

State of Louisiana Office for Citizens with Developmental Disabilities
DD eligibility RULE & Policy Manual

Rule

Chapter 7. Single Point of Entry and Determination Process for System Entry

§701. Purpose

A. The Office for Citizens with Developmental Disabilities Services System is the Single Point of Entry (SPOE) for the Developmental Disabilities Services System (system).

B. Standards for the determination process for system entry establish:

1. entry into the system;
2. general support needs and resources;
3. the presence of a developmental disability;
4. the diagnostic assessment;
5. the developmental assessment for children ages birth through three years; and
6. specialized accommodations, including transportation.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.(1)(2), Acts 2013, No. 417, §3, eff. June 21, 2013.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1241 (July 2006), amended LR 41:1490 (August 2015).

§703. Definitions

A. *Developmental Disability*—defined in accordance with the Developmental Disability Law at R.S. 28:451.2(12) and 462(4)(c).

B. *Developmental Disabilities Services System*—a system of programs, services, and supports for persons with developmental disabilities that include but are not limited to information and referral services, support coordination services, system entry services, development of support profiles and plans, individual and family support services, living options, habilitation services and vocational services provided by the Department of Health and Hospitals and administered by the Office for Citizens with Developmental Disabilities. The term system is used in this document to refer to the Developmental Disabilities Services System.

C. *Entry Unit (EU)*—a section of the local governing entities (LGEs) that implements the developmental disabilities services system entry process.

D. *Entry Review Team (ERT)*—a transdisciplinary team including but not limited to, staff of the system entry unit, community services regional administrator or designee, and a psychologist. The team may also include a social worker, a nurse and/or other consultants as necessary.

E. *Protected Date*—the date that will be included on OCDD's registries for supports and services requested.

F. *Support Profile*—defined in accordance with the Developmental Disability Law at R.S. 28:451.2(28).

G. *Local Governing Entity (LGE)*—an integrated human services delivery system with local accountability and management, which provides behavioral health and developmental disabilities services.

H. *OCDD Contractors*—regional system point of entry contractors who conduct eligibility determination for the early intervention system for children ages birth to three years.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:451.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1241 (July 2006), amended LR 41:1490 (August 2015).

§705. Single Point of Entry

A. The OCDD has responsibility for programmatic leadership in the designing and developing of all developmental disabilities services pursuant to agreements with the LGEs and OCDD contractors as statutorily constituted by state law and with public and private providers. Throughout this Rule, the term “entry unit” is used to describe the role of the LGEs and OCDD contractors in the OCDD system entry process.

B. The local governing entities (LGEs) are the Metropolitan Human Services District, the Capital Area Human Services District, the South Central Human Services Authority, the Acadiana Area Human Services Authority, the Imperial Calcasieu Human Services Authority, the Central Louisiana Human Services District, the Northwest Louisiana Human Services District, the Northeast Delta Human Services Authority, the Florida Parishes Human Services Authority and the Jefferson Parish Human Services Authority:

1. Metropolitan Human Services District—Orleans, Plaquemines and St. Bernard parishes;
2. Capital Area Human Services District—Ascension, East Baton Rouge, East Feliciana, Iberville, Point Coupee, West Baton Rouge, and West Feliciana parishes;
3. South Central Human Services Authority—Assumption, Lafourche, St. Charles, St. James, St. John, Terrebonne, and St Mary parishes;
4. Acadiana Area Human Services District—Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermilion parishes;
5. Imperial Calcasieu Human Services Authority—Allen, Beauregard, Cameron, Calcasieu, and Jefferson Davis parishes;
6. Central Louisiana Human Services Authority—Avoyelles, Catahoula, Concordia, Grant, LaSalle, Rapides, Vernon, and Winn parishes;
7. Northwest Louisiana Human Services District—Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, and Webster parishes;
8. Northeast Delta Human Services Authority—Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Tensas, Union, and West Carroll parishes;
9. Florida Parishes Human Services Authority—Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington parishes; and
10. Jefferson Parish Human Services Authority—Jefferson Parish.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.1.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office of Human Services, Division of Mental Retardation/Developmental Disabilities, LR 16:31 (January 1990), amended by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1241 (July 2006), LR 41:1491 (August 2015).

§707. Standards for the Determination Process for System Entry

A. The LGEs shall utilize specialized entry units for the determinations of system entry and entry review teams to review those determinations, which do not clearly meet the criteria for entry into the system. OCDD contractors shall utilize their early intervention eligibility teams for children ages birth to three years of age.

B. Staff shall be trained in the use of all standardized tools, methods and procedures as required by OCDD for determining the presence of a developmental disability and for conducting an assessment of support and service needs.

C. Persons with developmental disabilities may be assisted through the system entry process by anyone of their choice.

D. Requests for entry into the system must originate from the LGE in the geographic area from which the person or legally responsible party resides and can be made from only one such LGE or OCDD contractor at a time.

E. The request for a face to face interview for system entry may be made by telephone, in person, e-mail or by other forms of correspondence.

F. A face-to-face interview shall be conducted with the person requesting supports or services at least for the initial interview unless there are extenuating circumstances preventing the person from being present. Explanations for such occurrences shall be included in the person's record.

G. The face-to-face interview will be conducted at the entry unit location or at the applicant's home for children ages birth to 3 years. If an applicant is unable to get to the entry unit location, the staff will conduct the interview at the person's home or another agreed upon location. If a person fails to keep two appointments that are scheduled at locations outside the entry unit office, future appointments will be scheduled at the entry unit office.

H. Necessary demographic information on the person seeking supports and services shall be obtained for OCDD's information management system for developmental disabilities services.

I. Determination of the legal status shall be conducted and shall be consistent with the laws of Louisiana. Copies of all legal decisions of record concerning the person's legal status will be provided by the person or his legal representative at the face-to-face interview.

J. A standardized determination for entry into the system shall be completed within 45 days of receiving information necessary for making the determination.

K. An expedited review contingent upon receipt of needed information may be conducted if it is related to:

1. the emergency needs of a person due to any of the following reasons:

- a. care giver is no longer willing or able to provide care and there are no other supports available;
- b. family crisis exists with no caregiver support available; and
- c. intolerable temporary placement and immediate placement is needed; or

2. an urgent request concerning service(s) from a specific provider and the service(s) are available upon completion of the entry process; or

3. a court order to provide supports and services.

L. A support profile will be completed with input from the person, his legal representative or other(s) chosen by the person to assist with the interview.

M. The persons shall be asked if they wish to register to vote, and, if so, will be provided assistance.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1241 (July 2006), amended LR 41:1491 (August 2015).

§709. System Eligibility for Children between the Ages of 0-3 Years

A. Children from 0-3 years who are currently eligible for Louisiana's early intervention system services as verified by receipt of all required early intervention system documents, including the individualized family services plan (IFSP), will meet criteria for entering the developmental disabilities services system.

B. The entry unit staff will refer the family or legal guardian to the early intervention system point of entry to seek an eligibility determination for early intervention services if the child is between the ages of 0-3 years and is not currently receiving services from the Early Intervention Program.

