and participates in frequent team meetings to identify and address disparities in service delivery, to develop a plan of action to address concerns and to timely follow up on a plan of action. Attends and presents situations in special and unresolved meetings with appropriate staff and committees (mortality review, quality improvement, human rights, restrictive control review, etc). Serves as liaison and resource person to individuals supported, their families, interdisciplinary team, service providers, community partners, and court monitors. If at any time the SC believes the consumer is at risk, the SC is charged with taking all immediate steps necessary to protect the consumer.

Initiates service funding approvals for Home and Community Based Service (HCBS) Waiver, Medicaid funded supports, locally funded supports, and etc. Assist individuals in waiver enrollment by assisting them in collecting information and submitting it to the Eligibility Specialist. If applicant is denied eligibility, assists the applicant in filing an appeal. Provides consumers with information about choices between Intermediate Care Facility for the Intellectually Disabled and HCBS at the initial meeting with consumer and gives them a brochure with information about all DDA providers. Assist consumer with choosing providers, including giving consumers sample questions to ask providers. Arrange phone calls and meetings with prospective providers as needed. Ensures familiarity with all State Plan and waiver services and explains those services to consumers and their families. Reevaluates level of care in collaboration with Waiver Unit. Complete service authorizations for all requested services to be funded by DDA. Coordinate with provider, DCHRP, and Department of Healthcare Finance (DHCF) when additional Medicaid-funded services are needed. Identifies

and assists individuals in accessing community-based resources for needed services and supports. Initiate referrals for new providers when appropriate. Complete all waiver application, add/change, and discharge forms when appropriate. Complete discharge/transition planning for people changing providers or leaving waiver and/or DDA service system.

Assist in determining need for health care decision maker. Arranges for psychological evaluation to determine capacity if needed. Coordinate completion of healthcare power of attorney or guardianship requests as appropriate.

Prepares in-depth entries in individual records (written and electronic) identifying pertinent information including but not limited to demographic information, recording the progress toward service and outcome goals, satisfaction with services and supports, identifying health and safety concerns, contacts with family and other service providers, ensuring needs for adaptive equipment are met in a timely manner, reviewing medication changes and medical conditions. Performs specific follow-up actions related to incidents, alerts and concerns noted and/or reported to the incumbent; documents all attempts to resolve problems encountered in terms of access to needed service/support and/or the timely acquisition of needed services/supports. Prepares and submits to the appropriate parties, reports related to status and progress of individuals assigned to caseload, e.g. at the request of the Director and/or supervisory staff. Reports unusual incidents and provides consistent follow-up until resolved.

Works in collaboration with other department staff (Quality Management Division) in implementing procedures for corrective or preventive actions to ensure that appropriate safeguards are implemented for safety and protection of the people served. Perform other duties as assigned.

### **Qualifications**

Basic Requirements: Applicant must have one (1) year of Specialized Experience at the next lower grade-level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to advocating for and coordinating the delivery of a wide variety of services for persons who are intellectually and developmentally disabled.

Bilingual Preferred

### **Education**

A four-year degree in behavioral or social science; or other related discipline appropriate to the position.

### **Contact Information**

All questions related to employment should be directed to Melonie Buckley, HR Specialist  
[melonie.buckley@dc.gov](mailto:melonie.buckley@dc.gov)