

February 20, 2017

DDSD-DDW Numbered Memo 2017-3

To: DD Waiver Case Management Agencies Directors

From: Christina Hill, DDW Program Manager  
Gayla Delgado, Assistant DDW Program Manager

Subject: Quarterly Statewide Directors Meeting

We would like to thank all those who attended the February 9, 2017, Statewide Case Management Directors meeting. Due to activity increasing within DDSD now that 2017 has arrived, this memorandum is being written to remind Case Management Agency Directors that the Developmental Disabilities Supports Division (DDSD) requires all Case Management Agency Directors attend the State-Wide Case Management Directors meetings in person. If an unforeseen circumstance occurs, you must notify DDSD and send a replacement if possible. Please refer to the DDSD Service Standards Effective November 1, 2012 updated April 23, 2013 and July 15, 2015.

#### Chapter 4, Case Management, Section 3, Page 43-44: AGENCY REQUIREMENTS

#### 2. Communication Requirements:

It is the responsibility of the case management agency to convey all information received from DDSD that is relevant to service delivery to their employees/ subcontractors, in a timely manner.

b. Case Management provider agency Directors are required to participate in quarterly face-to-face Statewide Case Management Meetings. Exceptions to this requirement, (such as coverage by another staff member or supervisor) may be granted by the DDSD Case Management Coordinator based on circumstances and individual needs.

DDSD uses this venue to share important information. 2017 is bringing many changes to the waivers, and to case management. DDSD expects each CM Agency Director to attend the Directors meetings, and to communicate the information provided to their respective agencies in an effective and timely manner.

DDSD recognizes the vital role Case Management Agencies play in creating a more responsive, person-centered system. Moving forward, DDSD will be using Survey Monkey to gather feedback which is critical to quality improvement.

As a reminder, your Regional Office Case Management Coordinators are your DDSD experts and we encourage you to contact them with your questions or concerns on budget, LOC and eligibility issues.