C. It is the responsibility of the parent or legal guardian to initiate contact with the local LGE entry unit after the IFSP transition conference. In those cases, the family will indicate its intention to participate in eligibility redetermination and will receive a letter from the Early Intervention Program advising of the need to contact the local LGE prior to the child's third birthday.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1242 (July 2006), amended LR 41:1491 (August 2015).

§711. Approval for Entry into the System

A. Protected date for entry into the system shall be one of the following:

1. the date on the signed Request for Participation Form; or
2. the original appointment date for the face-to-face interview if this date was subsequently changed by the entry unit staff and if the person is approved for entry into the system; or
3. the protected date from the early intervention system for children who previously had early intervention eligibility.

B. If the entry process is not successfully completed within six months, the original date will no longer be “protected.” A new date will be assigned upon completion of a new application. For children entering with an early intervention protected date, the date will be protected until the child’s fifth birthdate.

C. Approval for entry into the system shall be based on:

1. the definition of a developmental disability in the Developmental Disabilities Law, R.S. 28:451.2(12) and/or 462(4)(c); and
2. standardized assessment instruments and methodologies required by OCDD for determining a developmental disability.

D. Entry Review Team

1. The LGEs shall establish an entry review team to review the documentation of persons who do not clearly meet the criteria for system entry contained herein. The OCDD contractors will utilize the child’s eligibility team members to determine eligibility for early intervention.

2. The statement of denial shall not be issued unless the entry review team has determined that the person does not meet the criteria for system entry.

3. The entry review team shall make one of the four following decisions concerning whether the person meets the criteria for system entry.

a. The person meets criteria for system entry and will receive a Statement of Approval (SOA) without re-determination.

b. The person meets criteria for system entry and will receive a SOA with a specified date for re-determination.

c. The person does not meet criteria for system entry.

d. More information is needed to make a determination.

E. Persons who meet criteria for system entry will receive a statement of approval and a copy of the *Rights of People with Developmental Disabilities* from the LGE or the *Family Rights Handbook* from the OCDD contractor from which the persons applied for services and supports.

F. Meeting criteria for participation in the system does not ensure that a person is eligible for specific supports and services.

G. Persons who are to receive services shall be provided unbiased information concerning all supports and service options and how to access information on all providers for each service option including contact information.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1242 (July 2006), amended LR 41:1492 (August 2015).

§713. Non-Approval for Entry into the System

A. Persons who do not meet criteria for entry will receive a Statement of Denial (SOD) with their Rights of Appeal attached.

B. Persons who are receiving services and who receive a SOD will continue to receive services for thirty calendar days from the receipt date of the SOD or until the end date of the IFSP for children in early intervention.

C. Persons who receive a SOD have the right to reapply for services at the entry unit in the area of their residence and to request and receive an administrative hearing through the Division of Administrative Law (DAL).

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2 or 464(13).

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1243 (July 2006), amended LR 41:1492 (August 2015).

§715. Redetermination of Eligibility

A. The re-determination process follows the same format as the system entry process.

B. The face-to-face interview will not be necessary if the OCDD entry staff has met with the person in the past six months and has consulted with the person on the results of the screening tool in order to ensure the measure is fair and meaningful. For children in early intervention, a face-to-face team meeting is required annually for redetermination.

C. Re-determination for eligibility for the system shall be required under the following conditions.

1. For children in early intervention, there must be an annual redetermination.

2. If a child transitions from EarlySteps, there must be a redetermination by age 3, reflective of the change in eligibility requirements and legal definitions of developmental disability for ages 3 and up, in accordance with the Louisiana Developmental Disability Law (R.S. 28:451.2).

3. If initial eligibility is established on or after age 3, but prior to age 10, redetermination will occur within 5 years of the initial determination. If the re-determination occurs prior to the person's tenth birthday and there are no additional questions that would require an additional re-determination, then a review upon the person's tenth birthday should be conducted due to changing eligibility requirements and definitions at that age. (A person must have three substantial functional limitations versus two substantial functional limitations for ages 3 to 10 years.)

4. If at age 10, when at least two statements of approval (SOA) have been issued and the presence of a clear lifelong developmental disability exists and is expected to persist indefinitely, no additional redeterminations will be needed in adolescence and adulthood.

5. If a person does not meet criteria noted above or enters the system after age 10 but before 22 years of age, redetermination will occur within 5 years of the initial determination. If the re-determination occurs prior to the person's sixteenth birthday, and there are no additional questions that would require an additional re-determination, then a review upon the person's sixteenth birthday should be conducted to coincide with transition period from school to work and to reassess continued need for services into adulthood.

6. If at age 22, when at least two SOAs have been issued and the presence of a clear, lifelong developmental disability exists and is expected to persist indefinitely, then no additional redeterminations will be required in adolescence and adulthood.

7. If a person enters the system after age 22 (or between ages 16-22), at least two determinations must occur within 3-5 years of one another to document and confirm presence of a lifelong developmental disability that is expected to persist indefinitely. No further redeterminations will be needed if there is no concern over transient nature of existing symptoms and need for continued assessment based upon ERT review.

D. If during the course of the initial determination process the ERT can establish substantial functional limitations in at least three life areas with scores greater than three standard deviations below the mean, the prognosis of the individual is such that there is no likelihood of significant improvements in those life areas, and there are no co-occurring medical or behavioral health conditions that may impact the limitations and necessitate re-evaluation, the ERT may decide the person has no need for any further redetermination.

E. Any persons who were approved to participate in the system without requiring redetermination as of the date of adoption of this Rule will continue to be approved for entry into the system without redetermination, unless redetermination is requested as specified in this rule and/or required for participation in specific services.

F. Redetermination is required as outlined above and/or when:

1. diagnosis of a developmental disability, as defined by state law is tenuous:

a. the individual appears to have a developmental disability that is diagnosable, but further assessment is needed to verify that the disability will be life-long;

b. the individual has a co-occurring behavioral health condition that is prominent, but it is not clear that the limitations are solely attributable to mental illness, therefore further assessment is needed;

c. the individual has a medical condition and may have an accompanying developmental disability; however, it is not clear whether the limitations experienced by the individual are attributable to the developmental disability, therefore further assessment is necessary;

2. prognosis of a chronic life-long condition of a developmental disability is uncertain;

3. new assessment information is obtained that may impact prior determination of a presence of a developmental disability. (This will also apply to individuals who were granted a “lifetime SOA” prior to the adoption of this Rule.)

G. Redetermination may be requested by any one of the following parties:

1. LGE entry review team;

2. person requesting supports;

3. person’s family or legal representative;

4. person’s support coordinator;

5. person’s service provider;

6. person’s planning team;

7. person’s physician determining level of care;

8. staff involved in the provision of supports;

9. state monitoring authorities;

10. courts of appropriate jurisdiction.

H. If a person requires redetermination for approval, the LGE entry unit staff will notify the person in writing, and as appropriate, the person’s support coordinator and/or provider, sixty days prior to the SOA expiration date. The person then has thirty days in which to contact the EU staff to coordinate the redetermination process.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1243 (July 2006), amended LR 41:1492 (August 2015).

