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 Health Care Policy & Financing (HCPF).

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 HCPF.
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, individuals enrolled in a Waiver can receive FSSP funding as long as they have been referred to FSSP and they have an update Needs Assessment score.
   c. Children ages 0 through 17 may apply for the Children's Extensive Supports (CES) Waiver.
   d. Children 0 through 20 may apply for the Children's Habilitation Residential Program (CHRP Waiver.
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 Supported 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 the original date of DD Determination (date will not change at 14th birthday).

    d. Children receiving services in the FSSP, or CES, or CHRP, 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 14th 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 HCPF 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 virtual file.
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 who will update the Manual Waiting List and then send the referral to the File Room Manager, who will update CCMS. The form is filed in the virtual file.
6. 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.
3. The Waiting List will reflect the Comprehensive services.

4. 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".

5. 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 have the highest Needs Assessment score 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.

6. 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.

7. 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.

8. 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 Placement Coordinator of any changes recommended by the IDT.

9. The Waiting List will be updated, and new names added/deleted each month. This update will occur at the end of 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 (SLS, CES, CHRP, CHCBS), all persons will begin the process of Medicaid approval as well as selecting providers. Admissions will be made based on who is first ready.
         - Please refer to the following rules for each program waiting list protocol:
            - SLS – 10 CCR 2505-10 8.500.96
            - CHRP – 10 CCR 2505-10 8.508.50
            - CES - 10 CCR 2505-10 8.503.60

- o CHCBS – 10 CCR 2505-10 8.506.7
  - For State SLS (refer to rule 10 CC 2505-10 8.501.7), if a person is determined to be eligible to receive services under the State SLS program, shall be eligible to be placed on a waiting list for services when state funding is not available.
    - Individuals living in Larimer County can be placed on the State SLS waiting list.
    - The date used to establish a person's placement on the waiting list will be the date on which that individual is determined eligible for the State SLS Program through the DD Determination and the identification of need.
    - Individuals with on other State or Medicaid funded services or supports will be given a priority for enrollment including individuals who lose Medicaid eligibility and lose Medicaid Waiver services.
2. The Placement Coordinator will complete a Program Offer in the paperwork tracking system and will notify 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 offer that is put into the Program Change Reporting application is used to document the offer of services.
4. Persons declining an available opening can 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. The Case Manager will also need to decline the offer in the Program Change Reporting System and include a reason as to why the person is declining the offer.

Emergencies / Exceptions to the Procedure Emergency Status:
A person will be considered in an emergency if they meet one or more of the following criteria:
1. Homelessness: the person will imminently lose his/her housing as evidence by an eviction notice; or whose primary residence during the nights is a supervised public or private facility that provide temporary living accommodations or any other unstable or non-permanent situation; or is discharging from prison; is in the hospital and does not have a stable housing situation to go to upon discharge.
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. Sufficient supervision cannot be provided by the current caretaker to ensure safety of the person in the community.
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. <u>Loss of incapacitation of primary caregiver;</u> A person's primary caregiver is no longer in the person's primary residence to provide care; or the primary caregiver is experiencing chronic, long-term, or lift threatening physical or psychiatric condition that significantly limits the ability to provide care; or the primary caregiver is age 65 years or older and continuing to provide care possess an imminent risk to the health and welfare of the person or primary caregiver; or regardless of age and based on the recommendation of a professional, primary caregiver cannot provide sufficient supervision to ensure the person's health and welfare.
6. <u>Emergency:</u> 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.

<u>Emergency Services</u>
In the event that an individual needs immediate emergency DD Waiver services:
1. The Case Manager will write an emergency funding request to the Health Care Policy & Financing (HCPF), specific to one individual, outlining the crisis and plan to develop services.
2. The Case Manager/Lead Case Manager will send the Emergency Request to the Placement Coordinator and the Case Management Directors for review.
    a   Once the request has been reviewed by the internal team and all questions/concerns have been addressed, the Placement Coordinator will send the Emergency Request to HCPF for their review.
        i   If the person does receive emergency funding, the Placement Coordinator will notify the Case Manager, supervisor, and the Directors of Case Management that they were approved.
        ii The Placement Coordinator will also add a program offer in the Paperwork Tracking system.
3. The Case Manager can then start the enrollment and the RFP Provider Selection process to enroll the person into services as quickly as possible.
4. After admission, HCPF will be notified in writing and an addition of one resource will be added to the contract.
5. 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.
6. The Case Manager will need to decline the offer in the Program Change Reporting System and list the reason why the person is declining services.
7. The Case Manager will need to fill out a new DD Waiver referral and send it to the Placement Coordinator.
8. The Placement Coordinator will notify HCPF of the person's decision.

Referrals Not Accepted for Recommended Services

1. The PASA will inform the Case Manager in writing if a person is not accepted for a recommended service or setting, with specific reasons given for their 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....10/20, 12/21, 11/22