

# FOOTHILLS GATEWAY, INC.

## Waiting List Management

### **POLICY:**

It shall be the policy of Foothills Gateway, Inc. to execute case management services according to the provisions of the rules and regulations of the Division for Intellectual and Developmental Disabilities (DIDD).

### **PROCEDURE:**

To be placed on a Waiting List for services to be provided through Foothills Gateway, Inc., an individual must:

1. Be determined to have a developmental disability using guidelines from the DIDD.
2. Meet program specific eligibility criteria for services requested.
3. Be a Larimer County resident or;
  - a. Have a court appointed guardian who is a Larimer County resident or;
  - b. Have parents or immediate family members who are Larimer County residents, or;
  - c. Be a Regional Center resident whose guardian or involved family members are Larimer County residents, or;
  - d. Be determined to have a developmental disability by another Community Centered Board in Colorado and then request a transfer to the Waiting List for Larimer County.
4. Meet recommended age guidelines as noted below:
  - a. Be at least 14 years old if applying for Adult Services Waiting List.
  - b. There is no age requirement for Family Support Services (FSSP); however, individuals must live in the family home. Additionally, people enrolled in Early Intervention, the Elderly Blind and Disabled (EBD) waiver, the Children's Extensive Support (CES) Waiver, the Children's Waiver for Autism (CWA), the Supported Living Services (SLS) Waiver, Developmental Disabilities ( I/DD) Waiver, Brain Injury (BI) Waiver, Community Mental Health (CMH) Waiver and State SLS, are unable to access funding through the Family Support Services Program (FSSP) due to already receiving a State or Medicaid funded service.
  - c. Children ages 0 through 17 may apply for the Children's Extensive Supports (CES) Waiver.
  - d. Children under age 6 may apply for the Children's Autism Waiver (CWA).
5. Eligibility for services may change and will be reviewed as needed.

### **Waiting List Placement**

1. The Waiting List is organized by Order of Selection dates.
2. A person will be added to appropriate Waiting List by Order of Selection date;
  - a. The date the person is originally determined to be developmentally disabled in the Colorado system, or;
  - b. The date of the person's fourteenth (14) birthday if the person is waiting for HCBS-DD or Support Living Services and if the individual was originally determined developmentally disabled prior to age 14, and continues to meet criteria.

- c. Individuals waiting for the Family Support Services Program (FSSP) will always use original date of DD Determination (date will not change at 14<sup>th</sup> birthday).
  - d. For persons living outside of Colorado and have no immediate family who are Colorado residents, developmental disability can be determined but the person is not added to the Waiting List until Colorado residency is established by the person or immediate family member. The person is then added to the Waiting List effective the date they move into Colorado. This date becomes their Order of Selection date.
  - e. Children receiving services in the FSSP, or CES, or the Children's Home and Community Based Services (CHCBS) Waiver may be referred to appropriate adult services Waiting Lists based on recommendations of the Interdisciplinary Team (IDT) The Order of Selection date is either their original DD Determination date or their 14<sup>th</sup> birthday.
3. A person can be on the Waiting List for multiple services within the catchment area.
  4. A person cannot be on Waiting Lists in two different areas in Colorado at the same time.
  5. If the needs and/or recommendations change for a person on the Waiting List, the change will not affect their Waiting List status or position, only the requested services or timeline will change.

### **Documentation**

1. To add a person to the Waiting List and based on IDT recommendations, the Case Manager will complete a Referral to the Waiting List form for either SLS and/or Comprehensive services noting the timeline for acceptance of services.
2. Referral forms include information needed for the Waiting List Registry required by DIDD and maintained on the Community Contract Management System (CCMS).
3. A Manual Waiting List is maintained at Foothills Gateway, Inc. in addition to the CCMS records. The Manual Waiting List includes additional information used for internal management as well as documenting information for the Board of Directors.
4. Referral forms are submitted to the Placement Coordinator. CCMS records and the Manual Waiting List are updated. Forms are signed and filed in the master record.
5. To change current Waiting List recommendations, the Case Manager will complete a Change of Waiting List Recommendations form. The form is given to the Placement Coordinator, lists are updated and the form is filed in the master record.
6. When a change to the Waiting List record is made, a letter is sent to the individual and/or parent/guardian indicating the program or service the individual is waiting for, the funding source, and the established timeline.
7. Waiting List status information is included in the individual Service Plan.

### **General Management of Waiting List**

1. The Waiting List will be managed by the Placement Coordinator.
2. The Waiting List will be managed in an equitable manner. Persons will be served on a "first on the list - first to be considered" basis. Documentation of consideration for services being offered will be noted in master file.
3. The Waiting List will reflect the two primary services offered, Comprehensive and Support Services.
4. Support services include Supported Living Services, FSSP, and CES. CCMS and the FGI manual Waiting List will also include Waiting List information for children requesting the

Children's Autism Waiver and the Children's CHCBS waiver. An individual can be on the Waiting List for all services for which they meet specific program eligibility criteria.