§717. Closure of Requests for Supports and Services

A. Initial requests may be “closed” due to:

1. insufficient information based upon the person/family consistently not complying with obtaining needed information and/or participating in scheduled appointments;

2. denial for system entry (SOD) has been determined; or

3. request of the individual and/or family.

B. If the person does not respond to the initial redetermination letter within 30 calendar days, at least two additional attempts to contact the individual will be made prior to case closure within the next 30 calendar days. The additional attempts to contact the individual will utilize more than one mode of contact.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.2.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1243 (July 2006), amended LR 41:1493 (August 2015).

§719. OCDD Data Requirements

A. The LGEs and OCDD contractors shall provide monthly to the OCDD central office random samples of completed determinations with supporting documentation in accordance with OCDD’s quality review methodologies.

B. The LGEs and OCDD contractors shall utilize OCDD’s information management system for developmental disabilities to enter all information as required by OCDD’s policies and procedures for system entry.

C. The LGEs and OCDD contractors shall provide additional information to OCDD as requested for the purpose of evaluating quality and compliance with state laws, policies and procedures relevant to system entry.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28.454.17.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1243 (July 2006), amended LR 41:1493 (August 2015).

§721. OCDD Quality Reviews

A. The OCDD central office will conduct periodic quality reviews of the LGEs and OCDD contractors regarding the processes for the single point of entry and the determination process for system entry.

B. The purpose of the quality reviews is to assess overall accuracy in decision making, completeness of information relative to the determination reached, and adherence to the Developmental Disability Law as well as to the rules, policies, operational instructions and procedures required by the office pertaining to single point of entry and the determination process for system entry conducted by the LGEs and OCDD contractors.

C. The quality reviews may consist of analyses of the following:

1. random samplings of completed eligibility determinations;
2. on-site observations of the determination process for system entry;
3. entry review team meetings;
4. required monthly data submissions; and
5. completeness, timeliness and accuracy of information required on OCDD's information management system for developmental disabilities.

D. The review findings and subsequent recommendations along with any needed technical assistance will be provided to the LGEs and OCDD contractors. Specific recommendations for improvement or correction actions must be carried out in order to maintain compliance with all laws, rules, policies and procedures relevant to the single point of entry or determination for system entry.

AUTHORITY NOTE: Promulgated in accordance with R.S. 28:454.17.

HISTORICAL NOTE: Promulgated by the Department of Health and Hospitals, Office for Citizens with Developmental Disabilities, LR 32:1243 (July 2006), amended LR 41:1493 (August 2015).

Determination Process for System Entry Policy Manual

I. OVERVIEW

The Office for Citizens with Developmental Disabilities (OCDD) will serve as the Single Point of Entry (SPOE) into the Developmental Disabilities (DD) Services System. Procedures outlined in this document are designed to implement Louisiana Revised Statute (LRS) 28:451.1 et seq., as written, without limiting access to supports and services beyond the language of the law. This document will pertain only to the process for accessing the DD Services System. Meeting criteria for participation in the system does not ensure that a person is eligible for specific supports and services [e.g., OCDD Waiver

Supports and Services, private/public Intermediate Care Facilities for Persons with Developmental Disabilities (ICFs/DD), etc.].

This document will address two primary considerations relevant to participation in the DD Services System. First, it will outline procedures for understanding people's needs and their desired outcomes which is important to the development of effective supports and services. Next, it will outline procedures for documenting the presence of a developmental disability as defined by LRS 28:451.2. Overall, this document is intended to guide a fair, efficient, and participant-friendly process.

Note: Throughout the document the term "Entry Unit" is used to describe the section in the Human Services District or Authority or contractor(s) that implements the OCDD system entry process. The Human Services District or Authority offices are hereinafter referred to as Local Governing Entities or LGEs. An LGE is an integrated human services delivery system with local accountability and management which provides behavioral health and developmental disabilities services.

II. INITIAL CONTACT WITH DEVELOPMENTAL DISABILITIES (DD) SERVICES SYSTEM

- A. Requests for participation in the Developmental Disabilities (DD) Services System may be made by telephone, in person, by e-mail or by other forms of correspondence. A person may be assisted through the system entry process by anyone he/she chooses (e.g., family, advocates, providers, friends, legal guardians, or court representatives).
- B. At the time a person contacts the Entry Unit with a request for participation, he/she will be immediately routed to Entry Unit Staff (EUS).
- C. EUS will use the Initial Contact Interview Form (Appendix A) to address the following:
 - 1. Emergency needs;
 - 2. General support needs and resources;

3. Presence of a developmental disability (verification through diagnostic evaluations/ reports will be required during the determination process so as to confirm presence of a developmental disability);
 4. Need for diagnostic assessment (i.e., psychological evaluation);
 5. Developmental assessment for children ages birth to three years; and
 6. Need for special accommodations, including transportation.
- D. All needs identified through the assessment process, including supports and services that are not part of the DD Services System, will be described and contact information to appropriate referral sources will be provided. If desired by the person, the EUS will offer verbal assistance in linking the person to the resource.
- E. If a person is interested in receiving developmental disability supports or services, the EUS will complete the following actions:
1. Describe EUS's role in assisting the person throughout the system entry process. (Note: The person will be provided contact information, names of back-up entry staff, and encouragement to request verbal assistance at any time during the process.)
 2. Give a general overview of the criteria for participation in the DD Services System and the types of supports and services available.
 3. Ensure that the request for supports or services originates from the region (LGE) in which the person or legally responsible party resides. (Note: A person can only apply in one DD region at a time.)
 4. Determine the person's legal status as consistent with the laws of Louisiana. (Note: The record will reflect the determination of legal status, and copies of all legal decisions of record will be required at the face-to-face interview.)
 5. Obtain the necessary demographic information, as required for input into the OCDD Participant Services Database (PSD) including verification of residence according to Medicaid's definitions/policy. (See <http://dhh.louisiana.gov/assets/medicaid/MedicaidEligibilityPolicy/I-1900m.pdf>)
 6. Inform the person of the need to have all required supporting documentation for the face-to-face interview, in order to complete the process and

substantiate the qualifying condition, including the following information as pertinent:

