2302.0 Caseload Distribution Policy

2302.1 Policy Approval Clearance Record

☐ Mental Health Policy ☒ Developmental Services Policy ☐ Rural Services Policy	This policy supersedes:	Number of pages in Policy: 6
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 09/01/2011
Rural Services Director Approval Signature: *Barbara Legier*	Date: 8/31/11	Policy Lead: Teri McAlpin

2302.2 Statement of Purpose

2302.2.1 **Policy Statement:** It is the policy of Rural Services, Developmental Services, to provide clear guidelines for caseload distribution.

2302.2.2 **Purpose:** The purpose of this policy is to ensure Developmental Specialists have caseloads that allow them to meet requirements and to meet the needs of the people on the caseload by using a weighted formula.

2302.3 Authority

NRS 426.005; MHDS Policy #4.050 Service Coordination

2302.4 Definitions

2302.5 Procedures

2302.5.1 Caseload Standards

A. The standard caseload is as follows:

1. 1FTE = 45 people
2. .75 FTE = 34 people
3. .5 FTE = 23 people

B. All Developmental Specialists must maintain a caseload equivalent to the guidelines set forth in this policy regarding caseload ratio, unless caseloads assignments are modified based on caseload intensity and travel requirements. The number of individual cases assigned to any one Developmental Specialist will be determined by the Developmental Specialist IV Supervisor.

2302.5.2 Caseload Procedures

A. Upon opening an individual's case with Rural Services, the Intake Coordinator will meet with the DSIV to inform the DSIV of the logistics (i.e. location, diagnosis, etc.), any immediate needs or issues, and the goals and service needs of the individual, as identified on the initial social assessment.

B. The DSIV will bring the information about the newly opened case to the next scheduled weekly Leadership meeting to discuss the case and DS assignment with the leadership team.

C. The Leadership team will assess the current caseloads of possible Developmental Specialists to determine which DS will receive the case.

1. Factors to be considered include:

- Waiver to Non-Waiver ratio
  - The waiver portion of a standard caseload should not exceed 48%
- Distance from assigned work station of the DS
  - Each person residing 50 miles or more from the DS work station shall have a weighting factor of 1.2 persons.
- Intensity/complexity/level of care of the newly opened case
  - Each person who is medically fragile, has a dual diagnosis, has a behavior support plan, requires ISLA supports, or is a cooperatively served individual shall have a weighting factor of 1.2 persons.
- PASRR workload
  - Each person who currently has a PASSR may have a weighting factor of a range from .75 to 1.2 person.

D. The DSIV will inform the Intake Coordinator within 1 work day of the decision made during the Leadership meeting as to which DS will receive the newly opened case. The DSIV will also inform the DS of the case they will receive.

E. When a DS's caseload is "mixed" (i.e. some individuals in ISLA's, some living with family, some living in their own homes, etc.), the intensity of the standard workload will be adjusted based on the 1.2 weighting factor.

1. For example, a DS supports 10 people who live in a 24-hour ISLA home. These 10 people are counted as "12" (1.2 x 10 = 12). Thus, the intensity of the workload will be adjusted because of the weighting factor allowing for the caseload intensity.

- PLEASE NOTE: Caseload equivalent must be applied. No caseload may be adjusted by level of intensity until 5 cases meet the intensity of need or travel weighting factor criteria. The reason for the adjustment is that 5 cases adjusted times 1.2 per person is required to constitute a whole person.

F. When a case that is already open is to be transferred to a different Developmental Specialist, this same procedure will occur to determine which DS will receive the transferred case.

G. Immediately upon completion of a single case being received by a DS, the DS will complete a change status form showing the change in DS and will submit it to the AAII.

1. The AAII will change the ElCid database to reflect the change in Developmental Specialist within 3 work days.

H. Immediately upon completion of a large caseload change (many names), the DSIV will inform the AAII of the changes to be made to the ElCid database via email.

1. The AAII will change the ElCid database to reflect the change in Developmental Specialist within 3 work days.

2302.5.3 Caseload Coverage

A. There is currently a backup system in place for times when a DS is absent for a period of less than 4 weeks (i.e. annual leave, etc.).

B. When a DS will be absent for more than 4 weeks, or when a DS leaves their position permanently, the DSIV will determine which DS will cover each person on the vacated caseload.

C. The DSIV will meet with the DS Leadership team to review each DS caseload and the intensity factor and travel factor of each case to be covered/reassigned.

1. When the DS absence is a planned event, the DS Leadership team will convene and determine the coverage assignments, and will notify all DS's in advance to allow for appropriate communication between DS's.
2. When the DS absence is not a planned event, the DS Leadership team will convene within 48 hrs of the vacating of the DS position to determine the coverage assignments.

D. The DS Leadership team will assign the cases to be covered with consideration of the following:

1. Location of each case
2. Waiver to non-waiver ratio
3. Intensity/Complexity/Level of Care of each case
4. Current caseload intensity of all DS's.

E. Within 1 work day of the assignment decision, the DSIV's will notify each DS of cases they will cover and will ensure information regarding each case is forwarded to the newly appointed DS.

