



# **DAY ACTIVITY SERVICES STANDARDS**

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## DAY ACTIVITY SERVICES STANDARDS

The mission of the South Carolina Department of Disabilities and Special Needs (DDSN) is to assist individuals with disabilities and their families through choice in meeting needs, pursuing possibilities and achieving life goals; and minimize the occurrence and reduce the severity of disabilities through prevention. Consistent with agency's mission, the intent of DDSN Day Activity Services is to provide individuals with an Intellectual Disability or a Related Disability (ID/RD), Autism Spectrum Disorder (ASD), Traumatic Brain Injury (TBI), Spinal Cord Injury (SCI), and Similar Disability (SD) the supports needed in order for them to meet their needs, pursue possibilities and achieve their life goals.

[Per DDSN Directive 700-07 DD](#): Employment First Approach to Provision of Services, while all of the DDSN Day Services (i.e., Career Preparation, Community Services, Day Activity and Support Center) and Employment Services (i.e., Individual and Group) can be provided in integrated community settings and can lead to meaningful outcomes, DDSN promotes employment outcomes (and individual employment in particular) as the most meaningful outcomes for adults of working age.

### **DEFINITIONS:**

Day Activity Services: These services are supports and services provided in therapeutic settings to enable participants to achieve, maintain, improve, or decelerate the loss of personal care, social or adaptive skills. Services are provided in non-residential settings that are licensed by the state. Community activities that originate from a facility licensed by the state will be provided and billed as Day Activity Services. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the individual's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the individual's habilitation site to their residence when the service start time is after 12:00 Noon. The cost for transportation is included in the rate paid to the provider.

Core Activities related to Day Activity Services include:

- Increase and maintain independence in daily living skills;
- Learn appropriate social behaviors and coping skills;
- Experience greater community integration and participation;
- Expand social networks, develop reciprocal relationships and enhance natural supports;
- Express personal choice and satisfaction regarding services, interests, preferences, skills and dreams.

Day Services: Day Services are services delivered in/or originating from a DDSN Licensed Day Facility. Day Services include Employment Services-Group, Career Preparation, Community Services, Day Activity and Support Center.

## **ANTICIPATED OUTCOMES:**

The primary goal/outcome of Day Activity Services is to assist each individual achieve/maintain maximum independence through participation in purposeful and meaningful activities designed to foster the acquisition, maintenance or deceleration of the loss of daily living skills, appropriate behaviors, enhanced community integration, expanded social networks and personal choice and satisfaction.

Activities must be age appropriate, offer variety and choice, emphasize community experiences and focus on small groups and individual interactions/experiences. Activities should be individualized based on likes, dislikes, areas of interests, desires, dreams, etc. as documented in the individual's assessment and plan.

Services are based upon the preferences and choices of each individual and designed to measure progress toward outcomes specified in the individual's Day Services Plan. Regardless of skill level, adults with disabilities will experience activities of their choice that help to enrich their days and make a meaningful difference in their lives.

Activities can occur in natural settings that do not isolate participants from others without disabilities.

It is expected that Day Activity Services be provided in a manner that promotes:

- Dignity and respect.
- Health, safety and well-being.
- Individual/ family/legal guardian participation, choice, control and responsibility.
- Relationships with family, friends and community connections.
- Personal growth, meaningful experiences and individual satisfaction.
- Independence and community integration.

It is also expected that Day Activity Services reflect the principles of DDSN and therefore services should:

- Be person centered.
- Be responsive, efficient, and accountable.
- Be individually focused, strengths-based and results-oriented.
- Maximize potential based on an individual's interests, preferences and choices.
- Be based on best and promising practices.