- a. Proof of identification, which may include: birth certificate, social security card, photo identification card.
- b. Proof of health insurance or Medicaid card.
- c. School records (if receiving special education services through a local education agency).
- d. If the potentially-qualifying condition is a medical diagnosis and the application is for EarlySteps, a current medical assessment, including a health summary. The medical assessment must be consistent with the EarlySteps protocol.
- e. For all other applicants, if the potentially qualifying condition is a medical diagnosis, a current medical assessment is needed. [Note: To be considered current, a minimum of one assessment must be completed in the past twelve (12) months.] In order to be consistent with the definition of a developmental disability as defined in LA RS 28:451.2, the potentially qualifying condition must be attributable to an intellectual or physical impairment or combination of intellectual and physical impairments. In most instances a medical diagnosis alone (e.g., seizure disorder) is not likely to result in the applicant being considered to have a developmental disability. Additionally, diagnosable syndromes (e.g., Fetal Alcohol Syndrome) and disorders of nerves and muscles (e.g., muscular dystrophy) may not be a developmental disability. In order for medical conditions to be considered as a component for eligibility for a developmental disability, two criteria must be met: the diagnosed condition and the result of the requisite substantial functional limitations: for ages three through nine, the applicant must have two substantial functional limitations in two life areas; and beginning at age 10, the applicant must have substantial functional limitations in three or more areas of major life activities. For example, many seizure disorders can be effectively treated with medication and without result in substantial functional limitations; therefore, an applicant is unlikely to qualify with this diagnosis alone. However, conditions such as Down Syndrome and cerebral palsy more typically result in meeting the definition of a developmental disability with intellectual and/or physical impairment or a combination of the two and the resulting substantial functional limitations. In order to substantiate the applicant's eligibility, an assessment to confirm that all are met is required. Through the eligibility determination process, it is required that the applicant will have or supply medical documentation that supports that all criteria are met and that substantial functional limitations are

directly related to the potentially qualifying condition as opposed to relying solely on informant report of substantial functional limitations. The clinical rationale for eligibility determination must be documented in the Comments section of the Individual Entry Review (IER) summary;

- f. If the qualifying condition is suspected to be an intellectual disability, an evaluation by a Licensed Professional (for whom diagnosis and assessment is within his/her scope of practice) based on at least one comprehensive standardized intellectual assessment.
 - i. If a formal diagnosis of an intellectual disability is made, an assessment of adaptive skills must be present, according to the most current version of the Diagnostic and Statistical Manual of Mental Disorders diagnostic requirements.
 - ii. If co-occurring behavioral health conditions exist, the assessment will address the particular impact of the behavioral health condition on the applicant's cognitive and adaptive deficits, to aid in the determination of the presence of an intellectual disability. Caution should be taken if the behavioral health condition(s) pre-dates the suspected condition of developmental disability.
- g. If the qualifying condition is suspected to be an Autism Spectrum Disorder, an evaluation by a Licensed Professional (for whom diagnosis and assessment is within his/her scope of practice) based upon at least one recognized standard assessment for Autism Spectrum Disorder.
- h. Current evaluations within the past twelve (12) months [or three (3) months for children birth to age three (3) years] that document any diagnosed behavioral health condition, if present, will be required.

- 7. Schedule a face-to-face appointment with the Entry Unit within ten (10) working days, unless a later date is desired by the person. (Note: The person with a developmental disability will be required to be present at the face-to-face appointment unless there are extenuating circumstances preventing the person from being present. When this situation occurs, an explanation will be made in the record.)

[Note: Interviews for expedited reviews will be conducted within five (5) working days (See Section V.). The option for an expedited review may be limited in instances in which supporting documentation is not present and/or complete. If a person is unable to get to the entry unit location, the EUS will conduct the interview at the person's home or another agreed upon location. Interviews for families with children ages birth to three (3) years of age will take place in the home.]

8. At the time that the appointment is scheduled, inform the person of the significance of the “protected” date and how the appointment affects the “protected” date.
 9. Inform the person of the need to have all supporting documentation for the face-to-face interview, in order to complete the process.
 - a. If the person indicates that documentation is available to support approval, the EUS will verbally assist the person in identifying which documentation will be helpful and determining how to obtain that information. When possible, information will be directly accessed (e.g., accessing a database).
 - b. If necessary for required diagnosis, the entry staff will assist with coordination of a psychological evaluation.
 10. Enter the required information into the OCDD PSD.
 11. Mail the Confirmation Letter including appointment information and descriptions of documentation that the person will need to bring to the interview (Appendix B-1A or Appendix B-1B). The following attachments must also be provided to the person before or during the face-to-face interview:
 - Criteria for Participation (Appendix J)
 - Rights of People with Developmental Disabilities (See Louisiana R.S. 28:452.1) (Appendix B-9)
 - Louisiana Department of Health (LDH) or HIPAA compliant LGE Authorization for Release
 - Resource Guide including all service options
 - Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice (Appendix B-10) Forms and Policies can be found at: <http://www.dhh.louisiana.gov/index.cfm/page/131>
 - Family Rights Information for families from birth to age 3 years
- F. If the interview is being conducted with a person referred for a Preadmission Screening and Resident Review (PASRR), the interview will be scheduled as soon as possible so that the entire process can be completed within seven (7) to nine (9) working days on average.

- G. If a person requesting to participate in the DD Services System does not keep the scheduled appointment and does not contact the EUS within fifteen (15) working days from the date of the scheduled appointment, the Closure of Request for OCDD Services letter (Appendix B-2A or Appendix B-2B) will be sent to the person. (Note: A person can reapply for services at any time.)

- H. If a person fails to keep two (2) appointments that are scheduled at locations outside of the Entry Unit office, future appointments will be held at the Entry Unit office.

III. INTERVIEWS

The person requesting supports or services will be interviewed in-person by Entry Unit Staff (See Section II. E. 7.). During the interview, the Request for Participation form (Appendix I) will be completed. The date that the Request for Participation form is completed will be the person's "protected" date. If the person meets the criteria for services, the "protected" date is the date which will be included on OCDD registries for supports or services requested by the person, with the exception of children receiving a "protected" date through the Early Intervention System (Early Steps). (See RFSR Operational Instructions (OI-D-8) Section II. A. 3.e.) This date will also begin the time requirements for determining if a person meets criteria for participation. If the agreed upon interview date is changed by the EUS, the date of the Request for Participation and "protected" date will be the date of the original appointment.

A person's entry determination request will only be "closed" if requested by the person/family, or if the person/family is not complying with obtaining needed information or participating in scheduled appointments on two or more attempts.

In addition, if a person's request has been "closed" as outlined above or if a person has been "denied" entry into the DD Services System, but provides additional information relevant to system entry within six (6) months of the face-to-face interview, a new face-to-face interview will not be necessary.

A standardized determination for entry into the system shall be completed within 45 calendar days of receiving information necessary for making the decision. The eligibility decision will be determined as quickly as possible following submission of all required supporting documentation. If approved, the date of the Request for Participation completed at the face-to-face interview (or the "protected" date from the Early Intervention System) will be the "protected" date. Beyond six (6) months, a person will be required to participate in the full system entry process and will receive a new "protected" date.

