

# DEVELOPMENTAL DISABILITIES SERVICES

## DEPARTMENT OF DISABILITIES, AGING, AND INDEPENDENT LIVING

### PROGRAM DESCRIPTION

Developmental Disabilities Services (DDS) are provided to people with developmental disabilities (Intellectual Disability and/or Autism Spectrum Disorder) through a network of private, not-for-profit provider agencies. The DDS program offers an array of long-term services and supports, including: service coordination, community supports, employment supports, residential support, crisis support, clinical interventions, supportive services, transportation and respite. DDS helps Vermonters with developmental disabilities make choices about how and where they live, pursuing their individual goals and preferences within their chosen communities. The Developmental Disabilities Services Division (DDSD) and the provider network work together to ensure basic human and civil rights, health and well-being, and safety. The DDSD provides leadership for developmental disabilities policy and services in Vermont and oversight of providers to ensure they meet state and federal policies, guidelines, and regulations.

### CASE MANAGEMENT ASSESSMENT

The table below identifies whether certain tasks or direct services are performed by DDS case management providers. It also estimates the number of people served (scope), which can be used to understand what resources may be required if changes are needed.

Case Management Assessment								Scope (FY19)	
Provider	Direct HCBS Services Provided?	Assesses Clinical Eligibility and Needs?	Determines Eligibility for program?	Develops Person Centered/ Individualized Care Plan?	Determines Eligibility for Services?	Helps manage budget?	Acts as Legal Representative? (e.g. Rep. Payee, PoA, GAL, etc.)	Number of People Receiving Case Management	Number of People receiving Direct HCBS Services
DA 1	Yes	Yes	No	Yes	No	Yes	Rep. Payee	130	130
DA 2	Yes	Yes	No	Yes	No	Yes	Rep. Payee	698	698
DA 3	Yes	Yes	No	Yes	No	Yes	Rep. Payee	236	236
DA 4	Yes	Yes	No	Yes	No	Yes	Rep. Payee	93	93
DA 5	Yes	Yes	No	Yes	No	Yes	Rep. Payee	249	249
DA 6	Yes	Yes	No	Yes	No	Yes	Rep. Payee	325	325
DA 7	Yes	Yes	No	Yes	No	Yes	No	235	235
DA 8	Yes	Yes	No	Yes	No	Yes	Rep. Payee	152	152
DA 9	Yes	Yes	No	Yes	No	Yes	Rep. Payee	204	204
DA 10	Yes	Yes	No	Yes	No	Yes	Rep. Payee	247	247
SSA 1	Yes	No	No	Yes	No	Yes	Rep. Payee	80	80
SSA 2	Yes	No	No	Yes	No	Yes	Rep. Payee	70	70
SSA 3	Yes	No	No	Yes	No	Yes	Rep. Payee	80	80
SSA 4	Yes	No	No	Yes	No	Yes	Rep. Payee	70	70
SSA 5	Yes	No	No	Yes	No	Yes	Rep. Payee	67	67
SISO	No	No	No	Yes; supports	No	Yes; supports	No	82	82

DA = Designated Agency; SSA = Specialized Service Agency; SISO = Supportive Intermediary Service Organization

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## CONSUMER SURVEY DATA

Vermont participates in the National Core Indicators (NCI) initiative. This is a voluntary effort by public developmental disabilities agencies to measure and track performance. The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety. The [2017 NCI survey results](#) show adults (age 18 and over) receiving DDS home and community-based services expressed the following:

- 84% – Proportion of people who regularly participate in integrated activities in their communities (community inclusion: went shopping, on errands, for entertainment, out to eat).
- 89% – Proportion of people who make choices about their everyday lives (residence, work, day activity, staff, roommates).
- 66% – Proportion of people who make decisions about their everyday lives (daily schedule, how to spend money, free time activities).
- 50% – Proportion of people who do not have a job in the community but would like to have one.
- 5% – Proportion of people who were reported to be in poor health.

Individual Service Plans are the cornerstone to personalized services and a self-determined life. Vermont's NCI survey results for 2017 reported that 63% of the people said they were able to choose services they get as part of their service plans and 76% said their service coordinator asked them what they want.

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## CURRENT AREAS OF POTENTIAL CONFLICT OF INTEREST

1. All 15 DAs and SSAs provide both case management and direct services. Only the SISO does not.
2. All 15 DAs and SSAs develop the plan of support.
3. The 10 DAs conduct the initial assessment of need and develop proposed level of funding to meet need.
4. The 10 DAs and 5 SSAs conduct periodic reviews of need and adjust level of funding to meet need.
5. The 10 DAs provide information on the person's choices of agency providers and the options for management.

## CURRENT PREVENTION AND MITIGATION OF CONFLICT OF INTEREST

1. [Vermont law at Title 18 Chapter 204A](#) requires in part that people with developmental disabilities can "make choices which affect his or her life," and receive "complete information about the availability, choices, and costs of services, how the decision-making process works, and how to participate in that process," including being able to make "meaningful choices about how they live and the kinds of services they receive."
2. [DAs are required by regulation to provide information in an unbiased manner](#) about choice of provider and management options (Health Care Administrative Rule 7.100).
3. Although agencies conduct needs assessments and develop funding proposals for services, the statewide Equity Committee reviews all proposals and makes recommendations about funding using the [DDS System of Care Plan rules](#) for the state to make final funding decisions.
4. [The Individual Support Agreement \(DDS service plan\) guidelines](#) allow a person/guardian to include anyone they like to participate in the ISA planning process and attend the meeting to develop the plan. They also require a person-centered planning process to occur to develop a plan centered around a person's hope and dreams.
5. The DDS has a [Quality Management Team to monitor and review the quality of services provided](#). This includes an assessment of agencies' provision of service options and everyday choices to people who receive services.
6. Individuals have the option of choosing an agency other than the DA to provide services (if another agency is available and willing) or to self/family or share manage their services.
7. [Grievance and appeals regulations outline the process for resolving disagreements](#), disputes, or complaints about service delivery (Health Care Administrative Rule 8.100).