




**DDDS Procedure
Day Service Referral Procedure
DS PRO001**

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02/01/2016	All	Origination date
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Director's Signature/Date:  Jody A. Roberts 2/24/2023		<i>Live signature is located in the Office of the Director</i> Effective:



DDDS Procedure Day Service Referral Procedure DS PRO001

1. Purpose

The Day Service Referral Procedure ensures that the service recipient is fully informed about the services available to them and has an opportunity to observe and/or have an understanding of those services before a true informed choice can be made. This document describes the DDDS approved procedure for referring and coordinating day and/or employment services.

2. Definitions

- a. **Authorized Provider:** A contracted vendor that has been reviewed and approved by DDDS to provide specific services to meet the needs of service recipients supported by DDDS.
- b. **Case Manager:** A person who assists in the planning, coordination, monitoring, and evaluation of services for a service recipient with emphasis on quality of care, continuity of services, and cost- effectiveness. DDDS employs or contracts with five different types of case managers. DDDS service recipients could be supported by the following entities: Community Navigator, Employment Navigator, Family Resource Coordinator, OBRA Case Manager, and Support Coordinator.
- c. **Circle of Support:** Any group of people who meet regularly to help a service recipient advocate for and achieve their goals and personal objectives in order to live the life they choose. This includes unpaid supports.
- d. **Informed Choice:** Informed choice is a decision-making process based on accurate and complete information. A person making an informed choice understands the options as well as the risks and benefits on any given decision. Informed Choice is not a one-time process, it's a long-term supported decision-making process.
- e. **Legal Guardian:** A person appointed by the Court to make decisions about the personal and medical care and/or financial welfare of a person with a disability while keeping the person's best interest in mind.
- f. **Person-Centered Plan:** A plan developed by the service recipient and their circle of support that is focused on what is important to and for the service recipient and includes the outcomes the service recipient wants to achieve to live a valued life.
- g. **Power of Attorney:** A written document signed by a person giving another person the power to act in conducting the signer's business.
- h. **Risk Mitigation Plan:** A risk mitigation plan is part of the person-centered planning process and is developed by the service recipient and their support team. Risk mitigation is an important

component of the person-centered planning process as it details what services, supports, resources, steps, etc. have been identified and are to be implemented in order to reduce the potential of a specifically defined risk to the person or to other persons in pursuit of the service recipients stated service outcome

- i. **Supported Decision Maker/Supporter:** A person who provides assistance in gathering and assessing information, making informed decisions, and communicating decisions to adults who do not need a guardian or other substitute decision maker for such activities, but who would benefit from decision- making assistance under 16 Del.C. Chapter 94A.
- j. **Transfer Planning Checklist and Summary:** The designated form to document what actions need to be taken prior to the transition in residential and day services, who is responsible and when the actions will occur
- k. **Transfer Planning Conference (TPC):** The service recipient’s meeting with his or her chosen circle of support and transferring and receiving authorized providers in preparation for a change in provider or service.

3. Scope

- 3.1 DDDS Staff: Day and Transition staff; Support Coordinators, Employment Navigators, Family Resource Coordinators, and the OBRA Case Manager.
- 3.2 DDDS Authorized Provider(s): Day and Employment Providers, Pathways to Employment Providers, and the Targeted Case Management Provider.

4. Related Documents

- 4.1 Inventory for Client and Agency Planning (ICAP) Adaptive Assessment Process CS PRO 250

5. Standards

- 5.1 In order to utilize Day and/or Employment Services, the service recipient must have an appropriate funding source for the service(s) they are requesting.

Day Services		
Day Service	Appropriate Funding Source(s)	
Community Participation	Lifespan Waiver	
Day Habilitation	Lifespan Waiver	State Plan Rehabilitation Option
Group Supported Employment	Lifespan Waiver	Pathways to Employment

Individual Supported Employment	Lifespan Waiver	Pathways to Employment
Prevocational	Lifespan Waiver	State Plan Rehabilitation Option

- 5.2 DDDS authorized providers and Pathways to Employment providers may differ. Employment Navigators initiate referrals for Pathways to Employment services. Support Coordinators and Community Navigators initiate the referrals for Lifespan Waiver services. Community Navigators, Family Resource Coordinators and the OBRA Case Manager initiate the referrals for day and pre-vocational services covered under the State Plan Rehab Option.

