

South Carolina Department of Disabilities and Special Needs

Intake Standards

Effective October 1, 2016

Revised January 4, 2017

Revised March 7, 2017

Revised November 2017

INTRODUCTION

The South Carolina Department of Disabilities and Special Needs (DDSN) is designated in the South Carolina Code of Laws as the State's intellectual disability or related disability, autism, and head and spinal cord injury or similar disabilities authority. DDSN is an independent agency in state government whose mission is to assist people 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.

DDSN has embraced certain values that guide it in its efforts to assist people and their families and principles that are expected to be features of all services and supports. They are:

Values: Our Guiding Beliefs

Health, safety and well-being of each person
Dignity and respect for each person
Individual and family participation, choice, control, and responsibility
Relationships with family, friends, and community connections
Personal growth and accomplishments

Principles: Features of Services and Supports

Person-centered and Community Inclusive
Responsive, efficient and accountable
Practical, positive and appropriate
Strengths-based, results-oriented
Opportunities to be productive and maximize potential
Best and promising practices

The South Carolina Code of Laws establishes the categories and criteria thereof under which South Carolinians may qualify for services through DDSN. The policy, process, and procedures used in the determination of eligibility for services through DDSN are set forth in DDSN Directive 100-30-DD: Eligibility Diagnostic Criteria, Screening and Intake Process for Eligibility, and Appeal Procedures.

DEFINITION

Intake is defined as the collecting and submission of an accurate and complete set of documents in order for DDSN to determine if the service user is eligible for DDSN's services. The document set includes a properly executed "Permission to Evaluate" form; the current, appropriate psychological, medical, social, and/or educational records/reports required in order for eligibility for services through DDSN to be determined; and, as required, a properly executed attestation statement. Intake also includes providing a thorough explanation to the service user or his/her representative of DDSN's Intake process and the services potentially available if determined eligible; providing assistance to the service user to locate resources to address any immediate, short-term need(s); and, when requested by DDSN, arranging for the service user to be tested by a Testing provider qualified by DDSN.

It is expected that Intake be performed expeditiously so that a determination of eligibility for services through DDSN can be reached by DDSN as quickly as possible.

UNIT OF SERVICE

The unit of service for Intake is the submission of one (1) accurate and complete set of the documents to include a properly executed "Permission to Evaluate" form; the current, appropriate psychological, medical, social, and/or educational records/reports required in order for eligibility for DDSN's services to be determined; and, as required, a properly executed attestation statement.

	Standard	Guidance
I	Intake Providers	
1.	Intake shall only be rendered by Boards of Disabilities and Special Needs (DSN Boards) or an agency or company qualified by DDSN as a provider of Intake.	To be qualified as a provider of Intake, the agency/company must respond to the Request for Proposals for Qualified Providers which can be found on DDSN’s website (www.ddsn.sc.gov)
2.	Intake shall be rendered in accordance with all applicable DDSN policies and procedures.	DDSN policies (called “DDSN Directives”) can be found on DDSN’s website (www.ddsn.sc.gov).
3.	Providers of Intake shall be accessible to service users and shall have a system in place which allows service users and/or their representatives to ask questions and receive responses within three (3) business days.	Service users/representatives may need to provide additional information necessary for the determination of eligibility for DDSN services or ask questions about the process. In an effort to complete Intake as quickly as possible, Intake providers must be accessible to service users.
4.	For each Intake worker, the provider of Intake shall maintain the following information: <ul style="list-style-type: none"> a. Resume’/Equivalent Application; b. A job/position description; c. Proof of certification by DDSN; d. Training records; e. Criminal Checks (including SLED Background checks and/or FBI Checks); f. Child Abuse and Neglect Registry Checks; g. Registry for Centers for Medicare and Medicaid Services (CMS) List of Excluded Individuals/ Entities (LEIE); h. Nurse Registry, if applicable; i. Sex Offender Registry; j. Proof of current licensure as a Registered Nurse, if applicable; k. Tuberculosis Testing results. 	

