

FY27 PROGRAM DESCRIPTION

HAMHDS PROGRAM: I/DD INTAKE and ELIGIBILITY

CARF PROGRAM: SERVICES COORDINATION

PHILOSOPHY OF PROGRAM

It is the philosophy of the I/DD Intake/Eligibility team to be individual focused, responsive and timely in regard to requests for assistance. All services provided will be delivered according to applicable standard operating procedures. Staff of this team will treat individuals, families, and other staff with respect and in a courteous manner. Staff will also ensure that individuals and families are informed about rights, responsibilities, and options for appeal.

DESCRIPTION OF SERVICES

The I/DD Intake and Eligibility Team will provide an array of services including services coordination, training and financial support, that enhances or supports the services provided in the Developmental Services Division. The organization does not use Artificial Intelligence (AI) in service delivery or for health data analysis and processing.

Intake/Eligibility provides the following services:

- Eligibility Determination and Intake for individuals with Intellectual/Developmental Disabilities
- Monitoring and Pre-discharge Planning for individuals residing in state operated training centers and children's hospitals
- Coordination of OBRA Grant for individuals residing in Nursing Homes

Population Served

Individuals served are open to the agency and meet applicable requirements for specific services. The individuals served must be residents of Henrico, Charles City, or New Kent Counties.

Admission/Continued Stay/Exclusion Criteria for Intellectual Disability/Developmental Disability Case Management Eligibility

Individuals must be residents of Henrico, Charles City, or New Kent Counties.

To be eligible the individual must have a diagnosis of a Developmental Disability (including but not limited to Intellectual Disability (ID):

Developmental Disability means...a severe, chronic disability of an individual that:

1. Is attributable to a mental or physical impairment, or a combination of mental/physical impairments, other than a sole diagnosis of mental illness.
2. Is manifested before the individual reaches 22 years of age (still 18 for ID);
3. Is likely to continue indefinitely.
4. Results in substantial functional limitations in three or more areas of major life activity (self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living or economic self-sufficiency.
5. Reflects the individual's need for a combination and sequence of special interdisciplinary or generic services, individualized supports or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

For children from birth-nine...who have a substantial developmental delay or specific congenital /acquired condition may be considered to have a developmental disability without meeting three or

more of the criteria described in 1-5 above if the individual without services and supports, has a high probability of meeting those criteria later in life.

The Program Manager or designee will collect and review relevant documents to determine if criteria are met. Testing may be arranged if sufficient documentation is not available. Also, the Program Manager and intake staff will administer assessment and screening instruments to determine eligibility for DD Waiver services. Denial of eligibility may be appealed to the Virginia Department of Medical Assistance (DMAS). No one is denied services because of an inability to pay. Services are voluntary in nature. Individuals must desire and accept the offer of services. Once an individual has been found to have a diagnosis of Intellectual/Developmental Disability they are referred to the appropriate service within the Developmental Services Division. ID/DD Intake and Eligibility services do not maintain a waitlist.

Termination/Discharge Criteria

Individuals that no longer desire services may be discharged. Also, individuals that move out of the counties served by Henrico Area Mental Health & Developmental Services may be discharged. When an individual moves, every effort will be made to assist in referral and coordination of a suitable transition to appropriate services in the new location provided that this is agreeable to the individual involved. If a person requests termination they can reapply at any time in the future, provided that they are residing in the counties of Henrico, Charles City, or New Kent and meet eligibility criteria.

Exclusion Criteria

If an individual moves away from the counties served, they will no longer meet the residency requirement and will no longer be eligible for services provided by the agency. Exceptions may be made subject to the approval of the Executive Director or designee in conformance to agency policy. These must be justified by emergency situations and be for a limited period with the plan being to transfer to the county/city CSB in which the individual resides as soon as practical.

Special Needs

Staff are attentive to any additional support needs and will provide communication aids, interpreters, meeting rooms with space for movement, flexibility with scheduling and locations in order to provide a welcoming and comfortable environment. If there are additional support/service needs identified beyond the services offered by the agency, staff will make every effort to provide those resources, if available.

