

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



<b>PROCEDURE</b>	
Subject: Transition	Procedure No.: 2013-DDA-PR011
Responsible Program or Office: Developmental Disabilities Administration	Effective Date: June 17, 2013
Date Approved: June 17, 2013	Number of Pages: 2
Cross References, Related Policies and Procedures, and Related Documents: Transition policy; Transition of Care Guide; Personal Funds policy and procedure; Service Coordination Monitoring policy and procedure; Service Coordination Desk Guide; Sanctions policy; Enhanced Monitoring procedure; Watch List procedure; Individual Support Plan policy and procedure.	

**1. PURPOSE**

The purpose of this procedure is to establish the standards and guidelines and delineate responsibilities on how the Department on Disability Services (“DDS”), Developmental Disabilities Administration (“DDA”) and its providers, will support people who receive supports through the DDA service delivery system to choose residential and day/employment service providers and, when they choose to change providers, to have a well-managed transition that mitigates risk.

**2. APPLICABILITY**

This procedure applies to all employees of DDA, subcontractors, providers/vendors, consultants, volunteers, and governmental agencies that provide services and supports for people with disabilities receiving services as part of the DDA Service Delivery System funded by DDA or the Department of Health Care Finance (“DHCF”).

**3. PROCEDURES**

- A. At least annually as part of the Individual Support Plan (“ISP”) process, and more frequently upon request, each person who receives supports through DDA shall have the opportunity to choose his or her residential and day/employment provider, if applicable. The person’s service coordinator shall support the person to have the information and experiences that he or she needs to make an informed choice.
- B. When a person is interested in changing providers, the person’s service coordinator shall ensure that the person and his or her family, advocate, and/ or substitute decision-

maker, if applicable, has the opportunity to visit a variety of potential homes or service locations, meet the potential new provider's staff and, if relevant, other people receiving supports in that location. In order to ensure adequate time for a well coordinated transition, people are expected to give the provider and service coordinator at least 30 days of notice of intent to change providers.

- C. In a situation in which the person's health or safety is at risk, DDA may move a person or change his or her residential or day/ employment provider immediately. In those cases, once the person is stable in the new location, he or she will be offered the opportunity to explore other residential or day/employment service options.
- D. A provider who is terminating services to a person shall provide timely notification (per contract, provider agreements, and HCBS waiver rules if appropriate) of its intent to cease services and supports to DDS, the person, and his or her substitute decision-maker, if applicable. The provider must continue providing services until a new provider is identified and initiates services.
- E. When a person is in a hospital, Long Term Acute Care facility or nursing facility, the person's service coordinator is responsible for arranging any needed transition and discharge meetings. The person's current and/or new residential provider shall participate in all such meetings. The current residential provider is responsible for assisting the person to gather all necessary medical records and information.
- F. When a person wants to change providers, the current provider shall make the person's record available for the potential provider to review. At least fifteen (15) calendar days prior to any transition, the current provider must be available to meet and discuss the person's preferences, likes, dislikes and support needs and his or her record with the new provider.
- G. Upon transition, the person's original record shall move with him or her to the new provider. The transmission of records shall require a signed confirmation by the new provider that will be sent electronically to the person's service coordinator, who shall upload it into MCIS. Former providers shall keep copies of the person's record in accordance with local rules.
- H. As part of a residential transition process, the Service Coordinator, current provider and new provider shall develop an inventory of the person's personal possessions that will be kept and checked in order to minimize loss. People's funds and financial records shall transfer in accordance with the DDA's Personal Funds policy and procedure.
- I. The Service Coordinator must submit the Service Funding Authorization effective as of the date a person transfers services from one provider to another. Additionally, for people who are committed to services, DDA must provide notice to the Court and the person's attorney and court appointed advocate, if he or she has one, in accordance with D.C. Law 2-137.

- J. The Service Coordinator shall visit the person within three (3) business days after the transition in accordance with the Service Coordination Monitoring policy and procedure; and shall address any required amendments to the person's ISP in accordance with the ISP Policy and Procedure. Additional visits may be required based upon the person's adjustment and needs. As part of the transition follow-up, the service coordinator must also check in with the day provider after a residential move, and the residential provider after a day service transitions, to ensure there are no collateral transition issues.
- K. Within one (1) business day of the transition, the Service Coordinator shall ensure the accuracy of the person's record in MCIS, including updating the person's address, phone number, and contact people, in accordance with the Service Coordination Desk Guide. The Service Coordinator must also affirm the transition in the Service Authorization system in MCIS.
- L. New providers are responsible for requesting any needed access in MCIS.
- M. DDS may impose sanctions on providers who do not comply with the Transitions of Care policy or procedures or who otherwise have deficient performance related to transition in care, including transition of records, personal funds and financial records, and other personal property, in accordance with DDS's Sanctions Policy and related procedures.