- A. Interviews will be scheduled within ten (10) working days of a request, unless a later date is desired by the person. (See timelines for Expedited Review in Section V.)
- B. At the interview, the EUS will:
 - 1. Review information regarding criteria for participation and potential resources (e.g., information, financial support, etc.).
 - 2. Follow-up on previous resources and referrals, if applicable.
 - 3. Obtain requested evaluation information from the person and identify additional information that may be needed.
 - 4. Obtain signed LDH or LGE approved HIPAA compliant Authorization to Release Information form, when applicable, and have the person sign the OCDD Request for Participation Form (Appendix I).
 - 5. For persons 18 years and older, or persons who will be 18 years of age at the time of the next election, ask the person and/or family if he/she wants to register to vote and provide assistance with completing the national voter registration forms.
 - 6. Complete OCDD Core Interview Questionnaire (Reference Appendix G).
 - 7. Complete the state-approved standard screening measure/tool concerning functional limitations and support needs (See Appendix C) and ensure the following:
 - a. In reporting adaptive behavior/support needs, acceptable informants include a parent, teacher, care person or service provider who is well-acquainted with the person being assessed and who has a consistent experience of observing the individual's participation in his/her own activities of daily living and all of the associated behaviors. Person's receiving services/ supports within a community-based setting should have informants who can be enlisted to provide this information. Applicants should be involved in the interview process, although corroborative report from collaterals outlined above should be obtained; and if the reported condition is an intellectual disability, collateral report as outlined above must be included.
 - b. If the administration of screening measures/tools occurs in an atypical setting (e.g., correctional facility, acute or psychiatric hospital, etc.) and/or if the informant is an individual other than

outlined in a. above (e.g., providers who are not well-acquainted with the person, treating behavioral health professionals or providers who provide periodic or episodic care not directly related to the person's developmental disability condition and are not familiar with the person's daily functioning and support needs, etc.), caution should be applied to assure that the reporting of performance/lack of performance of activities is an accurate representation of the person's behavior instead of a reflection of the setting in which the person currently resides and/or the lack of knowledge about the person's needs and abilities. Even when the person is assessed within an atypical setting as outlined above, informants will be selected as outlined in a. unless it is established that there are no informants that meet this definition and there are no alternatives. In these instances, and should the determination decision result in a Statement of Approval (SOA) (Appendix B-3A or Appendix B-3B), a shorter timeframe for re-determination will be established by the ERT.

This report will be consistent with other assessment/evaluation findings toward substantiating the presence of a qualifying condition.

8. Review documentation for age of onset, diagnosis and evidence of substantial functional limitations and determine what, if any, additional information is needed.
 - a. For applicants who present well into adulthood and for whom special education records and/or records from the developmental period prior to 22 years of age are no longer available, there will need to be greater emphasis on assuring that the retrospective report of manifestation of the condition prior to 22 years of age is linked to the alleged DD condition and there are no other non-DD conditions current or historical that may be contributing to the person's current status. If relying on interviews when past records are not available, the applicant cannot serve as the sole informant. There must be additional information supporting the decision of the Entry Review Team.
 - b. For applicants who experience current and/or historical behavioral health conditions and/or other non-DD conditions, there must be a current clinical assessment to evaluate the onset and course of these conditions and impact on present alleged DD condition.
 - c. Manifestation of substantial functional limitations:
 - i. When the presenting condition is a developmental disability: while the condition must manifest within the

developmental period (i.e., prior to 22 years of age) and there must be record(s) to support this manifestation, the substantial functional limitations are not required to manifest prior to 22 years of age but must be present as defined above at time of entry assessment in order to meet this criterion.

- ii. When the presenting condition is an intellectual disability: consistent with diagnostic criteria, both cognitive and adaptive substantial functional limitations must manifest within the developmental period in order to be considered an intellectual disability (e.g., DSM-V defines “developmental period” as “intellectual and adaptive deficits are present during childhood or adolescence.”). Applicants with an alleged intellectual disability are encouraged to participate in the determination process to the greatest extent of their preferences and capabilities, but cannot serve as the sole informant. If there is a neurological insult that occurs between 18 years of age and up to 22 years of age, the presenting condition would be more consistent with a traumatic brain injury or other identified neurological condition (instead of an intellectual disability since the condition manifested after the developmental period), and as long as substantial functional limitations as identified above are present, the person would be considered to have a developmental disability.

9. Explain the remaining steps in the process and give the person an estimated time frame for completion.
10. Review and complete the Rights and HIPAA forms (Appendices B-9, 10)
11. Discuss with Medicaid participants the services provided through the Medicaid Program. (Note: The EUS will obtain the signed acknowledgement for the receipt of the Medicaid packet of information.)
12. Provide unbiased information about supports and services options and how to access information about providers for each support/service option including contact information. (Note: The EUS will assist the person as needed to access information.)

13. Complete a Support Profile (SP) (See Appendix F) with input from the person/family, his/her legal representative or other(s) chosen by the person to:
 - a. Identify the supports and services in the least restrictive setting as supported by the individual assessment;
 - b. Indicate the desires and goals of the person;
 - c. Identify the person's prioritized supports and services; and
 - d. Address issues concerning the person's well-being, health, safety, and security.

- C. The EUS will then compile and review preliminary assessment data for the purpose of determining if the person meets the definition of developmental disability from Defining Developmental Disability (See Appendix D) or according to EarlySteps eligibility criteria.

- D. The Individual Entry Review form (IER) (See Appendix H) will be completed by the EUS if the person "clearly meets criteria" based upon the presence of: (1) required supporting documentation; (2) an Inventory of Client and Agency Planning (ICAP); and (3) deficits that are result of a developmental disability as opposed to a behavioral health diagnosis or other related condition besides Intellectual Disability/Developmental Disability (ID/DD) (See Appendix D). At a minimum, the IER will be signed by the EUS and the entry unit supervisor or Developmental Disabilities Division Director or designee. The IER should be completed according to the Instructions for completion of the Individual Entry Review form (Appendix H-1).

- E. Designated information from the IER form will be entered into the OCDD PSD.

- F. If a person does not clearly meet criteria, the application and all records will be prepared for review by the Entry Review Team (ERT).

- G. A standardized determination for entry into the system shall be completed within 45 calendar days of receiving information necessary for making the decision. The eligibility decision will be determined as quickly as possible following receipt of all required supporting documentation.

IV. ENTRY REVIEW TEAM PROCESS

The Entry Review Team (ERT) is a trans-disciplinary team including, but not limited to, the EUS, the Developmental Disabilities Division Director or designee, and a psychologist. The team may also include a social worker, a nurse and/or other consultants as necessary.

- A. The ERT will review documentation of all denials of eligibility or when a person does not “clearly meet criteria” according to Defining Developmental Disability (see Appendix D).
- B. The EUS will be responsible for providing copies of pertinent information to the ERT.
- C. The ERT will review and discuss all available information and complete the determination process no later than forty-five (45) calendar days following the receipt of all required supporting documentation.
- D. Decisions concerning the presence of a developmental disability will be based on definitions and descriptions in Appendix D and will focus on the evidence related to each element of the definition. (Note: Behavioral health, medical, and/or other non-DD conditions may also produce limitations as noted in Appendix D; however, for the purposes of determination, the focus and evidence must substantiate that the DD condition meets each element of the definition.)
- E. The ERT will make one of four decisions concerning the person meeting criteria for participation:
 - 1. The person meets criteria for participation and will receive a SOA without scheduled redetermination.
 - 2. The person meets criteria for participation and will receive a SOA (Appendix B-4A or Appendix B-4B) with a specified date for redetermination. (Reference Section VIII.A.1.-4. and Guidelines for Redetermination of Eligibility table for specifications).
 - 3. More information is needed for determination.
 - 4. The person does not meet criteria for participation; in this case, a Statement of Denial (SOD) (Appendix B-5) will be issued.
- F. If more information is needed for determination, the EUS will be responsible for getting the additional information to the ERT for review.

