

Department of Integrated Services for Individuals with Disabilities

The DISID provides Comprehensive Case Management Services to qualified individuals with disabilities in an effort to promote independence, inclusion, and integration in the community. The basic premise behind the comprehensive case management program is that the division, as a single point of entry, serves as a gateway to accessing public and private assistance and programs, to harness the natural supports of our Consumers, and to foster greater community supports as alternative and innovative approaches to social welfare.

The program is designed for individuals with disabilities who require assistance in accessing social, medical, legal, and educational, and other services in the community the basic service provided under this program include: needs assessment, individualized service planning, information on availability of and accessing services, follow up and follow along surfaces to assure that the changing needs of Consumers are recognized and met, advocacy, mediation, referrals, linkages, networking, and basic counseling.

These services are provided by a staff of qualified Social Worker/Counselors, committed to the service of persons with disabilities and their families.

Case Management a series of stages or “steps”.

1. Identification:

The starting point is when a referral is accepted by the DISID from any source, including but not limited to the applicant her/ himself, a family member or guardian of the person with a disability, another government or public service agency, and/or a concerned individual.

The DISID referral form is used to document pertinent information about the individual.

Once the referral is received:

- 1) A Social Worker/Counselor will be assigned the case for intake and assessment based on current caseload, level of intensity, and/or familiarity with the case.
- 2) The Social Worker/Counselor will then contact the individual to schedule appointment comprehensive intake and assessment.

2. Intake and Assessment:

Once an appointment has been scheduled for intake and assessment, the Social Worker/Counselor meets with applicant to assess the applicant’s eligibility for services under the program the Social Worker/Counselor shall explain, to the applicant, the functions of the DISID, the meaning of and services provided under the conference case management program, the roles, and responsibilities of the DISID Social Worker/Counselor, and the roles in the responsibilities of the Consumer.

3. Eligibility Determination and Verification:

When is the Social Worker/Counselor has obtained information confirming or disconfirming the applicant's disability, the Social Worker/Counselor shall place the case in either the eligible or the ineligible category.

4. Strengths Assessment:

An applicant who is determined to be eligible for comprehensive case management services, shall be notified by the assigned Social Worker/Counselor. the Social Worker/Counselor shall identify, together with the consumer and/or her/his authorized representative the varied strengths of the consumer. The group will work to identify strong points and natural supports that the consumer possesses. This process will serve to reassure the consumer of their strengths and dignity and as a person, and to highlight for the Social Worker/Counselor the key areas of concentration regarding needs assessment, as well as highlighting possible sources of support (i.e., community, family, self, etc.) for the Consumer. This step involves a comprehensive assessment of the unique strengths, resources, priorities, concerns, abilities, capabilities, interests, and needs of an eligible individual, in the most integrated setting possible, consistent with the informed choice of the individual.

5. Referral to Specific Service Provider:

If a consumer has a specific goal or service, they would like to receive which is readily available, easily accessible, or more appropriately handled by another agency or department, the Social Worker/Counselor shall make an immediate referral using the basic referral form or specific form use for each service provider. The Social Worker/Counselor will assist the consumer in whatever necessary steps or processes are required for the application into the program for each service. Social work microphone or assistance to ensure that the requested service is provided or that appropriate recourse alternative record if the consumer is not eligible for the services they are seeking or is placed on a waiting list.

6. Follow-up and Management:

Once the consumer has begun to receive the service they have sought or no longer requires immediate assistance the Social Worker/Counselor shall provide follow up services to ensure that Consumers overall well-being and progress with the service or program.

The consumer encounter problems with the initial service sought, require additional services, or want to change any provisions of their current services, the Social Worker/Counselor show initiate steps to meet those needs.

7. Inactive Cases:

Cases shall be placed an "Inactive" For any one of the following reasons:

- 1) at the request of the consumer.

- 2) If the consumer wishes to delay or interrupt the provision of case management services.
- 3) If a consumer is suspected of, test positive for, and/or states that he or she is currently under the influence of a controlled substance, the Social Worker/Counselor may deny, with approval of the Administrator, services to the consumer and shall place the case in inactive status, until such time that the consumer is actively participating in a drug/alcohol rehabilitation program and/or is no longer using illegal substances.

According to part 28 of the code of federal regulations, section 35.131(a)(1)(2) which governs Title II of the ADA, public services may be denied or stopped based on an individual's current illegal use of drugs, until such time that the individual is not engaging in the current illegal use of drugs and who: (i) has successfully completed a supervised drug rehabilitation program or has otherwise been rehabilitated successfully; (ii) is participating in a supervised rehabilitation program; or (iii) Is erroneously regarded as engaging in such use.

8. Closure:

A case shall be placed in "Close" It is for anyone of the following reasons:

- 1) A determination of ineligibility for DISID services;
- 2) At the request of the consumer and/or his/her authorized representative. Should a Consumer refuse services her/his application, this shall be documented in writing the signature of the Consumer;
- 3) The death of the consumer;
- 4) A determination of non-compliance.
Science involves a consumer willingly or knowingly refusing to comply (in effect, not making good faith efforts) With the terms agreed upon, despite the encouragement and repeated assistance of the DISID Social Worker/Counselor. The DISID Social Worker/Counselor may request that a case be moved into closure status. A report must be filed within a reasonable time and submitted to the administrator for concurrence. A letter shall be issued to the consumer explaining the closure, within 10 working days from the approval by the administrator; and/or
- 5) Expiration of a "Temporary" Disability.

Grievances and Appeals:

Should a consumer have a grievance with the DISID comprehensive management program and/r the services they're receiving, any of which they feel cannot be resolved directly with their assigned Social Worker/Counselor or the service provider, they may file such grievance with the division.

Informed Choice:

All consumers must be offered the opportunity to exercise informed choices throughout the entire case management process, especially with regard to the types of services they wish to access. Informed choice must be encouraged and afforded to all consumers in a matter most appropriate to the individual's ability.

In order to accommodate each consumer's ability to make informed choices, Social Worker/Counselors must provide, or assist consumers in acquiring, adequate information necessary to make an informed choice about the specific services, including the providers of those services, that are needed to achieve the individual's goals and objectives. This information must include, at a minimum, information relating to the cost of, accessibility, and duration of potential services, the consumer satisfaction with those services to the extent that information relating to the consumer satisfaction is available, the qualifications of potential service providers, the types of services offered by those providers, and the degree of which services are provided in integrated settings. This information must be provided to the individual in such a way that the individual can comprehend, such as coordinating visitations, providing printed material, and/or utilizing alternative formats for presenting the information.