- 5.3 Informed choice is a decision-making process based on accurate and complete information. A service recipient making an informed choice understands the options as well as the risks and benefits on any given decision. Informed Choice is not a one-time process, it’s a long-term supported decision-making process. Service recipients should be informed about all authorized providers and services available to them as part of the person-centered planning process and based on their current funding source. The information is provided to service recipients at least annually. In addition, provider lists will be available to service recipients at any time on the DDDS website

- 5.4 DDDS has the following menu of Day Service Options:
 - Individual Supported Employment**- intensive supports to attain and maintain individual integrated community employment for which the service recipient is paid minimum wage or higher

 - Group Supported Employment** – supports to a small group of service recipients to maintain integrated community employment for which persons are paid minimum wage or higher.

 - Day Habilitation** – services and supports to increase or maintain a service recipient’s independence with Community Living Skills, Independent Living Skills, Socialization and Activities of Daily Living

 - Pre-Vocational Services** – services and supports to develop or gain the necessary work skills that will enable a service recipient to successfully pursue integrated community employment.

 - Community Participation**-community-based habilitative services for service recipients who require support to develop skills that lead to independent community navigation.

- 5.5 The Employment First Act of 2012 requires state agencies that provide services to persons with disabilities consider, as their **first option**, employment in an integrated setting for persons with disabilities. It should be clearly documented in the person-centered plan if the service recipient doesn’t wish to pursue employment.

- 5.6 This Workforce Innovation and Opportunity Act (WIOA) requires that persons with disabilities aged 24 and younger, who wants to work, must first receive pre-employment transition services and employment services with the Division of Vocational Rehabilitation (DVR). If these efforts reveal that the person is not currently ready for integrated employment, then the person can be considered for alternate services such as pre-vocational program where a person can work but must be paid minimum wage or higher. Delaware does not have any sheltered workshop providers subject to WIOA.

- 5.7 A person-centered plan is developed through the person-centered planning process, driven by the service recipient and includes persons chosen by the service recipient. The person-centered planning process provides necessary information and support to the service recipient, offers choices to the service recipient regarding services and supports, the service recipient receives and from whom, and includes individually identified goals and preferences related to relationships, community participation, employment, income and savings and others. 42 CFR § 441.725 Person Centered Service Plan

6. Procedure

Action by:

Action:

Case Manager

1. **Verifies** the services the service recipient is eligible for based on their funding source(s), (refer to chart in section 5.1) If the service recipient has the appropriate funding source, proceed to step 2. If the service recipient doesn't have the appropriate funding source, the Case Manager **Assists** the person with applying for the appropriate funding source.
2. **Informs** the service recipient about the Employment First Act of 2012 and about all Employment and Day Service options available to them.
3. **Confirms** the service recipient has an ICAP that reflects their current support needs Proceed to step 4. If no ICAP, completes ICAP referral (see CS PRO 250 ICAP Process) and proceeds to step 4.
4. **Reviews** transportation options available to the service recipient and makes appropriate referrals as necessary. (ex. DART Paratransit)
5. **Assists** the service recipient to identify the type of Day and/or Employment Services needed via a person-centered planning process.
 - a) An interview is required for all Employment/Day Service providers. A "tour" is also required if the person will be receiving services in a facility-based setting.
 - b) The service recipient should meet with two or more providers for interviews and/or tours. A choice of one is not a choice. If a service recipient or guardian declines to tour and/or interview other providers, the Case Manager documents their attempts to provide choice in the person-centered plan.
 - c) An interview and/or tour needs to include a formal person-centered discussion. Provider Fairs or large events do not meet this expectation. The interview must pertain to what the person wants to achieve, what supports will likely be needed and what services and supports the provider has to offer.