- G. Decisions and rationale regarding approval or denial by the ERT will be documented on the Individual Entry Review Summary form (see Appendix H) and signed by all members of the ERT.

V. EXPEDITED REVIEWS

Expedited reviews will follow procedures described in Sections III. and IV., but will have shorter timelines. An expedited review will require that all information necessary for the determination is available for determination of “approval” within the timelines specified for expedited review.

- A. An expedited review will be conducted when:
 - 1. It is necessary to assist the person with emergency needs as determined with the Screening for Urgency of Need (SUN) (See Appendix E). (Note: The LGE will provide necessary supports, to the degree possible, prior to a determination of approval.)
 - 2. The person is requesting services from a specific provider and the service is available upon completion of the entry process (e.g., community home with a vacancy).
- B. The expedited review will be completed within two (2) working days of the face-to-face interview, if documentation supports a classification of “clearly meets criteria.” This is only in such cases where the required supporting documentation is available, and documentation has been reviewed in conjunction with the eligibility determination process.
- C. If documentation does not support a classification of “clearly meets criteria,” the Entry Review Team will review documentation and make a decision within ten (10) working days of the face-to-face interview.

TIMEFRAME FOR DETERMINATION OF ELIGIBILITY

Application status	Required supporting documentation present	Deadline for determination completion
Regular	Yes <ul style="list-style-type: none"> • proceed with interview as outlined in Section III. Interviews 	45 calendar days from the receipt of all required supporting documentation
	No <ul style="list-style-type: none"> • proceed with interview and inform applicant of which required components of supporting documentation are needed to complete entry process as outlined in Section II. Initial Contact with DD Services System E.6.a.-g. 	45 calendar days from the receipt of all required supporting documentation
Expedited (to assist with emergency needs and/or services are being requested that are available upon completion of determination decision)	Yes <ul style="list-style-type: none"> • proceed with interview as outlined in Section III. Interviews 	2 working days of the face-to-face interview if documentation supports “clearly meets criteria” classification; <i>OR</i> 10 working days of the face-to-face interview if documentation does not support “clearly meets criteria” classification
	No <ul style="list-style-type: none"> • proceed with interview and inform applicant of limitations to meeting expedited timeframe based upon lack of required supporting documentation; • inform applicant of which required components of supporting documentation are needed to complete entry 	As quickly as possible following submission of all required supporting documentation (determination decision timeframe cannot extend beyond 45 calendar days from receipt of all required supporting documentation)

	process as outlined in Section II. Initial Contact with DD Services System E.6.a.-g.	
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VI. NOTIFICATION

- A. When there is a decision that the person meets, or does not meet, criteria for participation in the DD Services System, the person will be notified. The person will also be notified if the information received is insufficient for making a determination at the end of forty-five (45) calendar days from the face-to-face interview.
- B. If a Closure for Request for Services Notice has been sent to the applicant according to criteria in Section III. Interviews/paragraph two, the person will be informed that the application will be reopened upon receipt of new information relevant to entry determination and that, if approved within six (6) months of the face-to-face interview, his/her original application date, as noted on the signed Request for Participation form, will remain as the “protected” date.
- C. A person determined to meet criteria for participation will receive a completed SOA and a copy of “Rights of People with Developmental Disabilities.”
- D. A person who does not qualify for participation will receive a SOD with his/her Rights of Appeal attached. This will be sent by certified mail with a receipt return requested. If an individual is currently receiving services from OCDD, these services will not be terminated until thirty (30) calendar days after the receipt of the SOD. If an individual who is receiving services requests an appeal within the approved timeframe, services will not be terminated until an appeal decision has been made by the Division of Administrative Law.
- E. Any person who receives a SOD will have the right to request and receive a prompt administrative hearing through the Division of Administrative Law. This process is described in the SOD and Rights of Appeal (See Appendix B-8). In the event that additional information is provided to the LGE prior to the appeal hearing, the ERT will review this information. If, based on the additional information, the person appears to meet criteria for participation, or the denial is reversed on appeal, the

original “protected” date will be honored. The provision of additional information by the individual does not change the original 30-day appeal time limit. Funds previously approved for the individual will remain available until the completion of any appeal process.

- F. Appropriate information reflecting the entry decision will be entered into the OCDD PSD.
- G. If the person has requested OCDD Waiver Supports and Services, the person’s name will be placed on the Request for Services Registry (RFSR) and all relevant documents will be sent according to RFSR Operational Instructions (OI-D-8).

VII. ESTABLISHING PRIORITY LEVELS

- A. If a person meets criteria for approval, the EUS and the Developmental Disabilities Division Director or designee will determine the person’s priority level using OCDD approved standards (i.e., the Individual and Family Support Prioritization Instrument [See Individual and Family Support Manual (Appendix A, Form 5) or the SUN (Appendix E). The priority information will be routed for entry into the OCDD PSD.
- B. If warranted by the priority level and a service is requested, a Support Coordinator will be assigned to the person.

VIII. REDETERMINATION OF ELIGIBILITY

- A. Redetermination specifications will occur as follows:
 - 1. If a child transitions from EarlySteps, there MUST be a redetermination by age three (3) years, reflective of the change in eligibility requirements and legal definitions of developmental disability for ages three (3) years and up, in accordance with the Louisiana Developmental Disability Law (LRS 28:451.2).
 - 2. If eligibility is established on or after age three (3) years, but prior to age ten (10) years, redetermination will occur within five (5) years of the initial determination. If the re-determination occurs prior to the person’s tenth (10th) birthday, and there are no additional questions that would require an additional re-determination, then the child’s file will be reviewed upon

the child's tenth (10th) birthday to determine if another redetermination should be conducted due to changing eligibility requirements and definitions at that age. [Note: A person must have three (3) substantial functional limitations versus two (2) substantial functional limitations for ages three (3) to ten (10) years.]

3. If at age ten (10) years, when at least two (2) Statements of Approval have been issued and there is the likely expectation that the presence of a clear lifelong developmental disability exists and is expected to persist indefinitely, no additional redeterminations will be needed in adolescence and adulthood.
4. If a person does not meet redetermination specifications noted above or enters the system after age ten (10) years but before twenty-two (22) years of age, redetermination will occur within five (5) years of the initial determination. If re-determination occurs prior to the person's sixteenth (16th) birthday, and there are no additional questions that would require an additional re-determination, then the person's file will be reviewed upon the person's sixteenth (16th) birthday to determine if another redetermination should be conducted to coincide with the transition period from school to work and to reassess continued need for services into adulthood.
5. If at age twenty-two (22) years, when at least two (2) SOAs have been issued and there is the likely expectation that the presence of a clear, lifelong developmental disability exists and is expected to persist indefinitely, then no additional redeterminations will be required in adolescence and adulthood.
6. If a person enters the system after age twenty-two (22) years [or between ages sixteen (16) to twenty-two (22) years], at least two (2) determinations must occur within three (3) to five (5) years of one another to document and confirm presence of the likely expectation that a lifelong developmental disability exists and that is expected to persist indefinitely. No scheduled redeterminations as noted in this Operational Instruction will be needed if there is no concern over transient nature of existing symptoms and need for continued assessment based upon ERT review.
7. Special circumstances: Individuals as outlined below who have borderline eligibility on the basis of an intellectual disability (ID) and in the absence of other associated developmental disability conditions cannot be issued an SOA without scheduled re-determination.