	Standard	Guidance
II	Intake Workers	
1.	Intake shall only be rendered by those certified by DDSN as Intake workers.	Certification shall be obtained from DDSN before rendering services and shall be maintained by successfully completing the continuing education and other requirements deemed necessary by DDSN.
2.	<p>In addition to certification by DDSN and before rendering services, Intake workers shall be trained in the following topic areas. Documentation shall reflect that the Intake worker has a thorough understanding of each topic area.</p> <ul style="list-style-type: none"> a. DDSN Intake Standards and any DDSN policies or procedures applicable to Intake; b. Service Documentation; c. Basic Intake skills; d. Rights of People; e. Local, state, and national resources to which those seeking DDSN might need referral; f. Nature of Developmental and Intellectual Disabilities, Autism, Traumatic Brain Injury, Spinal Cord Injury and Similar Disability; g. Procedures for Reporting Abuse, Neglect or Exploitation of People (DDSN Directive 534-02-DD); h. Confidentiality of Personal Information (DDSN Directive 167-06-DD); i. Obtaining Consent for Minors and Adults (DDSN Directive 535-07-DD). 	<p>Documentation of training, including the date, time and location of the training, and the name of the person conducting the training must be available along with evidence of the receipt of the training by the Intake worker.</p> <p>Documentation must support that the information was understood by the Intake worker. This may be, but is not required to be, accomplished by presenting the successful completion of a formal test related to the information presented during the training by the Intake worker.</p>

3.	As needed, Intake workers shall be trained on changes/updates to DDSN Intake Standards and updates/changes to DDSN policies or procedures applicable to Intake.	Intake workers must be trained on changes to DDSN standards, policies or procedures applicable to Intake. Documentation of training, including the date, time and location of the training, and the name of the person conducting the training must be available along with evidence of the receipt of the training by the Intake worker.
4.	<p>Annually, Intake workers shall be trained on the following topic areas. Documentation shall reflect that the Intake worker has a thorough understanding of each topic area.</p> <ul style="list-style-type: none"> a. Procedures for Reporting Abuse, Neglect or Exploitation of People (DDSN Directive 534-02-DD) b. Confidentiality of Personal Information (DDSN Directive 167-06-DD) c. Obtaining Consent for Minors and Adults (DDSN Directive 535-07-DD). 	<p>Documentation of training, including the date, time and location of the training, and the name of the person conducting the training must be available along with evidence of the receipt of the training by the Intake worker.</p> <p>Documentation must support that the information was understood by the Intake worker. This may be, but is not required to be, accomplished by presenting the successful completion of a formal test related to the information presented during the training by the Intake worker.</p>

	Standard	Guidance
III	Provision of Intake	
1.	Only those who are referred/authorized by DDSN for Intake may receive Intake.	<p>Except for children actively receiving Early Intervention through BabyNet, DDSN will issue an authorization for those to whom Intake can be rendered.</p> <p>Children who are actively receiving Early Intervention services through BabyNet are authorized when a properly executed attestation is submitted with the accurate and complete set of documents. “Actively receiving” is defined as having actively received Early Intervention from a qualified Early Intervention provider within six (6) months prior to the submission of the set of documents.</p>
2.	Upon receipt of an authorization, the Intake provider must accept/reject the referral/authorization within two (2) business days	If the referral/authorization is not accepted/rejected by the chosen Intake provider within two (2) business days, the referral/authorization will be offered to another provider.
3.	Upon receipt of an authorization for Intake, contact with the service user or his/her representative shall be made by the Intake worker within five (5) business days.	<p>“Contact” is defined as an actual communication exchange with the service user or his/her representative. Contact may include an answered telephone call, or an original electronic (e) mail message and response or if preferred by the service user/representative, an original text message and response.</p> <p>“Contact” <u>is not</u> defined as mailing a letter or other written correspondence, attempted/unanswered telephone calls (even if a voice message was left), unanswered text messages or unanswered e-mail messages.</p> <p>If contact is not made within five (5) business days, documentation shall reflect that more than one attempt to contact was made. Documentation shall include the name of the person with whom contact was attempted and how the attempt was made including phone number and/or e-mail address.</p>

