Operations Center Memo FY2026-20

To: DDS Qualified Providers

From: Sean Bannon, Operations Center Director

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: February 20, 2025

RE: Provider Responsibilities regarding Vacancies and Referrals for CLA/CRS

This memo is to remind providers of their responsibilities in the Referrals process.

New Vacancies
Providers with a vacancy in a CLA or CRS shall submit the NOO to DDS within 10 days of the opening of the vacancy.

Requesting Referrals
When requesting a referral, providers must always specify the vacancy they are looking to fill to the PRAT team for tracking purposes.

A provider may receive a referral packet for an individual and then upon review decide that the individual is a better fit for a different vacancy within that agency. The provider may reach out to the individual about the new vacancy instead, provided they also update the PRAT team that they are interested in the individual for a different vacancy from the one they initially specified.

Responding to Referrals
This memo is to remind providers of their obligation to respond to any referrals received from regional PRAT teams within ten business days of receipt.

The response shall include:

1. Acceptance or denial of the referral
2. Reason for decision, if denying

If, for any reason, the provider needs more than ten business days to evaluate whether they would like to move forward with a referral, they shall respond to the referral email copying all recipients with the reason for such delay and the expected decision date. The provider must then provide a decision and justification by the expected decision date.

It is the provider's responsibility to communicate decisions about referrals to the Department. Failure to do so inhibits the Department's ability to make successful referrals that benefit individuals and align with provider capacity.

Questions about how to request or respond to a PRAT referral may be directed to sarah.ullom-minnich@ct.gov.