



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

Andrew Reese, Director
One Independence Square
250 E Street, SW, Washington, DC 20024
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To: All Developmental Disabilities Administration (DDA) Service Coordinators, DDS Operations Team Members and Residential Providers

From: Winslow Woodland, DDA Deputy Director 

Date: August 4, 2025

Re: Transmittal 24-04: Phase 2: Pilot of Automated Referral Process August 4, 2025, to September 19, 2025

The Department on Disability Services (DDS), Developmental Disabilities Administration, launches Phase 2 of the Automated Referral Process. The second phase resolves issues encountered in Phase 1 of the Pilot and will launch between *August 4, 2025, and September 19, 2025*. As communicated in DDS' transmittal dated March 7, 2025, the process is designed to streamline DDS' referral process.

Below is the *Provider Quick Guide* to the MCIS Referral Process. These guidelines are applicable to all DDS Residential Providers, Service Coordination and Operations team members who are responsible for completing and responding to referrals for DDS persons.

Key Changes

Automation: Providers will receive a link to access referrals in MCIS

Referral acceptance or decline: Providers have the option to decline or accept the referral in MCIS as follows:

If the provider accepts the referral, the provider shall enter available dates for the person and/or their decision maker to visit the location

If the provider declines the referral, the provider shall enter the reasons for the rejection

Time stamped referrals: All referrals and responses will be time-stamped.

Provider Quick Guide to MCIS Referral Process

Referral Timelines: The timelines for responding to referrals remain the same:

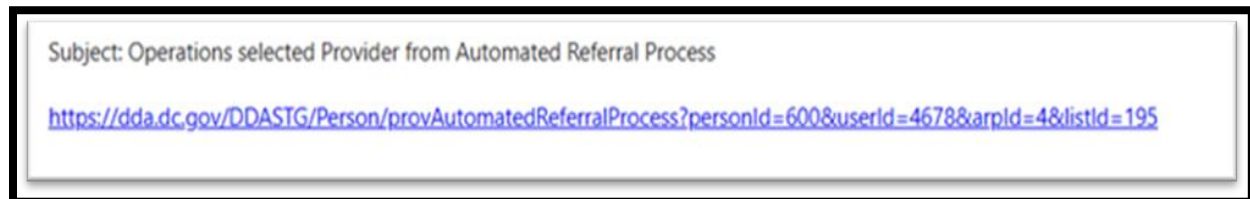


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Regular referrals within 5 business days
Emergency referrals within 1 business day

- 1) Providers will receive email notifications when a referral is submitted. The notification will be from “**DDS.IT&dc.gov**” with the following subject line and link to the referral:



- 2) Please click on the link in the email to view the person’s profile and supporting documents. Once reviewed, please respond to the referral by selecting “Accept” or “Decline” and “Save”.
 - a. If the referral is “Accepted”, you will be required to enter the “Available date for an Introductory Meeting”:



- b. If the referral is declined, you will be required to select the “Reason(s) for declining”.



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Comments: [Empty text box]

Reasons for Return

- Behavioral concerns (specify)
- Incompatibility with existing residents (specify)
- Incomplete application
- Ongoing substance abuse that requires a different level of treatment
- Other (specify)
- Placement no longer available (specify)
- Previously discharged from placement for non-compliance
- Support needs exceed facility's capabilities
- Unmet health care needs that require more intensive intervention than can be provided at this location (specify)

Save

3) "Acceptance" or "Decline" of the referral will trigger an email to DDS Operations and SPCD staff as follows:

Accepted:

Subject: Provider Approved Automated Referral Process

Provider Approved Automated Referral Process sent by Operations for
Person: COLEMAN, QUINCY
Comments: testing accept as provider

Declined:

Subject: Provider Rejected Automated Referral Process

Provider Rejected Automated Referral Process sent by Operations for
Person: COLEMAN, QUINCY
Comments: test reject, pls ignore emails.

If you have questions about a referral, please contact the assigned Service Coordinator. If you have technical questions about the process, please contact the DDS IT Department. If you have suggestions for improvement, please provide details to Victoya.Darby@dc.gov and include your name, provider affiliation and contact information.