



## Seeking services for persons with intellectual disabilities through the Alabama Department of Mental Health?

The Alabama Department of Mental Health Division of Developmental Disabilities (ADMH-DD) designated a statewide 1-800 Call Center (CC) as the initial point of contact to request Home and Community Based Services (HCBS).

The Call Center is the centralized point of contact to initiate and ensure the request of referrals will be expedited. Through a series of questions, the CC staff records each caller's request and determines whether the application process should be initiated or if the caller should be directed to another human service agency. For individuals who have an intellectual disability, demographic information is taken and referred to the designated Intellectual Disabilities (ID) Support Coordination Agency covering the county of residence of the person in need of service. CC staff discloses and explains the requirements of the waiver programs. The intake information is maintained by a CC staff person for follow-up to ensure timely contact by the Support Coordination Agency (SCA).

To access ADMH-DD administered waiver services, all request must come to the CC. Regardless of the location of the caller, the county in which the legal guardian or the person resides will dictate the regional office and support coordination agency (SCA) to which the referral will be sent. The CC handles hundreds of calls each month from individuals all over the state as well as across the country seeking information and services.

### Common Questions:

**What are the HCBS Waivers:** Intellectual Disabilities (ID), (Living at Home) LAH, and Community Waiver Program (CWP)

**What agencies or entities are involved:** Alabama Department of Mental Health Division of Developmental Disabilities (ADMH-DD); Call Center (CC); Home and Community Based Services (HCBS), Support Coordination Agency (SCA)- formerly referred to as Case Management Agency; Support Coordinator (SC)- formerly referred to as case manager, Division of Developmental Disabilities Information Management System (DDD IMS)

### What do I need to do to start the waiver application process?

Those seeking services for person with intellectual disabilities through the Alabama Department of Mental Health Division of Developmental Disabilities should:

1. Contact the Division of Developmental Disabilities Call Center at **1-800-361-4491**.
2. The Call Center staff will complete the initial contact application on referrals for individual's three (3) years of age and up and will request the Intellectual Quotient (IQ) (69 and below) of the person in need of services, in addition to other pertinent information.
3. CC staff will accept calls from the individual requesting services, the legal guardian, the primary caregiver, or other interested parties who have consent to relay information and who will be responsible to assist with the referral process.

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Alabama Department of Mental Health

Call Center: **1-800-361-4491**

Hours: 8 am - 5 pm, Monday - Friday

<https://mh.alabama.gov/developmental-disabilities-services/>



## What happens next?

4. Within two business days, an initial contact form will be sent to the local designated support coordination agency or other designated point of entry.
5. CC staff will make referrals to the SCA based solely on verbal report of the caller. CC staff will not deny application for waiting list to any caller.
6. The CC staff will process applications for all requests for services regardless of whether they meet criteria for wait list eligibility, send the application to the appropriate SCA intake person and also refer the applicant or their representative to other applicable state or community services.
7. When there is more than one support coordination provider in the county, the individual will have choice of provider.
8. **Please note only CWP Waiver services are available in the following 11 counties: Madison, Morgan, Limestone, Tuscaloosa, Jefferson, Elmore, Montgomery, Baldwin, Mobile, Houston, Walker. ID and LAH waiver participants in those counties will continue to receive services as usual through those waivers.**
9. The designated support coordination agency for each county/area serves as the point of entry for waiver applications. The designated support coordination agency collects necessary documentation and files the application with the Regional Community Services offices.
10. The Regional Community Services offices process all complete Waiting List applications to determine eligibility and placement on the waiting list. Once determined eligible for the waiting list, subsequent enrollment in one of the waivers depends on criticality of need, availability of resources, and space within the waiver caps on the number who can be served.
11. The Initial Contact Information Form will be sent to the SCA via the DDD IMS application. This form will have the type of referral checked in the box at the top. There are three options; the first is the Initial Application Referral which reflects a first-time applicant requesting services. The second is Referral for Update which means there has been a call received from/for someone who already has been referred to the SCA but a Notice of Incomplete Application was sent to the requester. Third is the Info/Referral only which is used for individuals looking for services outside of ADMH-DD. The same information sent to SCA is sent to the ADMH-DD Regional office Waiting List Coordinator. The eligibility determination process continues to be the prerequisite for all categories.
12. CC staff will send a letter to the person calling, verifying the date of call and that their requests have been forwarded to the designated SCA in their area to continue the application process.
13. CC staff will open a DDD IMS enrollment for the person in need of service. It is the responsibility of the SCA to make a change in DDD IMS reflective of the assigned support coordinator from the CC.
14. CC staff will send the application for services on referrals made by Department of Human Resources (DHR) on children or adults in their custody to the DHR, ADMH-DD contact, to the support coordination agency, to the Regional Community Services Director and the Community Services Waiting List Coordinator.
15. Once the application is received by the SCA from the ADMH-DD CC, the intake person should contact the individual or their representative immediately; but no later than 5 business days.

## What happens if I do not receive any communication back after my application has been submitted?

16. If by 30 days after the referral has been received from the Call Center and the SCA has not contacted the person or the documents have not been provided by the caller and/or sent to the regional office, then the CC will contact the SCA. This ensures the SCA has made attempts to contact the person requesting services. The SCA must document their efforts to contact the person or their family in DDD IMS notes. Reasonable efforts to contact the person or family member would be two documented phone calls and a letter.
17. If by 60 days after the referral has been received from the CC and contact has not been made or documents have not been gathered, then an email will be sent by the call center coordinator to the SCA Executive Director, the intake person, Regional Office Director and the waiting list coordinator requesting a follow-up.
18. The SCA must document their efforts to contact the person or their family in the DDD IMS notes. Reasonable efforts to contact the person or family member would be two documented phone calls and a letter.
19. Once contact with the individual seeking services has been established, the SCA will submit the completed information packet for review to the Regional Community Services office that serves the applicant's county and, if approved, the applicant's name will be placed on the waiting list. ADMH will make a decision of eligibility within 30 days of the receipt of the completed application.

\*Exceptional Circumstances: If an individual or their family member has difficulty with communication via the phone, arrangements can be made with the Regional Community Services office to set up a face-to-face meeting. Or when a military family calls the CC to request services in Alabama, the family will need to email, fax or mail their relocation documents to staff within 30 thirty days of their move.

## ADMH Regional Community Services Offices

Region I 401 Lee Street NE, Suite 150 Decatur 35601 256-898-2789	Region II 1305 James I. Harrison Jr. Parkway Tuscaloosa 35403 205-554-4302	Region III 3280 Dauphin Street, Building B, Suite 100 Mobile 36606 251-283-6200	Region IV 400 Interstate Park Drive, Suite 401 Montgomery 36109 334-676-5565	Region V 631 Beacon Parkway, Suite 211 Birmingham 35209 205-916-7800
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