<b>Standard</b>		<b>Guidance</b>
1	Day Activity Services will be provided in accordance with all state and federal laws.	
2	Day Activity Services will only be provided in or originate from facilities licensed by DDSN as Day Facilities.	On-site attendance at the licensed facility is not required to receive services that originate from the facility.  Please refer to <a href="#">DDSN Standards for Licensing Day Facilities</a>
3	Day Activity Services will be provided in accordance with applicable DDSN Directives, procedures and guidance.	
4	Day Activity Services will only be provided by DDSN qualified Day Services providers.	
5	The Day Activity Services provider must designate a Program Director who: <ul style="list-style-type: none"> <li>• Is at least 21 years old.</li> <li>• Has a four (4) year, baccalaureate, degree from an accredited college or university in the human services or related field and two (2) years experience in administration or supervision in the human services field or have a master's degree from an accredited college or university in the human services or related field and one (1) year experience in administration or supervision in the human services field.</li> <li>• Has references from past employment.</li> </ul>	A Program Director may serve more than one program.
5	Staff/anyone contracted to provide direct support in Day Activity Services: <ul style="list-style-type: none"> <li>• Is at least 18 years old;</li> </ul>	Competency in the following areas may be considered the equivalent to a high school diploma. Staff/anyone contracted to provide direct support must be able to: <ol style="list-style-type: none"> <li>a. Read and comprehend written instructions in English</li> </ol>

	<b>Standard</b>	<b>Guidance</b>
	<ul style="list-style-type: none"> <li>• Has a valid high school diploma or its certified equivalent;</li> <li>• Has references from past employment if the person has a work history;</li> <li>• Is capable of aiding in the activities of daily living and implementing the Day Services Plan of each individual for whom they are providing supports; and</li> <li>• Has a valid driver's license if duties require transportation of individuals.</li> </ul>	<p>which may include health care information;</p> <p>b. Write and type information in English sufficient to communicate facts clearly and complete required documentation; and</p> <p>c. Communicate verbal and/or written information in English effectively to others.</p> <p>Documentation demonstrating competencies in items a – c must be maintained in the staff's/ or contracted employee's file.</p>
6	Staff/anyone contracted to provide direct support must meet requirements for criminal background checks.	Background Checks should be done in accordance with <a href="#">DDSN Directive 406-04-DD</a> : Criminal Record Checks and Reference Checks of Direct Caregivers.
7	Staff/anyone contracted to provide direct support must pass an initial physical exam prior to working in the program.	Pass = no documentation in the physical exam report of conditions present that would jeopardize health and safety of individuals receiving services or staff's /anyone contracted to provide direct support's ability to perform required duties.
8	Staff/anyone contracted to provide direct support must be screened for Tuberculosis (TB) in accordance with DDSN 603-06-DD.	Pass = no evidence of communicable disease; Meets requirements of <a href="#">DDSN Directive 603-06-DD</a> : Tuberculosis Screening.
9	Staff/anyone contracted to provide direct support must be trained and be deemed competent in accordance with DDSN Directives.	
10	There will be a staff development/in-service education program operated by each Day Activity Services provider which requires all staff/anyone contracted to provide direct support to participate in and complete in-service education programs and staff development opportunities in accordance with DDSN Directives.	<p>Staff/anyone contracted to provide direct support must periodically be required to demonstrate continuing competency on the most critical information and skills taught in the curriculum. Providers have wide latitude in designing the format of such rechecks.</p> <p>Encouraging staff/ anyone contracted to provide direct support commitment to continuing personal and professional development will expand the capacity to</p>

	<b>Standard</b>	<b>Guidance</b>
		provide quality service and supports. Staff/anyone contracted to provide direct support should routinely be exposed to information regarding training resources and opportunities. Supervisors should be working with staff/anyone contracted to provide direct support to identify annual personal and professional goals.
11	<p>Each Day Activity Services provider will have written policies on:</p> <ul style="list-style-type: none"> <li>• Use of volunteers and substitutes.</li> <li>• Use of contracted employees, if applicable.</li> <li>• Program evaluation.</li> <li>• Administration of medication.</li> <li>• Admission and discharge of participants.</li> <li>• Personnel practices.</li> <li>• Procedures to be followed when a participant is discovered to be missing.</li> <li>• Termination of participants from the program which include: <ul style="list-style-type: none"> <li>○ A list of reasons for dismissal.</li> <li>○ Methods of averting the termination.</li> <li>○ When consultation and concurrence with DDSN prior to termination will be sought.</li> </ul> </li> <li>• Keeping and managing a waiting list for those who are seeking entry into each service provided in the program that includes the frequency with which the list will be reviewed.</li> </ul>	

