



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

| POLICY | |
|---|---|
| Department on Disability Services | Subject: Case Transfer |
| Responsible Program or Office: Rehabilitation Services Administration and Developmental Disabilities Administration | Policy Number: 2021-DDS-TRANSFER-POL consecutive three-digit-number |
| Date of Approval by the Director: | Number of Pages: 4 |
| Effective Date: <i>Must be equal to or later than the Date of Approval by the Director</i> | Expiration Date, if Any: |
| Supersedes Policy Dated: | |
| Cross References, Related Policies and Procedures, and Related Documents: RSA Due process policy, DDA Complaint Policy. | |

1. PURPOSE

The purpose of this policy is to provide guidance around the transfer of a person’s case from one vocational rehabilitation (VR) specialist or service coordinator (SC) to another in order to ensure continuity of supports and services and to minimize disruptions to relationships to the greatest extent possible while recognizing that the transfer of a person’s case may be necessary to support the continued progress of the person receiving services, or the provision of services by the Department on Disability Services (DDS or Agency).

2. APPLICABILITY

This policy applies to all persons receiving, providing, supervising, or administering VR specialist or SC services through DDS, including the Developmental Disabilities Administration (DDA) and the Rehabilitation Services Administration (RSA).

3. AUTHORITY

The authority for this policy is established in DDS as set forth in, the Department on Disability Services Establishment Act of 2006, effective March 14, 2007 (D.C. Law 16-264; D.C. Official Code § 7-761.01 *et seq.* (2018 Repl.)).

4. POLICY

- A. It is the policy of DDS that transfers of a person’s case and requests to transfer a person’s case shall be processed in a timely, coordinated manner so as not to interrupt or delay the provision of supports and services, and the person, or the person’s representative, shall be provided with written notice of case transfers.



- B. A transfer request may be initiated by the person or the person's representative, either verbally or in writing via letter or email. The request can be made directly to the unit supervisor. A request to transfer to a new VR specialist or SC may also be initiated through the Customer Relations Office. The request can be made directly to the Customer Relations Specialist.
- C. Reasons for initiating the transfer of a person's case request may include but are not limited to the following:
- 1) The person, or the person's representative, requests to be assigned to a new VR specialist or SC;
 - 2) The VR specialist or SC requests reassignment of the person's case and documents reasons for this request in a case note;
 - 3) The VR specialist or SC leaves the agency;
 - 4) The VR specialist or SC goes on extended leave;
 - 5) The agency needs to rebalance VR specialist or SC caseloads to ensure adequate VR specialist or SC to service recipient ratios;
 - 6) A conflict of interest is identified between the VR specialist or SC and the person or person's authorized representative; or
 - 7) In response to the resolution of a formal complaint, a final decision by the Office of Administrative Hearings (OAH), or a court order.
- D. All transfer requests shall be reviewed and approved or denied within five (5) business days. Responsibility for reviewing transfer requests shall be as follows:
- 1) Requests made by a person, the person's authorized representative, or the case manager shall be reviewed and approved or denied by the unit supervisor;
 - 2) Requests made by the unit supervisor shall be reviewed and approved or denied by the supervisor's manager;
 - 3) Requests made by the manager of unit supervisors shall be reviewed and approved or denied by either the DDA or RSA Deputy Director as appropriate.
- E. If the transfer request is approved, the person approving the case transfer shall document approval of the transfer, and the effective date of the case transfer. Once a transfer request has been approved, the transfer cannot be refused or rejected by the receiving VR specialist or SC.



- F. If the transfer request is denied, the person denying the request shall notify the person initiating the request of the outcome. If the request was initiated by a person DDS supports, or the person's representative, they must be notified of the decision in writing, supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the person, including the reasons for the decision, and the means by which the person may express and seek remedy for any dissatisfaction consistent with the formal complaint policy or due process policy of DDA or RSA, respectively.
- G. A person's case cannot be transferred from agencies in other states. Persons moving from another state and requesting services from DDS will be treated as a new referral for intake and eligibility determination.

5. RESPONSIBILITY

The responsibility for this policy is vested in the Director, DDS. Implementation for this policy is the responsibility of the Director, DDS, and the DDS Deputy Directors for DDA and RSA.

6. STANDARDS

A. Single Case Transfer

- 1) The transferring VR specialist or SC will prepare a written summary of the person's case, provide recommendations on how to proceed, and discuss the person's case with the receiving VR specialist or SC.
- 2) DDA or RSA staff reviewing the case transfer shall audit the case record to ensure that, to the extent possible, the documentation is complete and up-to-date prior to case transfer approval.
- 3) A written case transfer notification letter shall be sent to the person by the transferring VR specialist or SC and shall include the reason for the case transfer and the receiving case manager's name and contact information.
- 4) The receiving VR specialist or SC shall contact the person within five (5) business days of the official date of transfer to schedule a face-to-face meeting. The face-to-face meeting shall take place within ten (10) business days of the case transfer.



B. Transfer of Multiple Cases

- 1) A transfer of multiple cases may occur when a VR specialist or SC leaves the Agency or is placed on extended leave. When the VR specialist's or SC's departure or absence is anticipated, it shall be the responsibility of the departing VR specialist or SC to ensure that each case record, including contact information, is up-to-date, and prepare a written caseload summary. The supervisor shall be responsible for reviewing the written summary with the departing or absent VR specialist or SC and staffing the caseload.
- 2) Written notifications shall be sent to all affected persons and shall include the receiving VR specialist's or SC's name and contact information or interim contact information. The receiving VR specialist or SC is responsible for reviewing their caseload and establishing priorities for contacting persons assigned to their caseload.

C. Transfer Resulting from Rebalancing of VR specialist or SC caseloads

The need to rebalance caseloads shall be weighed carefully against the benefits of continuity of established relationships. When rebalancing is determined to be necessary, each person affected and/or the person's representative must be notified in writing, supplemented as necessary by other appropriate modes of communication consistent with the informed choice of the person. Notice shall include the name and contact information of the new VR specialist or SC, and the means by which the person may express and seek remedy for any dissatisfaction with the reassignment consistent with the formal complaint policy or due process policy of DDA or RSA, respectively.

Andrew P. Reese, Director
Department on Disability Services

Date