4.	All Intake activities performed on behalf of the service user shall be documented in the manner prescribed by DDSN.	Notes documenting Intake activities shall only include Intake activities. A single note shall not be used to document Intake activity and any other service activity. Notes documenting Intake activities shall identify the activity as “Intake.” Each entry must include the date of the activity, the time spent performing the activity, a description of the activity performed and with whom the activity was performed. Each note must be electronically signed by the person performing the activity and the date the note was made. As of November 2017, the documentation manner prescribed by DDSN is Therap.
5.	<p>Documentation shall include sufficient information to prove that a thorough explanation of the following topics was provided to the service user and/or his/her representative:</p> <ul style="list-style-type: none"> • The Intake process including next steps, what to expect, and timelines; • DDSN as an agency and how services through DDSN are provided; • The services potentially available to the service user if determined eligible for service through DDSN, including the criteria for approval to receive those services. 	
6.	Intake activities shall be documented within five (5) business days of the occurrence of the activity.	
7.	Documentation of Intake activities shall clearly and thoroughly describe the activity performed, the person(s) involved and his/her relationship to the service user.	
8.	Documentation of Intake activities shall be clearly labeled as “Intake.”	
9.	Referral to or information about agencies or resources that could address immediate, short-term need(s) of the service user that are identified during any contact with the service user/representative shall be provided.	Immediate, incidental needs may be identified by service users (e.g., immediate need for food or lack of housing). When identified, those needs as expressed by the service user/representative must be documented and addressed by providing referral to or information about

		agencies/resources.
10.	When referral or information is provided in response to immediate needs identified by the service user/representative, the service user's need and the actions taken by the Intake worker shall be documented.	If an immediate incidental need is identified, the actions taken to address the need must be documented. These actions may be, but are not limited to, a referral to a local assistance entity or referral to the service user's case manager.
11.	When notified by DDSN that formal testing is needed, the Intake worker shall arrange for the service user to be tested by a DDSN qualified Testing provider.	The need for testing must be established by DDSN before arranging for testing. Only providers qualified by DDSN as Testing providers may conduct testing.
12.	Within ten (10) business days of receiving notification from DDSN that testing is needed, the Intake worker shall complete the arrangements for Testing.	To "complete arrangements" means that the agreed upon date, time and location for testing has been scheduled and confirmed by the service user/representative <u>and</u> the Testing provider. Testing does not have to be completed within ten (10) business days; however, the date, time and location for the testing to be conducted must be scheduled and confirmed by both the service user/representative and the Testing provider.
13.	At a minimum, contact with or on behalf of the service user/representative must occur every ten (10) business days.	<p>Intake begins when an referral/authorization is accepted by the Intake provider. Intake ends when the complete set of documents is submitted or when Intake is terminated. Contact must occur while the service user is receiving Intake.</p> <p>"Contact" is defined as an actual communication exchange with or on behalf of the service user/representative. Contact may include an answered telephone call, an original electronic (e) mail message <u>and</u> response or if preferred by the service user/representative, an original text message <u>and</u> response.</p> <p>"Contact" <u>is not</u> defined as mailing a letter or other written correspondence, attempted/unanswered telephone calls (even if a voice message was left), unanswered text messages or unanswered email messages.</p> <p>Contact on behalf of the service user/representative shall include as appropriate, follow-up with sources from which records have been requested but not received.</p>

14.	The current, appropriate psychological, medical, social, and/or educational reports or records required in order for DDSN to determine if the service user is eligible for services through DDSN shall be secured by the Intake worker and received by DDSN.	As of November 2017, the manner prescribed by DDSN through which reports or records will be received is Therap.
15.	A properly executed "Permission to Evaluate" form shall be secured by the Intake worker and received by DDSN.	"Properly executed" means that the form is completed, signed by the appropriate person and dated.
16.	If the service user is a child who is actively receiving Early Intervention services through BabyNet, a properly executed "Attestation of Request for Eligibility Determination" form shall be secured by the Intake worker and received by DDSN.	
17.	Intake shall only be terminated if, during a thirty (30) calendar day period, at least three (3) consecutive attempts to contact the service user/ representative are unsuccessful.	The three (3) attempted contacts must be varied in terms of times of day and methods of contact (e.g., e-mail, telephone). If the final attempt to contact is by mail, the termination of Intake cannot occur within ten (10) days of the mailing of the correspondence. Ten (10) days must be given to allow for delivery, receipt and response. Every effort should be made to contact the service user/representative prior to terminating Intake.
18.	When Intake is terminated for a service user, the "Termination of Intake" form shall be completed and received by DDSN within two (2) business days of the completion final attempted contact.	