- a. Individuals with suspected ID who are incarcerated, and/or have active charges, and/or who are referred for entry determination by the court: These individuals will be subject to redetermination as outlined in the above guidelines, AND will continue to receive periodic redeterminations even once the redetermination guidelines are met so as to assure that the requisite substantial functional limitations remain and are attributable to the ID condition. An SOA without scheduled re-determination cannot be issued UNTIL the redetermination guidelines are met AND an evaluation outside of the judicial involvement as outlined above is conducted. At this time, there must be clinical evidence that the requisite substantial functional limitations are attributable to the ID condition and not due to circumstances/ factors related to the involvement with the legal system.

- b. Individuals with suspected ID who have a clear co-occurring behavioral health condition(s): These individuals will be subjected to redetermination guidelines as outlined above AND will continue to receive periodic redeterminations even once the redetermination guidelines are met so as to assure that the requisite substantial functional limitations remain and are attributable to the ID condition. An SOA without scheduled re-determination cannot be issued UNTIL the redetermination guidelines are met AND a clear evaluation that is outside of the context of an acute behavioral health episode and/or once the behavioral health symptoms have stabilized so that it is clear that the requisite substantial functional limitations are attributable to the ID condition and not the behavioral health condition(s).

GUIDELINES FOR REDETERMINATION OF ELIGIBILITY

Age at which applicant presents for Developmental Disabilities Services System entry	Redetermination Required	Rationale	Exception
Prior to age 3 years (EarlySteps eligible)	Yes <ul style="list-style-type: none"> • at 3 years of age 	Change in eligibility requirements and legal definition of developmental disability for ages 3 and up	No
3 years of age - up to 10 years of age	Yes <ul style="list-style-type: none"> • within 5 years of initial determination and review to be conducted by 10th birthday 	Change in eligibility requirements and legal definition of developmental disability for ages 10 and up	Yes <ul style="list-style-type: none"> • 2 SOAs previously issued <i>and</i> • There is the likely expectation that the developmental disability is lifelong and will continue indefinitely (Note: review required by 10th birthday)
After 10 years of age – up to 16 years of age	Yes <ul style="list-style-type: none"> • within 5 years of initial determination and review to be conducted by 16th birthday 	Coincide with transition period from school to work and to reassess continued need for services into adulthood	Yes <ul style="list-style-type: none"> • 2 SOAs previously issued <i>and</i> • There is the likely expectation that the developmental disability is lifelong and will continue indefinitely (Note: review required by 16th birthday)
Between 16 years of age – up to 22 years of age	Yes <ul style="list-style-type: none"> • 2 determinations within 3-5 year period 	To document and confirm presence that there is the likely expectation of a lifelong	No

		developmental disability that is expected to persist indefinitely	
After 22 years of age	Yes <ul style="list-style-type: none"> • 2 determinations within 3-5 year period 	To document and confirm presence that there is the likely expectation of a lifelong developmental disability that is expected to persist indefinitely	No
Any age in which applicant presents with borderline eligibility based on ID and in the absence of other associated DD conditions	Yes – as outlined above AND continues once redetermination requirements are met UNTIL an evaluation can clearly establish that requisite substantial functional limitations (SFLs) are attributable to the ID condition in the absence of influence from non-ID factors	To document and confirm presence of an ID that is likely expected to persist indefinitely and that the SFLs are not attributable to non-ID conditions/factors.	No
Any age in which diagnosis of developmental disability is: <ul style="list-style-type: none"> • tenuous (refer to OI section VIII.B.1.a-c for definition of tenuous); 	Yes	To document and confirm presence that there is the likely expectation of a lifelong developmental disability that is	No

<ul style="list-style-type: none"> • prognosis of a chronic life-long condition of a developmental disability is uncertain; • new assessment info is obtained; and/or • as requested by entities outlined in OI section VIII. C.1-11. 		<p>expected to persist indefinitely</p>	
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B. Redetermination will be required as outlined above and/or when:

1. Diagnosis of a developmental disability, as defined by state law, is tenuous:
 - a. The individual appears to have a developmental disability that is diagnosable, but further assessment is needed to verify that the disability will be life-long.
 - b. The individual has a co-occurring behavioral health condition that is prominent, but it is not clear that the limitations are solely attributable to mental illness; therefore, further assessment is needed.
 - c. The individual has a medical condition and may have an accompanying developmental disability; however, it is not clear whether the limitations experienced by the individual are attributable to the developmental disability making further assessment necessary.
2. Prognosis of a chronic life-long condition of a developmental disability is uncertain. [As an example, this could include applicants who experience a mild intellectual disability or other disability whose substantial functional limitations marginally meet eligibility AND that with the benefit of service/support options within and outside of the DD Services System that subsequent to implementation could mitigate or remediate the substantial functional limitations. For these applicants, it is possible that upon re-determination the applicant would no longer exhibit the requisite

substantial functional limitations attributable to a DD condition (although the applicant may continue to exhibit substantial functional limitations attributable to non-DD conditions), and thus would no longer continue to qualify for eligibility.]

3. New assessment information is obtained that may impact prior determination of a presence of a developmental disability. (Note: This will also apply to individuals who are granted an SOA without scheduled re-determination and/or those who received what was previously termed a “lifetime SOA” in prior iterations of this OI. While there is a shift in terminology from “lifetime SOA” to “SOA without scheduled re-determination,” the option to reassess pending new information that questions SOA status remains consistent despite change in terminology, as there is no guarantee that any SOA was for a lifetime. In current and prior versions of this OI there was always an allowance that there could be circumstances in which eligibility was called into question. Despite the adjustment in terminology and outlining of more specific guidelines in the determination and re-determination of eligibility, there remains consistency between current Operational Instruction and former iterations in the ability to request re-determination.)