2302.5.4 Timelines:

Table 2302.5.4.1: Timelines for Caseload Distribution Policy

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Inform DSIV of newly opened case	Immediately	Upon opening a case	Intake Coordinator	Meet with DSIV to inform them of the logistics, issues, needs, and goals of the newly opened case
"Staff" a "newly opened case" with the Leadership team	Next scheduled Leadership meeting	Next scheduled Leadership meeting	DSIV	Bring information about case to be assigned to Leadership meeting and determine which DS is appropriate to receive the case
"Staff" each case to be transferred to a different DS with the Leadership team	Next scheduled Leadership meeting	Next scheduled Leadership meeting	DSIV	Bring information about case to be assigned to Leadership meeting and determine which DS is appropriate to receive the case
Inform Intake Coordinator and DS of case assignment for newly opened case	Within 1 work day of decision	Within 1 work day of decision	DSIV	Inform Intake Coordinator of the decision of DS to receive the case. Inform DS of case assignment
Assign cases from vacated caseload to DS's for coverage	Date of Transfer	Within 2 work days of unplanned vacancy Within 2 work days of learning of a planned vacancy	DSIV	Determine which DS will receive each case to cover based on level of intensity and location of each case
Inform AAII of changes to caseload	Within 1 work day of decision	Within 1 work day of decision	DS or DSIV	For single case changes, the DS will complete a change status form and submit it to the AAII. For large caseload changes, the

assignments				DSIV will email the AAII with the changes to be made.
Make changes to ElCid database with correct DS assignment	Within 3 work days of notification	Within 3 work days of notification	AAII	Change assigned DS in the database to the correct DS

2302.5.5 **Supervisory Responsibility:** Supervisors will provide in-service training to ensure all staff understand the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually for recommendations for improvement or additions.

2302.6 Policy Cross Reference

2302.6.1 **Policies:** (For Example: 1102 Statewide Policy Development and Revision Process)

2302.7 Attachments

2302.7.1 **RS 2302A – Change Status Form**

Attachment A
Change Status Form

CHANGE STATUS FORM

DEVELOPMENTAL SPECIALST: _____ **DATE:**_____
PERSON'S NAME: _____ **CASE NUMBER:**
WAIVER: ☐ Yes ☐ No

IDENTIFICATION

Name Change/Correction**:** _____ Social Security #**:** _____ Welfare Office Notified? ☐ Yes ☐ No

Provide proof such as copy of birth certificate, adoption papers, social security card, copy of new Medicaid card

SERVICE COORDINATOR

New Service Coordinator**:** _____ Date of Transfer**:** _____

DISCONTINUE CONTRACT/CERTIFICATION

☐ Discontinue SLA Contract
Date contract is no longer in effect: _____

☐ Discontinue CTC Certification
Date certification is no longer in effect: _____

**** If person is on Waiver, attach 2734. (Waiver Coordinator will submit to Waiver office.)***

Reason for discontinuing contract: _____

☐ Discontinue Fiscal Intermediary (FI) Services
Date contract is no longer in effect:_____
Date Closure letter was faxed to FI: _____

**** Attach faxed confirmation (necessary for fiscal in case FI bills after closure letter was sent.)***

☐ Discontinue Respite Contract
Date contract is no longer in effect: _____

FUNDING

FUNDING TERMINATED

☐ Waiver
Requested termination effective: _____
☐ 2734 attached (Waiver Coordinator will submit to Waiver office.)

☐ Medicaid
Terminated effective: _____

☐ TANF screening with income verification attached

☐ Other Funding and date terminated _____

FUNDING OBTAINED

☐ Medicaid
Medicaid Number: _____
Date in Effect: _____

☐ Medicare
Medicare Number: _____
Date in Effect: _____

☐ TANF screening with income verification attached.
Date Eligible:_____ Date of person's 18th birthday: _____

☐ Title XX application – date mailed _____

Reason for funding termination: _____

**** Attach a copy of the eligibility notice, Medicaid and/or Medicare card, or termination notice.***

CASE CLOSURE

Date case is officially closed**:** _____ Date closure letter was sent:_____
Reason case is closed: _____
If person is no longer eligible for RRC services, was ISP meeting held to develop the transition out of RRC supports? ☐ Yes ☐ No
☐ If person is on Waiver, attach 2734. (Waiver Coordinator will submit to Waiver office.)

INSTITUTION

Submit change form when person is admitted and another one when person is discharged.
Date in: _____ Date out: _____
☐ Hospital ☐ Nursing Home ☐ Jail
☐ If person is on Waiver, attach 2734. (Waiver Coordinator will submit to Waiver office.)

GUARDIANSHIP

☐ Legally Competent Adult ☐ Incompetent Adult
Type of Guardianship ☐ Full ☐ Limited ☐ Medical ☐ Person ☐ Special ☐ Temporary

**** Attach a copy of the order appointing guardianship (This is necessary in order to change in the database).***

Date submitted to AAII: _____

Data Entry Use Only:
Date Change Form Received: _____ Date Entered into Database: _____
Forwarded to: ☐ Judith ☐ Lynn ☐ SC (file) ☐ Records Room (closed file) ☐ Brenda ☐ Michelle Date: _____
For Case Closures: ☐ Cat. 11 ☐ Cat 17 ☐ Cat 18 ☐ Cat 36 Closure Date: _____
☐ Medicaid ☐ Waiver ☐ Title XX ☐ TANF Last DS-NOW Entry: _____