

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



Department on Disability Services	Policy Number: 7.6
Responsible Program or Office: DDS Deputy Director for the Developmental Disabilities Administration	Number of Pages: Two (2)
Supersedes Policy Dated: Intake Policy dated 10-10-06	
Subject: Intake and Eligibility Determination Policy	

**1. PURPOSE**

This purpose of this policy is to establish the criteria by which individuals are found to be eligible for services through the Developmental Disabilities Administration (“DDA”) service delivery system.

**2. APPLICABILITY**

This policy applies to all individuals applying for services through the Developmental Disabilities Administration and all court-appointed guardians, surrogate decision makers, family members, and/or other interested individuals involved in an applicant’s life.

**3. AUTHORITY**

Department on Disability Services as set forth in D.C. Law 16-264, the “Department on Disability Services Establishment Act of 2006,” effective March 14, 2007, (D.C. Official Code § 7-761.01 *et seq.*); and D.C. Law 2-137, the “Mentally Retarded Citizens Constitutional Rights and Dignity Act of 1978,” effective March 3, 1979 (D.C. Official Code § 7-1301.01 *et seq.*).

**4. POLICY**

It is the policy of the Developmental Disabilities Administration to ensure that all individuals who make application for services are processed through the Intake and Eligibility Determination Unit in a timely, fair and professional manner.

**5. RESPONSIBILITY**

The responsibility of this policy is vested in the Director of the Department on Disability Services, while the implementation of this policy is the responsibility of the Deputy Director, who directs the Developmental Disabilities Administration.

**6. STANDARD**

In order to ensure compliance with this policy, DDA will adopt the following standards:

- A. The DDA Intake and Eligibility Determination Unit (“I&EDU”) shall accept all applications for services from individuals who are seeking services through the DDA service delivery system.

- B. The I&EDU's service coordinator shall assist all individuals in the completion of the application packet for services consistent with the timelines outlined in the Intake procedures.
- C. The Intake and Eligibility Determination process will remain open for forty-five (45) business days and no longer than ninety (90) business days to obtain all necessary admission information and conduct determination evaluations.
- D. At the time that the I&EDU's service coordinator presents applicant information at the individual's file review meeting, any applicant whose information is sufficient for an eligibility determination to be made shall have his or her eligibility determination made at that time.
- E. The I&EDU's service coordinator shall notify in writing and with one telephone call the applicant and/or his or her representative, legal guardian and referral source, if applicable, of the results of the eligibility determination no later than five (5) business days of the determination review meeting.
- F. The I&EDU's service coordinator shall include in the notification of the determination, the Administration's procedures regarding the applicant's right to appeal the determination if the applicant is found ineligible.
- G. The I&EDU's service coordinator shall complete the transfer of all applicants found eligible to receive services through the DDA service delivery system to the Service Coordination Division within five (5) business days of the eligibility date.
- H. The I &EDU and the Service Coordination Division will coordinate transition planning during the eligibility determination process for any person who is considered to be in urgent need of services to ensure critical services and supports are ready immediately upon eligibility determination.



Laura L. Nuss, Director



Approval Date

GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT ON DISABILITY SERVICES



Effective Date: August 1, 2011	Applicable Policy Number: 7.6
Responsible Program or Office: DDS Deputy Director for the Developmental Disabilities Administration	Number of Pages: Nine (7)
Subject: <b>Intake and Eligibility Determination Procedure</b>	

**1. PURPOSE**

The purpose of this procedure is to provide standards for processing the applications of all individuals requesting services from the Developmental Disabilities Administration (“DDA”), and for requesting a review of a determination that a person is ineligible to receive DDA services.

**2. OPERATIONAL PROCEDURES**

In order to ensure compliance with this policy, the following are the general eligibility criteria and the operational procedures that have been adopted by DDA:

**A. General Eligibility Criteria:**

To be eligible to receive services from DDA, the applicant must provide:

- (1) Proof that the individual is a resident of the District of Columbia;
- (2) Proof that the individual has a diagnosis of an intellectual disability;
- (3) A complete application package that includes:
  - a) copies of the birth certificate, social security card, proof of health insurance (e.g., D.C. Medicaid or private coverage);
  - b) supporting documentation, such as school records, medical records, or social history, if available, prior to the age of 18, demonstrating that the applicant was diagnosed as having an intellectual disability<sup>1</sup>;
  - c) psychological evaluations, based on one or more standardized intelligence test, documenting that significantly sub average general intellectual functioning, which is demonstrated by an Intelligence Quotient (“IQ”) full