5. The Waiting List will reflect the timeline of need for each requested service. Timeline choices are "As Soon As Available", "a Specific future date". "or Safety Net".
6. The FSSP must offer services to individuals/families identified as "Most In Need". A Needs Assessment completed by the family is obtained and scored. The score is added to the FSSP Waiting List information. Families who score in the Most In Need category will be offered FSSP first. The Needs Assessment must be updated every year with new scores noted. An individual will not be offered admission to FSSP if there is not a completed Needs Assessment or if the Needs Assessment is over a year old.
7. If the child needs age 5 determination completed within three (3) months of being offered FSSP, they will have to have their age 5 completed prior to being offered.
8. Individuals on the FSSP Waiting List with a Safety Net or specific date timeline do not need to complete a needs assessment until their timeline changes.
9. A person receiving Early Intervention services, or if enrolled in a DIDD funded service that provides services other than Case Management cannot be considered "Most in Need".
10. Children enrolled in Early Intervention Services may be placed on the FSSP Waiting List with a specific timeline no earlier than 90 days before their 3<sup>rd</sup> birthday.
11. The Waiting List will reflect the timeline of need for each requested service. Timeline choices are "As Soon As Available", "a Specific future date", "or Safety Net". To maintain accuracy of the Waiting List, the Case Manager will review the Waiting List status of individuals at the Service Plan (SP), Family Support Plan (FSP), or Individual Family Service Plan (IFSP) meeting (or more frequently if needed) and notify the Resource and Placement Coordinator of any changes recommended by the IDT.
12. The Waiting List will be updated and new names added/deleted each month. This update will occur at the end of each month. CCMS queries of the Waiting List organized by Order of Selection Date are printed each month.

### **Placement Decisions**

When there is a vacancy in FSSP, the Placement Coordinator will be notified by the Support Services Case Management Director.

1. To fill the vacancy, the Placement Coordinator will consider the first person on the Waiting List and determine if the individual;
  - a. Is ready to accept the service or vacancy;
  - b. Continues to meet program specific criteria.
  - c. If two or more persons meet all criteria for a vacancy and share the same order of selection date, the following guidelines will apply:
    - For FSSP, the person with the highest Needs Assessment score will receive the first offer.
    - For Medicaid funded services, all persons will begin the process of Medicaid approval as well as selecting providers. Admissions will be made based on who is first ready. .
2. The Placement Coordinator will complete a Documentation of Waiting List Consideration form and will forward it to the appropriate Case Manager.
3. The Case Manager will contact the individual, legal guardian, parent of a minor or family member to offer the available services. The decision by the person to accept the vacancy will need to be made within agreed upon timelines. The documentation of Waiting List Consideration Form is used to document the offer of services.

4. Persons declining an available opening will maintain their status and position on the Waiting List. The Case Manager will discuss the timeline designation with the person/family and submit a change form if necessary.

### **Emergencies / Exceptions to the Procedure**

#### **Emergency Status:**

A person will be considered in an emergency situation if they meet one or more of the following criteria:

1. **Homeless:** the person does not have place to live or is in imminent danger of losing his/her place of abode.
2. **Abusive or neglectful situation:** the person is experiencing ongoing physical, sexual or emotional abuse or neglect in his/her present living situation and his/her health, safety or well being are in serious jeopardy.
3. **Danger to others:** the person's behavior and/or psychiatric condition is such that others are at risk of being hurt by him/her.
4. **Danger to self:** a person's medical, psychiatric and/or behavioral challenges are such that he/she is seriously injuring/harming himself/herself or is in imminent danger of doing so.
5. **Emergency:** the emergency cannot be resolved in another way.

Persons not known to Foothills Gateway, Inc. will be determined as to whether or not he/she has a developmental disability. If determined to have a developmental disability, the IDT will meet and make Comprehensive Services or Support Services recommendations.

An emergency status request will be developed by the Case Manager and submitted for review by the Placement Coordinator, the Chief Operating Officer of Case Management and the Case Management Directors. If it is agreed the person meets the criteria for emergency status, their name will be put on emergency list for the recommended service effective the date of the emergency status request. If the individual is already on the Waiting List, their status will be upgraded to emergency status.

### **Emergency Services**

In the event that an individual needs immediate emergency services:

1. The Placement Coordinator will write an emergency resource request to the Division for Intellectual and Developmental Disabilities, specific to one individual, outlining the crisis and plan to develop services.
2. If a resource is made available to the individual, the RFP process will begin and the individual admitted to services as quickly as possible.
3. After admission, DIDD will be notified in writing and an addition of one resource will be added to the contract.
4. If a person declines an offer of emergency services, the person will lose their emergency status and resume their previous Waiting List status according to their Order of Selection/DD Determination date.

### **Referrals Not Accepted for Recommended Services**

1. The PASA will inform the Placement Coordinator in writing if a person is not accepted for a recommended service or setting, with specific reasons given for the decision.
2. When appropriate, the Case Manager will convene an IDT meeting to review the decision of the provider and address concerns to meet the needs of person.
3. When appropriate, the IDT will be asked to review the type of service or level of care recommendations for the person. If the team makes recommendations for changes to needed services or timeline for services, the Waiting List will be updated with the person maintaining their position on the Waiting List.
4. Denial of services can initiate the Dispute policy/procedure. (Please refer to Dispute policy/procedure).

### **Removal from Waiting List**

1. Individuals will be removed from the Waiting List for the following reasons:
  - a. Enrollment into a requested service
  - b. Death of the person
  - c. Residency changes to a county out of the Foothills Gateway, Inc. catchment area and the person requests to be on Waiting List in another service area
  - d. Request by the individual, guardian or authorized representative, or family member as appropriate
  - e. Person is determined to no longer meet the criteria for developmental disability.
  - f. Person no longer needs the requested services
  - g. The person moves out of state

8/95. . . . 7/16; 8/16; 9/17