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**DDS**

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# Memorandum

**TO:** *DDS Executive Management Team  
Group Leaders  
Assistant Regional Directors*

**FROM:** *Kathryn du Pree, Deputy Commissioner*

**DATE:** *November 17, 2008*

**SUBJECT:** *Case Management Policies and Procedures*

Attached are the following revised Case Management Policies and Procedures effective November 30, 2008:

- I.C.1.PR.001.a: Intake and Initial Visit
- I.C.1.PR.001.b: Service Coordination
- I.C.1.PR.001.c: Frequency of Case Management Contact
- I.C.1.PR.001.d: eCamris Automated Data System
- I.C.1.PO.003: Master File/Individual Records
- I.C.1.PR.003: Master File/ Individual Records
- I.C.1.PO.004: Regional Responsibility for Service Delivery
- I.C.1.PR.004: Regional Responsibility for Service -Transfers Between Regions

Also attached are the following **new** Case Management Procedures effective July 30, 2008:

- I.C.1.PR.001.f Case Transfers
- I.C.1.PR.001.g Case Management Quality Service Reviews

Following is a summary of the case management Policy and Procedure changes.

All of the policies and procedures were updated to reflect the name change to the Department of Developmental Services (DDS).

#### **Intake and Initial Visit - I.C.1.PR.001.a**

The Intake and Initial Visit procedure was revised to clarify the process for assignment of a case manager to a newly eligible individual and the circumstances under which an individual may be waiting for a case manager to be assigned. The procedure also describes the information a case manager gathers and shares during the initial visit and the time of initial plan development.

#### **Service Coordination - I.C.1.PR.001.b**

The Service Coordination Procedure was revised to describe the processes for offering individuals choice of service options and providers, including the choice of independent support brokerage. The procedure includes basic case manager functions of assessment, planning, referral and service selection, service coordination, advocacy, and monitoring.

### **Frequency of Case Management Contact Procedure - I.C.1.PR.001.c**

The Frequency of Case Manager Contact procedure was reworked to reflect the minimum contact, planning, LON and quality service review (QSR) requirements based on the amount and type of services and supports individuals receive. The procedure was expanded to include frequency of visits with children in Voluntary Services (VSP), and individuals in residential schools.

### **eCAMRIS Automated Data System Maintenance - I.C.1.PR.001.d**

The eCAMRIS automated data system maintenance procedure was revised to clarify the timeframe for eCAMRIS updates, within 30 days of the case manager's initial visit or by the end of the month when the case manager learns of new or changed information. A new section was added to describe ongoing monitoring and auditing of eCAMRIS fields.

### **Master File/Individual Record Policy and Procedure - I.C.1.PO.003 & I.C.1.PR.003**

The policy was renamed to Master File/ Individual Record and changed to clarify that all documents must be maintained for ten years after an individual's death or final disposition of a case. The Master File/ Individual Record procedure was also renamed and was updated to include new documents such as the Level of Need Assessment and Screening Tool (LON). Section 4, formerly titled *Education, Employment and Day Supports* was renamed *Service and Support Provider Reports* and expanded to include residential, employment, day, educational and individual and family support provider evaluations, reports and documents. This section should include any reports completed by Transition Coordinators or Family Support Workers. The procedure was revised to add sections for entitlements and benefits, and individual budgets for those regions that currently use larger 8 section files. The procedure indicates that paper copies of case manager QSRs completed before the data system was operational, should be maintained in a separate folder.

### **Regional Responsibility for Service Delivery Policy - I.C.1.PO.004**

The Regional Responsibility for Service Delivery policy was changed to transfer the responsibility for case management and funding to the region where a child resides when they live in CLAs or permanent foster care.

### **Regional Responsibility for Service Delivery – Transfers Between Regions Procedure - I.C.1.PR.004**

The procedure describes responsibilities of the sending and receiving case managers and other regional staff when individuals transfer between regions. "Transfers Between Regions" was added to the name of the procedure to clarify the focus. It was revised to clarify responsibilities for transition planning and establishes time frames for development of a new plan after a transition occurs. The procedure also describes the method to identify the funding amount to be transferred with individuals.

### **Case Transfer Procedure - I.C.1.PR.001.f**

A new procedure was developed to clarify case management responsibilities when cases are transferred between case managers. It covers transfers within and between divisions as well as between regions. The procedure describes responsibilities when transferring between a non-waiver and a waiver caseload.

### **Case Management Quality Service Review Procedure - I.C.1.PR.001.g**

The Case Management Quality Service Review (QSR) Procedure is a new procedure that describes case manager and case management supervisor responsibilities to conduct Quality Service Reviews (QSRs).

Also attached are the following related documents: Case Manager Out of State Visits - Guidelines for Visits and Plan Development, the Case Transfer Request form, the Transition Planning Checklist, and the Individual Transition Plan.

Please place the revised Policies and Procedures in your DDS Manual, Part 1 Service Delivery, Section C. Case Management/Support Brokerage. The Policies and Procedures should be reviewed by Managers, Residential and Day Staff, IFS Resource Team Members, Case Managers, and Case Management Supervisors.