Operations Center Memo FY2026-31

To: Purchase of Services Contracted Private Providers

From: Sean Bannon, Director, Operations Center

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: May 18, 2025

Subject: FY 2027 Operational Plan (Op-Plan) Software and User's Guide

The fiscal year 2027 Op-Plan Software and *Operational Plan User's Guide* are attached and will be available on the DDS Website. Please be sure that all applicable staff at your agency receive this information.

Please note: Due to various factors, the Op-Plan submission due date has been extended until June 18, 2026. If necessary, providers may request an extension. Please follow the directions below when submitting an extension request.

Please note some helpful hints and minor changes to the FY27 Op Plan:

- Respite has now been added to the services that can be reported on in the Op Plan.
- Providers issued authorizations for Day Support Options (DSO), Employment Exploration Option (EEO) and Employment Enrichment Service (EES) shall combine cost centers into one Day Support Options (DSO) cost center.
- Providers issued authorizations for Microenterprise/Fiscal Administrative Management, shall include these cost centers into the Individual Supported Employment (ISE) cost center.
- Providers issued authorizations for Home Delivered Meals, shall include this cost center in the Individualized Home Support (IHS) or applicable Day Services cost center.
- "Project Search" should be included under the Prevocational cost center.

- Providers should enter current authorization rates on the FY 27 Op Plan. As there are scheduled rate increases for FY 27, DDS will give providers their specific rate adjustment factors prior to completing the 8-month report. (Similar to last year's format).
- Revenue Retention should not be included in the Op-Plan.
- Vendor Service Authorization Revenue should either be captured on the "Other" tab or on the Day and Residential tabs.

Submission Instructions: Complete Operational Plan packets shall be submitted electronically to your assigned Provider Specialist on or before June 18, 2026. A complete Operational Plan packet includes the following to be considered submitted:

1) FY 2027 Operational Plan file, and
2) A letter of transmittal certifying that the FY 2027 Operational Plan is true and correct, and
3) Staffing Schedules.

Refer to the "User's Guide" for instructions regarding how to install and complete the FY 2027 Op-Plan.

Extension Requests: Any provider that is unable to submit an Operational Plan by the deadline must submit an extension request **prior** to the date the report is due.

- All extension requests must be sent via email to your assigned Provider Specialist prior to the submission deadline with the reason for the extension request.
- Any Operational Plan not submitted by the original submission date, or the approved extension date will be considered late.

General and technical questions regarding the Operational Plan should be communicated to your assigned Provider Specialist.