



Policy Number:

12

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Revised: August 15<sup>th</sup>, 2016

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Subject: Client Intake and Discharge

**PURPOSE:**

Camden County Developmental Disability Resources (CCDDR) shall have a policy to receive new clients referred by the Rolla Regional Office for Support Coordination services, and a policy to discharge clients served by CCDDR.

**POLICY:**

I. Criteria for Receiving Services

1. Initial Eligibility Determination

A. Clients served by CCDDR for Support Coordination services do so voluntarily per consent of client or their guardian. Determination of eligibility for Support Coordination services is performed by the Rolla Regional Office of the Division of DD, who makes a determination of whether or not an individual has a developmental disability per state statute (RSMo 630.005).

2. Eligibility Redeterminations

A. Using a comprehensive evaluation, Regional Centers shall periodically review the eligibility status of their clients and shall discharge clients who are no longer eligible for services and clients for whom Division services are no longer appropriate. At a minimum, all clients shall be reassessed through comprehensive evaluations on or immediately before their fifth, eighteenth and twenty second birthdays. Written notice of the upcoming reassessment will be provided to the individual and responsible party and the possibility of discontinued services will be addressed.

3. Support Coordination Entitlement

A. If a person is determined eligible for DD services, he or she is entitled to Support Coordination only. That person must be evaluated to determine the need for any other service through the utilization review process. Medicaid status has no effect on the level of Support Coordination an individual receives.

B. Support coordinators provide a “single point of entry” into services. Support coordinators help people with disabilities and their families, identify and obtain

needed services and supports, regardless if these are natural supports, funded, or local community resources. They also advocate for, monitor, and evaluate services along with the individuals, their families or guardians. A key role of the support coordinator is to assist people with the process and paperwork necessary to obtain services.

#### 4. Roles/Responsibilities

##### A. Interdisciplinary Team

- Consists of person, family and/or other involved individuals, Regional Center or SB40 staff including those conducting any part of intake or comprehensive evaluation, and the Support Coordinator
- Determines eligibility based on criteria defined above
- Develops a temporary action plan, if needed
- Develops an individual service plan, if eligible
- Makes referrals and monitors ability to access additional services, if ineligible

##### B. Support Coordinator

- Serves as a member of the interdisciplinary team
- Facilitates development of individual service plan
- Collaborates with members of the interdisciplinary team, including the person, his or her family or other advocates, and professionals who conducted the comprehensive evaluation
- Provides advocacy to individual during appeal process
- Provides Support Coordination during eligibility determination, if needed

#### II. CCDDR Role

1. CCDDR provides Support Coordination services for all Camden County clients who have been determined eligible by the Rolla Regional Office, although certain services authorized in an individual's Person Centered Plan may be limited due to availability of resources. Service availability/access may also be limited by specific eligibility criteria for various programs/services operated by the Division of DD.

#### III. Criteria for Terminating Services/Discharge

1. A client may be discharged from Support Coordination services for a variety of reasons, including:
  - Incarceration
  - Non-compliance with treatment plan
  - Inability of agency staff to make contact with client/guardian after extended period of time
  - Treatment plan completed
  - Client has been determined ineligible for Division of DD services

- Client/guardian request
- Client relocates out of county or state
- Other miscellaneous reasons

**REFERENCES:**

- 9 CSR 45-3.010
- CARF Standards Manual
- Support Coordination Manual, DMH/DD