

ADMISSION

ADMISSION PHILOSOPHY

When Missourians with disabilities and their families seek services, one of the first agencies contacted will most likely be a Regional Office or a TCM entity. Support Coordinators (formally known as service coordinator) are responsible to insure that those who contact these agencies receive courteous and timely assistance in navigating the intake process. From the initial contact until the determination of eligibility, the expectation is that those who feel they need assistance from the Division of Developmental Disabilities will have the help they need to:

- ▶ determine if the Division of DD can provide the proper services;
- ▶ complete the application;
- ▶ provide necessary collateral documentation;
- ▶ receive thorough and accurate assessments, if necessary;
- ▶ receive any needed referrals to other agencies and services; and
- ▶ receive advocacy throughout any needed appeal process.

The purpose of the eligibility determination process is more than just to verify that a person has a developmental disability as defined by law. <http://www.moga.mo.gov/statutes/c600-699/6300000005.htm> It is a mechanism to insure that equal access to eligibility determination and services/supports for all persons with developmental disabilities is provided. The intent of the eligibility determination process is to assist eligible individuals to obtain the services they need. Every effort is taken to make the eligibility determination process as quick and efficient as possible while still obtaining accurate, comprehensive evaluation information regarding the person's need for services. Individuals can be determined eligible after the intake process, but cannot be found ineligible without further assessment or review of collateral information. For these reasons, strict timelines and documentation processes are required.

HISTORICAL PERSPECTIVE

The process for determining eligibility for services through the Division of Developmental Disabilities has undergone significant changes over the past two decades. Beginning in 1986, when legal action was taken challenging the Division's method for ensuring due process, the procedures for determining eligibility have evolved substantially. Prior to the court challenge, only individuals with certain specific diagnosed conditions or classic developmental disabilities were eligible for Regional Office services. Missouri's current definition of 'developmental disability' is similar to the Federal definition. Under both definitions, the emphasis has changed from looking for a specific condition or diagnosis to assessing the level of functional skills that a person possesses as a result of a mental or physical disorder. As such, people with a wide variety of disabilities that cause significant limitations in their ability to function in a typical way are now eligible for Division services. In the following sections, the process and procedures for determining eligibility for Division services are outlined. These processes are mandated in legislation and a court ruling known as *The Leake Decree*.

INTAKE PROCESS

Any resident of the State of Missouri who thinks that he or she has a developmental disability may apply for services through the Division of Developmental Disabilities. Referrals for services will also be accepted from other concerned parties such as educators, medical professionals, family members, social workers, developmental disability service providers, etc. Best practice dictates that the person making the referral have the consent of the individual/family to do so, but the referral can be taken without the consent of the individual/family. Failure of the referral source to seek prior consent for an initial referral should not be a barrier to offering a family an application packet.

Procedure/Timelines:

- a. Referral information may be taken by any means such as telephone, letter, walk-in, e-mail, etc.
- b. Information may be taken from the person, guardian, or any other concerned party.
- c. A screening is conducted to confirm whether an individual's suspected disability occurred prior to age 22 and that the services they need are provided through the Division of DD.
- d. Information is gathered regarding service needs and sources of collateral records.
- e. Referral information is recorded on Initial Contact Form DMH 8744.
- f. The individual's name and identifying information is registered in CIMOR and a contact log is completed. At this time a new State Identification number will be assigned to the person, unless he or she already has a number assigned.
- g. Application and Evaluation Checklist and Log Form DMH 8752 is initiated. This form may be accessed through the contact log in CIMOR.
- h. Application Form DMH 8607 and a standard intake packet is sent or hand delivered to the individual or legally responsible person by the end of the second working day.
- i. Return of the application from the individual/family is expected within 30 days.
- j. The intake worker will contact the individual/legally responsible person after 10 days to offer assistance if the application has not been returned.
- k. The intake worker will follow up via phone or letter if the application is not returned after 30 days.
- l. The intake worker will follow up via phone or letter within 10 days of the receipt of an invalid application.
- m. Collateral information should be requested as soon as the signed releases and sources for the collateral information have been received.
- n. A comprehensive evaluation is completed. (Screening and assessment are not required steps; they are only conducted if needed.)
- o. Eligibility is determined within 30 working days following receipt of a valid application.
- p. If determination of eligibility is not possible within the 30 working days, the timeline may be extended up to an additional 30 days with a temporary action plan. An individual service plan must be completed prior to the end of the 60 days.
- q. The applicant is to be notified of his or her eligibility within three working days following eligibility determination.

- r. Referral to other services following an ineligibility decision will be completed within 5 days.
- s. Monitoring of referrals after an ineligibility decision will occur for 30 days.

APPEALS

- a. Persons found ineligible are provided Notice of Client Ineligibility and Right to Appeal Form DMH 8735 and the brochure “Your Right to Appeal” within one working day.
- b. A verbal explanation is provided to the individual or legally responsible person regarding the reasons for ineligibility, the right to request an appeal, and the appeal process.
- c. Following an ineligibility decision, the individual/legally responsible person has 30 days to request an appeal.
- d. Decision on appeal from Regional Director will occur within 10 days of the request.
- e. Within 30 days of the Regional Director’s decision, the individual/legally responsible person may request that an Appeal Referee hear the case.
- f. Not more than 60 days will pass from the request to the Appeal Referee until the hearing.
- g. The individual/legally responsible person will receive notice of the decision of the Appeal Referee within 30 days of the hearing.
- h. The individual/legally responsible person has 30 days from the decision of the Appeal Referee to appeal to the DMH Director.
- i. Submission of all evidence to DMH Director is due within 10 days.
- j. The DMH Director will make a decision within 10 days of the submission of evidence.
- k. Should the individual/legally responsible person wish to appeal the decision of the DMH Director, the fourth appeal level is to the Circuit Court.