STAFFING

Intake/Eligibility staff are trained in CPR, First Aid, Infection Control, Therapeutic Options and Client Rights. All staff are also trained in Code of Ethics and Confidentiality. Staff are required to have a valid Virginia driver's license and have been screened for tuberculosis. Staff are required to have a bachelor's degree in a related field and experience in the field. Staff positions are classified as Case Manager/Support Coordinator or Program Manager.

Adequate staffing is maintained to ensure individuals are safe while receiving services and to assist as needed during evacuations.

Staff Role

For Intake, staff will perform eligibility determination, assessment of needs, case opening, and any crisis stabilization that is needed. For individuals residing in state training centers, service provision is monitored, and pre-discharge planning is provided for individuals eligible to move into the community.

PROGRAM GOALS

The goal of the Intake/Eligibility Team is to facilitate timely access to the Developmental Services Division within the agency, to monitor individuals residing in state operated training centers and oversee individuals enrolled in the OBRA program.

These services enable individuals with Developmental Disabilities to gain access to needed services and supports that will add to their quality of life.

PROGRAM OBJECTIVES

On an annual basis the program will measure at least one objective in the area of effectiveness, efficiency, or service access. These measures consider three important factors quality, customer value and financial performance. See program specific performance improvement goals and objectives.

FEES

- Intake- there is no fees charged for intakes to the individuals or families
- Facilities- Upon discharge into the community, these individuals will access Medicaid funding through the Home and Community Based Waiver programs.
- OBRA- funding source through Department of Behavioral Health Services for individuals with Developmental Disabilities living in nursing home facilities who require specialized supports.

PROCEDURES FOR REFERRAL, SCREENING AND ADMISSION

Referrals/Screening

Most new requests for Developmental disability screening will come directly to the intake/eligibility unit through a designated phone number 727-8546. Intake staff monitor the phone calls and any calls going to voice mail will be returned within one business day or sooner. Intake staff will provide individual/family information on documentation for screening and schedule all appropriate intakes. Internal requests from other programs within the agency will be directed to the Program Manager or intake staff for eligibility determination.

Eligibility is determined at two different levels, diagnostic eligibility (formal documentation that confirms the Developmental Disability) and functional eligibility (VIDES assessment that confirms eligibility for the DD Waiver Waitlist).

After eligibility has been determined, the individual will then be referred to the appropriate team for ongoing support coordination or wait list monitoring.

Admissions

Admission to the Developmental Services Division (ID/DS Services) will occur, upon request, when eligibility criteria have been met and all required case opening forms have been completed.

ORIENTATION OF THE CLIENT TO THE SERVICE

As part of the initial intake, staff provide both agency and case management program orientation to the individual and family/caregiver. Staff provide an orientation handbook/resources; brochures for Human Rights and Ethics; information about DD Waiver and service options and additional resource materials as requested. Agency orientation also includes information and support for registering to vote. For denials of services (case management/support coordination and DD waiver waitlist) individuals are provided with a Notification of Rights to Appeal document with detailed instructions on how to exercise their right to appeal.

EMERGENCY CLINICAL CONSULTATION

Henrico Area Mental Health & Developmental Services' Emergency Services staff provide emergency consultation. Emergency Services are available 24/7 at 804-727-8484. In addition to Developmental Services resources, staff within this unit will support individuals in accessing needed clinical services, whether that be within the agency or the community as requested.

TELEHEALTH

All intakes must be conducted face-to-face with individual seeking services. If participation in a meeting is difficult, the individual may step in/out of the room while staff obtain information from appropriate caregivers.

Telehealth or other communication technology is only used when permitted under special circumstances.

MEDICATION MANAGEMENT

Intake & Eligibility services do not provide medication management, medication monitoring or store medications of the individuals served.

SECLUSION/RESTRAINTS/EMERGENCY HOLDS

Seclusion and restraint are prohibited and are not used in any agency programs. Brief physical holds are used only by staff trained in Therapeutic Options in an emergency.

TRANSFER/DISCHARGE PROCEDURES

Process/Documentation

Individuals that have successfully completed eligibility determination and case opening are transferred to the appropriate team for ongoing services coordination. Individuals that do not qualify for DD services based on eligibility determination are provided a Notification of the Right to Appeal letter with detailed instructions on how to appeal the decision.