C. In addition to redetermination timeframes noted in Section A. above, the following entities can request that a redetermination be completed at any time, but specifically when criterion/criteria in Section B. are met:

1. OCDD
2. LGE Entry Review Team;
3. Person requesting supports/services;
4. Person’s family or legal representative;
5. Person’s support coordinator;
6. Person’s service provider(s);
7. Person’s planning team;
8. Person’s physician (i.e., physician determining level of care);

9. Staff involved in provision of supports/services;
 10. State monitoring authorities; and/or
 11. Courts of appropriate jurisdiction.
- D. If a person is actively in crisis and at imminent risk of institutionalization or homelessness, the SOA will remain in effect and the redetermination process will not occur until the person is no longer in a crisis situation.
- E. If a person requires redetermination for approval, the EUS will notify the participant in writing, (see Appendix B-6-OI-D-3) and as appropriate, the person's support coordinator and/or provider, sixty (60) days prior to the SOA expiration date. The participant then has thirty (30) days in which to contact the EUS to coordinate the redetermination process.
- F. EUS will inform the person, the support coordinator, and/or the provider as to documentation that will be needed (e.g., intellectual assessment, adaptive assessment, educational assessment) for redetermination.
- G. It will be the responsibility of the person and his/her support coordinator, and/or provider to bring the necessary information to the interview.
- H. A personal contact will be made to complete the standardized screening measures in order to update information. Procedures for redetermination will be the same as for system entry; however, a face-to-face meeting will not be necessary if EUS has met with the person in the past six (6) months and has consulted with the person on the results of the screening tool to ensure the measure is fair and meaningful.
- I. If the person does not respond to the initial redetermination letter (Appendix B-6) within thirty (30) calendar days, at least two additional attempts to contact the individual will be made prior to case closure within the next thirty (30) calendar days. The additional attempts to contact the individual will utilize more than one mode of contact (e.g., mail, telephone, personal contact at the individual's home, contact with the support coordinator and/or provider team). A closure notification

will be sent if the person does not keep a scheduled appointment, fails to provide required documentation, or withdraws their application. (See Appendix B-2C)

- J. If upon conclusion of redetermination the person is determined to no longer meet criteria for participation in the DD Services System AND the person was previously provided a Statement of Approval without scheduled redetermination, the LGE will refer to the State Office Review Committee prior to notification of the person. Per OCDD Operational Instruction #D-11, the State Office Review Committee with the addition of representatives designated by the OCDD Clinical Section and assigned Central Office Program Manager will review the request and complete written recommendations/decision letter for each case reviewed, and copies will be forwarded to the submitting LGE.

- K. If upon conclusion of redetermination the person is determined to no longer meet criteria for participation in the DD Services System, the person will be notified in writing (see Appendix B-7) and issued a SOD and the following transition support will be provided:
 - 1. An appeal process (See Appendix B-8) as outlined in this operational instruction will be accessible to the person.

 - 2. The EUS will work with the individual and his/her support team to facilitate coordination and referral to the appropriate service(s) to meet his/her needs. The official date of the SOD will take into account transition support and planning.

 - 3. The individual's record will be maintained within the OCDD PSD, such that entry determination process could be reinitiated if later regression was experienced. Preservation of the record, date of initial SOA, assessment information, etc. will ensure accessibility of needed services should the developmental disability condition be substantiated upon re-initiation of system entry.

IX. ENTRY FOR CHILDREN AGES 0-3 YEARS (INFANTS AND TODDLERS)

The following procedures will be used for determining entry into the DD Services System for children zero to three (0-3) years of age:

- A. Any child determined eligible for EarlySteps is eligible for support through the Developmental Disabilities Services System to age three (3) years according to each service's specific limitations as described in LDH policy.
- B. By the child's third (3rd) birthday, redetermination of eligibility for the Developmental Disabilities Services System will be completed according to the redetermination process.

X. QUALITY REVIEW

- A. On a monthly basis, all EUSs conducting system entry determinations will provide a random sample of entry reviews supporting individuals' approval or denial to the OCDD Central Office. Additionally, samples may be randomly selected by OCDD Central Office and requested from the EUS.
- B. OCDD Central Office staff will collaborate with the Developmental Disabilities Division Director to periodically review the sample documentation for completeness, technical accuracy, and consistency with procedures as described in OCDD policies/operational instructions, laws, or rules pertaining to system entry or Single Point of Entry. Each review will include, but is not limited to, evaluation of the following:
 - 1. Compliance with the Developmental Disability Law (LRS 28:451-455);
 - 2. Compliance with state rule and OCDD policies and operational instructions;
 - 3. Evidence-based decision-making relevant to system entry and the development of the Support Profile;
 - 4. Professional quality of screenings and assessments for making decisions concerning system entry; and
 - 5. Any other information pertaining to system entry that may be requested by OCDD Central Office.

- C. In addition, interviews and/or ERT meetings may be observed by OCDD Central Office at each LGE, at least once per year, to assess the consistency and reliability of the process.
- D. OCDD Central Office will provide review findings to the Developmental Disabilities Division Director following each review of documentation and each review involving observations. This will include, but will not be limited to:
 - 1. Identification of components of the process that were present and appeared to be of sufficient quality based on the SPOE Operational Instructions, manuals for standard assessments, and where applicable, standards for medical and psychological assessment;
 - 2. Specific recommendations for improvement(s) or correction(s) that must be carried out in order to maintain compliance with laws, rules, or OCDD policies/ operational instructions relevant to system entry or SPOE [Note: OCDD will provide technical assistance as needed to address improvement(s) or correction(s).]; and
 - 3. A required plan of correction or other remediation process to address review findings according to OCDD's quality management process.
- E. OCDD Central Office will track review findings to determine patterns of compliance. If an Entry Unit repetitively fails to comply with OCDD policies/operational instructions, state laws, or rules, the following may result:
 - 1. Increased reviews and observations;
 - 2. Re-training to address needed corrections; and/or
 - 3. Other measures as identified by OCDD Central Office and with the authority of the OCDD Assistant Secretary or Deputy Assistant Secretary. (Note: If necessary to avoid jeopardizing developmental disabilities services, the OCDD Assistant Secretary or Deputy Assistant Secretary may take action to remove the authority of the Entry Unit to implement the OCDD Single Point of Entry.)
- F. Data to be submitted to OCDD Central Office by the Entry Unit monthly will include, but not be limited to, the following:
 - 1. Number of people not approved or denied within forty-five (45) calendar days of receipt of all required supporting documentation; and
 - 2. Indicator tracking SOA to SOD upon redetermination.

G. By region and state-wide, OCDD Central Office will track and/or compile data including, but not limited to, the following:

- Total number of applications
- Number of entry interviews scheduled
- Number of entry interviews scheduled outside of entry offices
- Number of entry interviews scheduled where there is no-show/no-call
- Number of face-to-face interviews conducted
- Number of completed requests
- Number of completed requests reviewed by the ERT
- Number of completed requests approved by the ERT
- Number of people “approved” with redetermination requirements
- Percent applications reviewed by ERT
- Total number of completed “Approvals”
- Percent of “Approvals”
- Number of applications reviewed who previously received SODs
- Number of applications reviewed who previously received “Closures”
- Percent of people “approved” requiring redetermination
- Number of decisions appealed
- Percent of decisions appealed
- Number of appeal rulings against OCDD determination
- Percent of appeal rulings against OCDD determination
- Number/percent of entry interviews scheduled beyond ten (10) working days due to agency
- Number/percent of people not approved or denied within forty-five (45) calendar days of receipt of all required supporting documentation
- Number of people re-determined
- Indicator tracking SOA to SOD upon redetermination

H. Evaluation of the system entry process from the person’s perspective will be conducted. At least two (2) people per region will be asked to answer a brief survey about their experience with the Single Point of Entry. Factors to address will include, but will not be limited to, the following:

1. Friendliness and service orientation of the Entry Unit,
2. Entry Unit as a resource to people,
3. Perceived strengths and weaknesses of the system entry process, and
4. Suggestions for improvements.