Standard		Guidance
12	Individuals receiving Day Activity Services are free from abuse, neglect and exploitation.	<a href="#">DDSN Directive 534-02 DD</a> : Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency
13	Individuals receiving Day Activity Services are: <ul style="list-style-type: none"> <li>• Informed of their rights;</li> <li>• Supported to learn about their rights, and</li> <li>• Supported to exercise their rights.</li> </ul>	Rights include Human rights, Constitutional rights and Civil rights. <ul style="list-style-type: none"> <li>• Each individual’s right to privacy, dignity and confidentiality in all aspects of life is recognized, respected and promoted.</li> <li>• Personal freedoms are not restricted without due process.</li> <li>• Individuals are expected to manage their own funds to the extent of their capability.</li> <li>• Due process is upheld, including the Human Rights Committee review of restriction of personal freedoms.</li> <li>• Individuals with limited knowledge and experience receive training and opportunities to explore their individual rights and the responsibilities that accompany them.</li> </ul>
14	Day Activity Services will only be provided to those who are authorized by a DSN Board or contracted Case Manager.  Individuals may be authorized a maximum of 520 Day Services units annually.  Services provided in the absence of an authorization <b>or</b> in excess of the amount (units) authorized are <b>not</b> reimbursable.	Case Management will provide the chosen Day Activity Services provider with an authorization that at a minimum includes the following information: <ul style="list-style-type: none"> <li>• Individual’s information: name, address, DOB, referral date, Medicaid number (if applicable), and name of court appointed legal guardian (if applicable), emergency contact information, and name of referring Case Manager and Case Management agency.</li> <li>• Type of service authorized, number of authorized units; effective date and expiration date of the authorization; and,</li> <li>• A unit is considered 2-3 hours of service delivered in a calendar day. To receive 2 units of service per day, the first unit must 3 hours and the second unit must be a minimum of 2 hours, for a total of 5 hours of service.</li> </ul>

	<b>Standard</b>	<b>Guidance</b>
		<ul style="list-style-type: none"> <li>• Additional information: critical and emergency information, health/medical information, and care and supervision information.</li> </ul>
15	<p>Psychological evaluations are required. Adults shall be tested using a restrictive test of intelligence administered by a licensed or certified psychologist on program entry, re-entry or at age 22 whichever occurs first, unless there is a valid psychological evaluation completed within three (3) years of admission on record.</p>	<p>For adults, at the time of program entry, a psychological evaluation that was completed at age 22 or is less than three (3) years old must be available for new program participants. In lieu of a psychological evaluation, a current (i.e., within one (1) year of program entry) Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) Level of Care (LOC) Determination that indicates the LOC criteria were met may be used. For example, if a 35-year-old participant were entering the program on March 25, 2021, one of the following could be accepted:</p> <ul style="list-style-type: none"> <li>• A psychological evaluation completed when he/she was 22 (2008) [on program entry, re-entry or at age 22 whichever occurs <u>first</u>].</li> <li>• One completed within the last three (3) years (2018-2021) [unless there is a valid psychological evaluation completed within three (3) years].</li> <li>• Or a current LOC Determination that is based on a psychological evaluation completed from 2008 and forward.</li> </ul>
16	<p>Individuals receiving Day Activity Services are supported to make decisions and exercise choice regarding the specific training, activities and supports to be provided.</p>	<p>Decisions and choices made by the individual related to Day Activity Services must be documented in the Comprehensive Vocational Service Assessment (CVSA) or Comprehensive Day Service Assessment (CDSA) and the Day Services Plan.</p> <p>Individuals are encouraged to invite significant people of their choice to participate in their assessment and/or planning meeting(s).</p>
17	<p>Within 15 business days of receipt of an authorization, the Day Activity Services provider will make available to the referring Case Manager:</p> <ul style="list-style-type: none"> <li>• Confirmation of the acceptance into the service with a start date;</li> </ul>	<p>If the referral is rejected, an explanation must be documented and made available to the Case Manager.</p>