<sup>1</sup> The onset in adulthood of impaired intellectual or adaptive functioning due to drugs, accident, disease, mental illness, emotional disturbance, or the like, does not constitute an intellectual disability. If an individual is dually diagnosed with an intellectual disability and mental illness, other psychiatric condition, or other illness of injury, the I&EDU shall make its eligibility decision based solely on the diagnosis of intellectual disability, excluding the effects of the mental illness, other psychiatric condition, or other illness or injury.

scale score of 69 or below, was diagnosed and/or manifested before the age of 18 years<sup>2</sup>;

- d) psychological and psychiatric evaluations that document any diagnosed psychiatric condition, should one be present;
- e) psychological evaluations that include a formal assessment of adaptive behavior or other supporting documentation of adaptive behavior deficits or developmental delays manifested during the developmental period<sup>3</sup>;
- f) medical evaluation.

- (4) **Exception:** DDA will automatically determine an individual is eligible when:
- a) that individual has a disability acquired at birth that is characterized by an intellectual disability, such as Down Syndrome or Fetal Alcohol Syndrome, ONLY if that individual's current testing or medical records demonstrate they meet DDA's IQ requirements; or b) that individual was at one time a resident at Forest Haven, *i.e.*, an *Evans* class member; or c) in the absence of a pre-18 psychological evaluation, the individual meets DDA's IQ requirements based on a current psychological assessment AND a social history supports evidence of pre-18 onset of an intellectual disability.

#### **B. Intake and Eligibility Determination Unit's ("I&EDU") Staff Responsibilities:**

##### Processing of Applications:

- (1) Upon receipt of a request for services from a District resident, or from a representative on behalf of a District resident, the I&EDU shall mail or fax a packet of eligibility forms, guidelines, and instructions related to the documentation (See Section 2.A.) required to evaluate eligibility to anyone who so requests. If the individual requires information in a different language, language access verbal interpretation services will be provided to assist the individual to make application for services. The I&EDU staff may

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<sup>2</sup> The most universally used standardized intelligence test for school-aged children is the Wechsler Intelligence Scale for Children (WISC), current edition. The most universally used measure for adult intelligence testing is the Wechsler Adult Intelligence Scale (WAIS), current edition. For people with language, motor, or hearing disabilities, a combination of assessment methods should be used. If the psychologist determines that standardized intellectual testing is inappropriate or unreliable for the individual, the psychologist can make a clinical judgment based on other information, including an adaptive behavior instrument. If past testing of the individual has resulted in some scores greater than 69 and some scores less than 69, it is the responsibility of the psychologist to determine which scores most accurately reflect the individual's cognitive ability. Diagnosis in questionable individual's files should be based upon scores over time and multiple sources of measurement.

<sup>3</sup> Adaptive functioning must be measured by a standardized norm-referenced assessment instrument, such as the Vineland Adaptive Behavioral Scale or the Woodcock Johnson Scales of Independent Behavior. The assessment tool must be standardized with reference to people of similar age in the general population. The assessment instrument must be completed by a person qualified to administer, score, and interpret the results as specified in the assessment tool's manual.

provide additional assistance as needed, including assistance with applying for Medicaid.

- (2) Applications received by three o'clock will be date stamped for that day. Those applications received after three o'clock will be date stamped for the next business day; this date represents the beginning of the Intake and Eligibility Determination process.
- (3) The I&EDU staff will record the required information into the application registry to include the applicant's name, date application received, and referral source.
- (4) The I&EDU staff will, using the application and the documentation submitted with the application, establish the individual's file record.
- (5) The I&EDU staff will place the individual's file record in a designated file cabinet and notify the I&EDU Manager that the new case record is completed and ready for review and assignment.