CRITERIA FOR ELIGIBILITY BY AGE RANGE

This information is an overview only. Additional information and specialized circumstances are addressed in the brochure “Eligibility for Services from the Division of Mental Retardation and Developmental Disabilities with explanatory comments”. Copies of this brochure may be requested from local Regional Offices.

1. For children 0-4 at least one of the following statements must be true:

- ▶ The child meets First Steps eligibility criteria.
- ▶ The child meets First Steps eligibility criteria except for age.
- ▶ The child scores at least 1.5 standard deviations below the mean in two areas or 2 standard deviations below the mean in one area on the Vineland.
- ▶ The child scores 1.5 standard deviations below the mean in one area on the Vineland and is considered to be at risk for becoming developmentally delayed due to:
 - Markedly disturbed social relatedness as determined by a qualified professional

- A primary caregiver with a developmental disability as determined by a Regional Office

- Abuse or neglect as determined by the Children's Division of DSS

2. For children 5-17 at least one of the following statements must be true:

- ▶ The child scores at least 1.5 standard deviations below the mean in two areas or 2 standard deviations below the mean in one area on the Vineland.
- ▶ An older child, for whom the Vineland is no longer considered appropriate, receives a determination of 'substantial functional limitation' in 2 or more areas of the MOCABI.

3. For adults the following statements must all be true:

- ▶ The disability is manifested prior to the age of 22.
- ▶ The disability is likely to continue indefinitely.
- ▶ The disability causes substantial functional limitations in 2 or more of the following 6 areas as measured by a Missouri Critical Adaptive Behavior Inventory (MOCABI):
 - self care
 - expressive and receptive language
 - mobility
 - self-direction
 - learning
 - independent living and economic self sufficiency
- ▶ The person has a need for individually planned special, interdisciplinary or generic care, habilitation, or other services which may be of lifelong or extended duration.

ELIGIBILITY REDETERMINATION

Using a comprehensive evaluation, Regional Offices shall periodically review the eligibility status of individuals and shall discharge those who are no longer eligible for services and for whom Division services are no longer appropriate. At a minimum, all individuals 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.

ENTITLEMENT

If a person is determined eligible for DD services, he or she is entitled to service coordination only. That person must be evaluated to determine the need for any other service through the utilization review process.

ROLES/RESPONSIBILITIES

1. Interdisciplinary Team

- a. Consists of person, family and/or other involved individuals, Regional Office or TCM entity staff including those conducting any part of intake or comprehensive evaluation, and the support coordinator.
- b. Determines eligibility based on criteria defined above.
- c. Develops a temporary action plan, if needed

- d. Develops individual service plan, if eligible
- e. Makes referrals and monitors ability to access additional services, if ineligible

2. Support Coordinator

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

INTAKE FORMS

- Form: DMH 8744 Initial Contact *
- Form: DMH 8752 Application and Evaluation Checklist and Log
- Form: DMH 8747 Eligibility Determination/Initial Service Plan
- Form: DMH 8607 Application for Services *
- Form: DMH 8741 Client Rights Receipt *
- Brochure: DMH 8751 Clients' Rights *
- Form: DMH 69 Standard Means Test Financial Questionnaire *
- Letter: Standard Means Test Instructions
- Brochure: Services for Persons with Developmental Disabilities *
- Brochure: Your Right to Appeal *
- Brochure describing local Regional Center services *
- Brochure: Missouri Protection and Advocacy Services *
- Brochure: Sharing the Cost of Services *
- Medicaid Waiver Information Sheet *
- Form: Applicant Information (demographic information)
- Brochure: Advocacy Specialist

* denotes items that are required to be included in the intake packet

INELIGIBILITY FORMS

- Form: DMH 8735 Notice of Client Ineligibility and Right to Appeal
- Form: DMH 8738 Due Process and Appeals Checklist for Client Ineligibility
- Form: DMH 8736 Notice of Ineligibility for Specified Services and Right to Appeal

OTHER FORMS THAT ARE COMMONLY COMPLETED DURING INTAKE

- Form: Notice of Privacy Practices
- Form: Notice of Privacy Practices Acknowledgement
- Brochure: HIPAA Administrative Simplification
- Form: Missouri Voter Registration Application
- Form: Release of Information

Form: MO 650-2045 Members in Household
Missouri Developmental Disability Resource Packet

ASSESSMENT TOOLS

In cases where collateral documentation is insufficient to determine eligibility, qualified personnel will complete assessments to determine whether functional limitations are present. For children birth to age 17, the Vineland is typically administered. Adults and some older teens are administered the MOCABI. Both instruments require training to administer and to score. Support coordinators should consult their supervisors for this training or for the name of the qualified personnel who will administer the evaluations in their local area.

POLICIES

- Under State Statute and Division rule, Regional Offices are responsible for establishing eligibility for services.
- Individuals found ineligible for services must be informed of their right to appeal the decision, and must be provided a written copy of the brochure “Your Right to Appeal”.