<b>Standard</b>		<b>Guidance</b>
	<ul style="list-style-type: none"> <li>• Information that the individual will be placed on the provider’s waiting list; or</li> <li>• Information that the referral is being rejected with reasons for the rejection.</li> </ul>	
19	After acceptance into service, but prior to providing Day Activity Services, a Preliminary Plan must be developed that outlines the care and supervision to be provided.	The Preliminary Plan must include essential information to ensure appropriate services and supports are in place to assure health, safety, supervision and rights protection.
19	On the first day of attendance in Day Activity Services, the Preliminary Plan must be implemented.	<p>The Preliminary Plan is to be implemented on the first day of attendance in Day Activity Services.</p> <p>After assessments are completed, and activities, training and supports have been identified, the Day Services plan will be completed and will replace the Preliminary Plan.</p>
20	<p>Within 30 calendar days of the first day of attendance in Day Activity Services and every 365 days thereafter, the Comprehensive Vocational Service Assessment (CVSA) or Comprehensive Day Service Assessment (CDSA) will be completed that identifies the abilities/strengths, interests/preferences and needs/supports of the individual in the following areas:</p> <ul style="list-style-type: none"> <li>• Supervision and supports.</li> <li>• Relevant medical information.</li> <li>• Health and hygiene.</li> <li>• Behavior supports.</li> <li>• Interests.</li> <li>• Preferences.</li> <li>• Skills.</li> </ul>	<p>At a minimum, assessments must be completed every 365 days.</p> <p>The annual assessment must reflect that the Day Activity Services being provided maximizes the abilities/strengths, interests/preferences and identifies needs/supports of the individual.</p> <p>Comments that have been documented in the individual’s ISP from the previous year should be utilized when completing the annual CVSA or CDSA to document any progress made toward their goals, preferences expressed and needed supports.</p>

	<b>Standard</b>	<b>Guidance</b>
	<ul style="list-style-type: none"> <li>• Self-Advocacy/Self-determination.</li> <li>• Self-esteem.</li> <li>• Coping skills.</li> <li>• Personal responsibility.</li> <li>• Personal health and hygiene.</li> <li>• Socialization.</li> <li>• Community participation.</li> <li>• Mobility and transportation.</li> <li>• Community safety.</li> <li>• Money management.</li> </ul>	
21	<p>Based on the results of the assessment, within 30 calendar days of the first day of attendance in Day Activity Services and every 365 days thereafter, the Day Services Plan for Day Activity Services is developed with participation from the individual and/or his/her legal guardian (if applicable).</p>	<p>At a minimum, the plan must be completed every 365 days.</p> <p>Individuals are encouraged to invite significant people of their choice to participate in their assessment and/or planning meeting(s).</p> <p>Individuals are encouraged to participate in the development of their goals.</p> <p><a href="#"><u>Centers for Medicare/Medicaid Services (CMS) Home and Community Based Services Rule:</u></a></p> <p>A person-centered service plan will assist the individual in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices and contribute to the assurance of health and welfare.</p>

	<b>Standard</b>	<b>Guidance</b>
22	<p>The plan must include:</p> <ul style="list-style-type: none"> <li>• A description of activities/training/supports to be provided including time limited and measurable goals/objectives;</li> <li>• Type and frequency of supervision needed based on assessment;</li> <li>• Emergency contact information;</li> <li>• Current and comprehensive medical information; and</li> <li>• Any information necessary to support the individual in Day Activity Services.</li> </ul>	<p>The Day Activity Plan is developed to identify activity interests; goal(s) the individual desires to achieve; objective(s) for each goal identified; and essential information to maintain the individual’s health, safety and welfare during the course of the program.</p> <p>Documentation must include description of how each intervention must be provided, indicate the data to be collected, and schedule for implementation.</p> <p>Long-Term Goal:</p> <p>The primary goal/outcome of Day Activity Services is to assist each individual achieve maximum independence through participation in purposeful and meaningful activities designed to foster the acquisition, maintenance or deceleration of the loss of daily living skills, appropriate behaviors, enhanced community integration, expanded social networks and personal choice and satisfaction.</p> <p>Activities must be age appropriate, offer variety and choice, emphasize community experiences and focus on small groups and individual interactions/experiences. Activities should be individualized based on likes, dislikes, areas of interests, desires, dreams, etc. as documented in the individual’s assessment and plan.</p> <p>Services are based upon the preferences and choices of each individual and designed to measure progress toward outcomes specified in the individual’s Day Services Plan. Regardless of skill level, adults with disabilities will experience activities of their choice that help to enrich their days and make a meaningful difference in their lives.</p> <p>Preferred short-term goals/outcomes of Day Activity Services include:</p> <ul style="list-style-type: none"> <li>• Develop increased independence in daily living skills. <ul style="list-style-type: none"> <li>○ Examples may include meal preparation, shopping, laundry, cleaning, proper hygiene, nutrition, exercise, reading/writing, assistive technology and money management.</li> </ul> </li> <li>• Learn appropriate social behaviors and coping skills. <ul style="list-style-type: none"> <li>○ Examples may include social/conversation skills, behavior supports, social etiquette.</li> </ul> </li> </ul>