**C. Assignment of Individual's File to Intake & Eligibility Determination Unit Service Coordinator:**

- (1) Within five (5) business days of receipt of a current application, the individual's file record is given to the I&EDU Manager for review and assignment of an I&EDU service coordinator.
- (2) The I&EDU Manager shall use the DDA Customer Information System ("MCIS") to determine whether the applicant has previously applied for DDA eligibility. If the applicant has previously applied for eligibility determination, I&EDU shall request reactivation of the individual's file through DDS's Information Technology Unit. If the individual does not have a previous file in MCIS, the I&EDU staff shall enter the required information into MCIS to open an individual file on the applicant. If the individual has been previously found to be ineligible to receive services from DDA, the I&EDU staff shall notify, in writing and by telephone, the applicant and/or his or her representative, legal guardian and referral source, if applicable. The I&EDU staff will inquire if additional information is available that may provide a basis for reconsideration of the eligibility determination of ineligible.
- (3) The I&EDU Manager shall verify if the individual was a one-time resident at Forest Haven, *i.e.*, an *Evans* class member. If the I&EDU Manager verifies that the individual is an *Evans* class member, he or she will designate the individual's status in MCIS as "Evans" and inform DDS's Office of the General Counsel ("OGC"). The OGC shall notify the *Evans* stakeholders, *i.e.*, Court Monitoring Office, plaintiffs, plaintiff-intervenor, Special Master,

Independent Compliance Administrator and Quality Trust for Individuals with Disabilities.

- (4) The I&EDU clerical support person, at the direction of the I&EDU Manager, prepares a New Customer Assignment sheet, which is then provided to the assigned I &EDU service coordinator.
- (5) The I&EDU service coordinator assigned to the individual's file shall:
  - a) Within three (3) business days, review the record(s) to ascertain if all of the required information is contained in the individual's file.
  - b) Within three (3) business days, mail a letter to the individual(s), giving notice that he or she is the I&EDU service coordinator who will be helping them to complete the eligibility process. This assistance will include records requests, interviews, coordinating medical, social work or psychological assessments, and completion of the application itself as needed.
  - c) Within five (5) business days of sending the letter, arrange to meet with the individual and his or her circle of support to review the Intake Eligibility Determination process and to obtain or make plans for obtaining the needed additional information. This meeting should take place at a location that is convenient for the individual and his or her circle of support. The I&EDU Manager will track completion of application packets and monitor progress during weekly status updates.

**D. Individual's File Review and Eligibility Process:**

- (1) Within five (5) business days of receipt of the completed application, the I&EDU service coordinator shall prepare the individual's file for presentation to the individual's file review team.
- (2) The individual's file review team will determine if the application is supported by all documentation required under Section 2.A. of this procedure. The individual's file review team may request additional information or documentation as deemed necessary for the eligibility determination. If the individual's file review team determines that sufficient information or documentation has been received, the individual's file review team shall make an eligibility determination at that time.

**E. Eligibility Determination Notification Process:**

- (1) The I&EDU service coordinator shall notify in writing and with one telephone call the applicant and/or his or her representative, legal guardian and referral source, if applicable, of the results of the eligibility determination no later than five (5) business days of the determination.

- (2) The I&EDU service coordinator shall, for those applicants determined to be ineligible for services, include in the notice of the determination information concerning the right to appeal the decision according to the appeals process. (Please see Section 2.G. for DDA's Appeal of Eligibility Determination process).

**F. Transfer of Eligible Individual's Files to Service Coordination:**

- (1) Within five (5) business days of the determination that the applicant is eligible, the I&EDU service coordinator shall complete the Intake Transfer Summary, complete the notes in MCIS, prepare the individual's file for transfer, and submit the individual's file to the I&EDU Manager.
- (2) The I&EDU Manager shall review the individual's file and the notes in MCIS to ensure that the individual's file is ready for transfer to the Service Coordination Division.
- (3) The I&EDU Manager shall update the eligibility status in MCIS from "pending" to "eligible."
- (4) The I&EDU Manager shall submit the transfer summary form along with the official record and memorandum requesting the transfer of the intake individual's file to the Division Director of Service Coordination. The Division Director of Service Coordination shall review the information and discuss the assignment of the service coordinator with the Service Coordinator Program Managers based on location, service coordinator's caseload, availability, intensity of service coordination needed, and the expertise of the service coordinator. The designated Program Manager will send a file transfer notice to the Intake Service Coordinator, I&EDU Manager, prospective Continuing Service Coordinator and his or her supervisor. Within five (5) business days of receipt of the notice, the following transfer steps must be completed:
  - a) The Intake Service Coordinator and Continuing Service Coordinator will coordinate the transfer conference with the I&EDU Manager;
  - b) The Continuing Service Coordinator and Supervisory Service Coordinator will receive the individual's file and take the lead in completing the transfer conference checklist, as well as discussing and developing the plan of action to address any outstanding topics on the checklist;
  - c) The Supervisory Service Coordinator receiving the individual's file will submit the transfer summary to Program Support Staff of the Division.