6. **Reviews** the Employment and Day Service Disclosure Form (DSC Form 006) with the service recipient and/or legal guardian.
7. **Documents** in the designated location in the electronic case record system the choice process as part of the person-centered planning process.
 - a) Community Navigator/Support Coordinator/Employment Navigator will document the choice process in the person-centered plan and/or Employment Plan.
 - b) Family Resource Coordinator and OBRA Case Manager will document the choice process in an ISP note.
8. **Completes** the form "Day Service Referral Form" (DSC FORM 001) for all selected services except for Pathways to Employment services which will be completed by the Employment Navigator on the "Pathways to Employment Provider Referral Form" (DSC FORM 002).
9. **Sends** via secure email the form "Day Service Referral Form" (DSC FORM 001) or the form "Pathways to Employment Referral Form" (DSC FORM 002) and the required attachments listed on the form to:
 - a) DDDS Day Service Mailbox with the name of the service, service recipient name, County, and Agency in the subject line (Smith, John-County-Agency X) of the email to: DHSS_DDDS_Day_Employment@delaware.gov
 - b) DVR point of contact, if applicable
 - c) Selected Service Provider(s)

**Employment/Day Service
Provider**

***Incomplete packets will be returned.**

10. **Reviews** the referral package.
 - a. If accepted, notifies the service recipient/guardian and Case Manager via email, proceeds to step 10.
 - b. If more information is needed, sends letter (DSC 003) stating more information is needed within 10 business days of receipt of referral. *
 - c. If the agency is at capacity, sends letter (DSC 004) to the service recipient/guardian. *
 - d. If denied, sends denial letter (DSC 005) explaining reason for denial (this includes at capacity) within 10 business days, Case Manager returns to step 5. *

Case Manager

*Sends letter to Service Recipient/Guardian and Day Service Regional Supervisor

**Employment/Day Service
Provider**

11. **Schedules** and Participates in a person-centered planning process type meeting to discuss support needs and outcomes with Service Recipient and/or guardian and service provider. During this meeting a state date must be given. This meeting will satisfy the requirement for the Transfer Planning Conference provided both the sending and receiving Service Providers are in attendance and transition activities are discussed and resolved. This meeting is in addition to the interview/tour listed in step 5.
12. **Sends** a request for a service authorization to be completed to the designated resource mailbox:

DHSS_DDDS_Day_Employment@delaware.gov

with a cc' to the assigned Assistant Day Program Administrator and Case Manager. *Please note-DDDS must authorize the service prior to the service(s) being delivered; however, will consider each circumstance on its own merit but will NOT "back date" an authorization more than 7 calendar days from the date of the original request.

Requests must include the following information:

- a) Name of service recipient
- b) Date of birth
- c) MCI #
- d) Type of Service
- e) Name of provider
- f) Start date of Service(s)
- g) Days attending Provider Agency (And/or times if split-service within the same day)
- h) Place of Employment, if applicable
- i) Days and hours worked per week, if applicable
- j) Transportation plan and/or Transportation type

Case Manager

13. **Updates** the Person-Centered Plan or Employment Plan to include the type, scope, frequency, and duration of the service
14. **Provides** the updated Person-Centered Plan or Employment Plan to the service recipient/legal guardian maker as requested.

**Assistant Program
Administrators Agency
Point of Contact**

15. **Notifies** all service providers there was a change to the plan. Providers have access to see the changes in the electronic case record. If the provider does not access, a copy of the updated Plan must be sent to the Provider.
16. **Verifies** the Person-Centered Plan or the Employment Plan matches the requested service authorization. If it does match, go to step 16. If it doesn't match, forwards the requesting day service provider email to the assigned Case Manager and TCM Liaison to have the plan updated. Once the plan has been updated, go to step 16.

OBSS Contract Manager

17. **Completes** the day service authorization, within 5 business days of request.
18. **Forwards** completed service authorization form to:
 - a. Service Provider (All service providers listed on authorization)
 - b. Case Manager
 - c. OBSS Mailbox: DHSS_DDDS_DAYAUTHS@delaware.gov
 - d. Electronic Case Record System Mailbox:
DDDS_ECRSRequest@delaware.gov
19. **Completes** the prior authorization in the Medicaid System (DMES), within 10 business days
20. **Sends** the updated provider roster to the Service Provider and cc's the Day and Transition Day Service Resource Mailbox.

Related Documents

- DSC 001 Day Service Referral Form
- DSC 002 Pathways to Employment Provider Referral
- DSC 003 We Needs Letter
- DSC 004 Capacity Letter
- DSC 005 Denial Letter
- DSC 006 Employment and Day Service Disclosure