Standard	Guidance
	<ul style="list-style-type: none"> <li>• Experience greater community integration and participation. <ul style="list-style-type: none"> <li>○ Examples may include leisure activities, hobbies, volunteering, taking classes, using public transportation, safety instruction.</li> </ul> </li> <li>• Expand social networks, develop reciprocal relationships and enhance natural supports. <ul style="list-style-type: none"> <li>○ Examples may include volunteering, memberships in local clubs and organizations, meeting neighbors and helping others</li> </ul> </li> <li>• Express personal choice and satisfaction regarding services, interests, preferences, skills and dreams. <ul style="list-style-type: none"> <li>○ Examples may include self-advocacy, communication, informed choice, and assistive technology</li> </ul> </li> </ul> <p>DDSN <a href="#">Directive 510-01-DD</a>: Supervision of People Receiving Services:</p> <p>Services provided shall include the provision of any interventions and supervision needed by the individual which includes dining/eating.</p> <p>The supervision to be provided must be based on assessed needs.</p> <p>Supervision must encompass any time outside of the actual unit time when the individual is present and supervision is needed.</p> <p>Medications taken by the individual must be listed and any assistance of medicating must be documented (self-medicate or assisted medicate).</p> <p>All specific instructions concerning individual reactions, side effects or restrictions to medicine must be documented in the Day Services Plan and the IPS: SC Day Activity Log and must be available in Therap for review.</p> <p><a href="#">Medication Technician Certification</a> program must be completed for the selected, unlicensed, healthcare personnel who provide medications to those receiving Day Services.</p>

	<b>Standard</b>	<b>Guidance</b>
23	<p>The activities, training, and support should be consistent with Day Activity Services as defined in these standards.</p>	<p>Day Activity Services are fluid with the flexibility to provide a wide variety of activities/opportunities to enhance:</p> <ul style="list-style-type: none"> <li>• Develop increased independence in daily living skills.</li> <li>• Learn appropriate social behaviors and coping skills.</li> <li>• Experience greater community integration and participation.</li> <li>• Expand social networks, develop reciprocal relationships and enhance natural supports.</li> <li>• Express personal choice and satisfaction regarding services, interests, preferences, skills and dreams.</li> </ul>
24	<p>As soon as the plan is developed, it must be implemented.</p>	
25	<p>Documentation of goal(s)/activities must support the implementation of the plan for each unit of service reported.</p> <p>Documentation of participation in goals/activities/training/supports received is completed on the Therap ISP: SC Day Activity Log and/or other appropriate ISP.</p> <p>Documentation must include:</p> <ul style="list-style-type: none"> <li>• The date of service provision;</li> <li>• Begin time/end time of service provision (exact times); and</li> <li>• A detailed description, noted in the comments section, of the activity/training/supports provided.</li> </ul> <p>Documentation is required to justify all units reported and must be entered at a minimum within <b>seven (7) calendar days</b> of the activity date. At the end of</p>	<p>For each unit of service reported, documentation in the ISP: SC Day Activity Log must be present to show the activity/training/supports received on the day the service was provided.</p> <p>Documentation for more than one unit provided during a day can be completed within the same narrative by noting 1st unit: narrative; 2nd unit: narrative.</p> <p><b>**The Day Activity Services ISP may not meet the needs of those receiving ICF/IID services.</b></p>