**G. Appeal of Eligibility Determination Process:**

Level I & II Review

- (1) Within thirty (30) business days of the notification of ineligibility, the applicant or his or her designee must notify in writing, by telephone or in-person at DDA, the I&EDU staff of his or her intent to appeal the determination decision.
- (2) Within five (5) business days of the receipt of the notification of the intent to appeal the determination decision, the I&EDU Manager shall contact the applicant and/or his or her representative, legal guardian and referral source, if applicable, to schedule a Level I review meeting<sup>4</sup>. The Level I review meeting will include, at a minimum, the following: the applicant, his or her designee, the I&EDU service coordinator, the I&EDU Manager, and any other DDA staff, as needed. The applicant and/or his or her designee may provide any additional information that was not used in the I&EDU's initial determination. If additional information is provided in the Level I meeting, the I&EDU shall, within ten (10) business days of the Level I meeting, review this information in conjunction with the information provided in the initial application and make a determination of eligibility. Within five (5) business days, I&EDU shall notify in writing and with one telephone call the applicant and/or his or her representative, legal guardian and referral source, if applicable, of the determination decision. If no additional information is provided in the Level I meeting, or if the I&EDU determines that the applicant is still ineligible for DDA services after review of the additional information provided in the Level I meeting, the applicant may, within twenty (20) business days, appeal the determination to the DDS Deputy Director for DDA ("Deputy Director") through the I&EDU Manager in writing, by telephone, or in person at DDA.
- (3) The I&EDU Manager shall notify the Deputy Director of the request for a Level II review of the determination.
- (4) The Deputy Director shall review the individual's file and may opt to convene a Level II review meeting for a re-evaluation of eligibility or to provide a written statement of final determination to the applicant and/or his or her representative, legal guardian and referral source, if applicable.
- (5) Any Level II review meeting will be convened within ten (10) business days of the Deputy Director being notified by the I&EDU Manager.
- (6) The Level II review meeting shall include, but not be limited to, the following: the applicant or his or her designee, the Deputy Director, and any other DDA staff, as needed.

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<sup>4</sup> The Level I review meeting provides the I&EDU the opportunity to explain its process and how the determination was made.

- (7) Within five (5) business days of the Level II review meeting, or within ten (10) business days of receipt of the request for a Level II review where the Deputy Director does not convene a Level II review meeting, the Deputy Director will provide a final written decision to all parties. If the written decision deems the applicant ineligible for DDA services, it shall outline additional steps that could be taken to seek redress.

#### **H. Closing Intake Individual's Files:**

An applicant's file may be closed when:

- (1) The I&EDU makes the final determination that an applicant is not eligible to receive services through the DDA service delivery system.
- (2) The applicant and/or his legal guardian or family decide and communicate to the service coordinator orally or in writing that he or she is no longer interested in receiving services through the DDA service delivery system. This individual's file shall be closed within ten (10) business days of the I&EDU service coordinator sending a letter confirming that the individual or his or her legal guardian or family is no longer interested in receiving services. The applicant may reapply to receive services at any time.
- (3) The I&EDU service coordinator is informed of and confirmed the death of the applicant.
- (4) The I&EDU service coordinator is informed that the applicant is no longer a resident of the District of Columbia. In this instance, the I&EDU service coordinator shall send a letter to the applicant and/or his or her legal guardian or family notifying him or her of I&EDU's intent to close the individual's file. The I&EDU coordinator shall close the individual's file if the applicant and/or his or her legal guardian or designee does not provide documentation proving this individual's file after documenting efforts to contact the applicant or his or her authorized person by telephone (the documentation must support that efforts were made at various times of the day and at least eight (8) such contacts were attempted over a course of one month); or by mail (the individual's file must contain copies of letters mailed in an attempt to re-establish contact). Within sixty (60) business days of individual's file assignment to the service coordinator, DDA will mail an individual's file closure letter to the applicant and/or his or her legal guardian explaining the reason for the closure and the option for reapplying for future services.