

**STATE OF CONNECTICUT
DEPARTMENT OF DEVELOPMENTAL SERVICES**

Policy No. I.C.1.PO.001

Subject: Case Management

Section: Services and Supports, Case Management/Broker Services

Issue Date: July 30, 2003

Effective Date: Upon release

Note: Technical revisions were made to this policy on October 31, 2024, to ensure the policy reflects respectful and person first language. No substantial changes were made.

A. Policy Statement

Each individual who is determined eligible for DDS supports or services shall have a case manager or a service coordinator assigned, subject to available resources.

Case management is a statewide process by which the department directs, coordinate, and monitors supports and services provided to individuals with intellectual disability, as defined by C.G.S. 1-1g, from the time that the individual is determined eligible to receive services to the time at which the individual is no longer eligible for services or DDS services are otherwise discontinued.

Case management shall assist individuals who are eligible for supports and services from the department to identify and secure services which meet their individual needs, and to ensure that their rights are protected. Case management responsibilities shall include assisting in planning, support, service coordination, revenue enhancement, regulatory compliance and documentation in relationship to supporting individuals with intellectual disability and their families.

Case management shall promote the Department's mission and the principles of self determination, employment, and family support within the service delivery system.

B. Applicability

This policy shall apply to all individuals who are eligible for supports and services from the department.

This policy shall apply to case managers, support brokers, service coordinators, program supervisors, case management supervisors and all other staff responsible for case management duties.

C. Definitions

See Case Management Definitions at the beginning of this section.

D. References

1. CGS 1-1g, "Definition of Intellectual Disability"
2. Eligibility Policy and Procedure
3. Individual Planning Policy
4. Components of an Individual Plan Procedure
5. Planning and Support Team Procedure
6. Discontinuance of Services Policy and Procedure
7. Regional Responsibility for Services Policy and Procedure
8. Individual Record Policy and Procedure
9. Frequency of Contacts and Visits Procedure
10. Automated Data System Maintenance Procedure
11. Targeted Case Management Procedure
12. CM and Related Policy and Procedure Reference Guide
13. Service Coordination Procedure
14. Intake and Initial Visit Procedure

E. Attachments

None