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	the month, all documentation must be entered by the fifth (5th) business day of the following month to support billing.	
26	<p>Data entries must be:</p> <ul style="list-style-type: none"> <li>• True and accurate;</li> <li>• Complete;</li> <li>• Typed;</li> <li>• Logically sequenced; and</li> <li>• Dated and signed by the staff making the entry.</li> </ul>	<p>Electronic entries, initials and/or signatures on the Therap ISP are sufficient.</p> <p>In extenuating circumstances, when there are technical difficulties, documentation must be secured and entered into Therap when available.</p>
27	At least monthly, the plan is monitored by the Program Director or his/her designee to determine its effectiveness.	<p>The Program Director or his/her designee will monitor the plan monthly by review of the ISP: SC Day Activity Log as evidenced by either:</p> <ul style="list-style-type: none"> <li>• An electronic copy of the signed “Clinician Report” saved in Therap, or</li> <li>• A non-billable monthly entry made by the Program Director or his/her designee in each individual’s ISP: SC Day Activity Log noting progress and/or recommendations.</li> </ul> <p>When monitoring the individual’s goal(s), their satisfaction with their progress/outcomes must be considered.</p> <p>Lack of participation/progress after three (3) months should result in a review of the individual’s goals and their current interest in receiving Day Activity Services.</p> <p>Electronic entries, initials and/or signatures in Therap are sufficient.</p>
28	The Program Director or his/her designee must ensure that all billable units of Day Activity Services are entered into the Day Supports Attendance Log by the fifth (5 <sup>th</sup> ) business day of the following month.	<p>The Day Supports Attendance Log (DSAL) is located on the DDSN Application Portal.</p> <p>Failure to enter units of service delivered by the established deadline may result in non-payment.</p> <p><b>**This info may need to be updated due to Therap billing.</b></p>

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29	<p>The plan is amended when changes to the plan are requested or necessary with participation from the individual and/or his/her legal guardian (if applicable).</p>	<p>Changes may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Goal(s)/activities are no longer appropriate;</li> <li>• Goal(s)/activities no longer support progress; and/or</li> <li>• The individual’s Day Activity Services goal or life situation has changed.</li> </ul> <p>Amendments are documented on the ISP: Day Activity Log with notation of the individual’s and/or his/her legal guardian’s participation and agreement (if applicable).</p>
30	<p>A record shall be maintained in Therap for each individual which contains, at a minimum, the items listed below:</p> <ul style="list-style-type: none"> <li>• Current Comprehensive Vocational Service Assessment or Comprehensive Day Services Assessment;</li> <li>• Current Day Services Plan that supports the provision of the Day Activity Services;</li> <li>• ISP: Day Activity Log that supports the provision of the Day Activity Services provided.</li> </ul> <p>A record shall be maintained for each individual which contains, at a minimum, the items listed below:</p> <ul style="list-style-type: none"> <li>• Report of a medical examination which was performed not more than 12 months prior to admission;</li> <li>• Report of psychological evaluation(s) as required by these standards;</li> <li>• Record of unusual behavior incidents which are recorded at the time of occurrence;</li> </ul>	<p>Records, either electronic in Therap as specified or on paper, shall be maintained for each individual.</p> <p>Record of illnesses and accidents will be maintained for those accidents that occur during service provision and for illnesses made known to the provider.</p> <p>All documents and entries shall be legible, dated, and signed by the staff making the entry. If symbols are used, explanatory legends must be provided.</p> <p>All Day Activity documentation must be available in Therap. The Comprehensive Vocational Service Assessment (CVSA) or the Comprehensive Day Services Assessment (CDSA) and the Day Services Plan must be attached to the Individual Home Page. The ISP: SC Day Activity Log must be available in Therap for review.</p>

<b>Standard</b>		<b>Guidance</b>
	<ul style="list-style-type: none"> <li>Record of illness and accidents;</li> <li>Authorization for emergency medical service and medication administration; Record of critical incidents.</li> </ul>	
31	Any evidence of illness or injury shall be documented in the individual's record and action shall be taken to obtain necessary medical treatment of the individual and to safeguard others from contagion.	
32	Reporting requirements are completed per DDSN policies and directives.	<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li><a href="#">DDSN Directive 100-09 DD</a>: Critical Incident Reporting</li> <li><a href="#">DDSN Directive 505-02 DD</a>: Death or Impending Death of Persons Receiving Services from DDSN</li> <li><a href="#">DDSN Directive 534-02 DD</a>: Procedures for Preventing and Reporting Abuse, Neglect, or Exploitation of People Receiving Services from DDSN or a Contracted Provider Agency</li> </ul>