



## CDDO Case Load Protocol

**Purpose:** The CDDO Caseload consists of all the individuals that do not have a Targeted Case Manager. This includes individuals that do not qualify for Medicaid, individuals that choose not to access Medicaid Services, individuals on the waiting list, and individuals living in Intermediate Care Facilities for Persons with an Intellectual Disability. (ICF/ID) This protocol outlines the responsibilities of the CDDO regarding these individuals.

**Protocol:**

1. The CDDO will maintain files on all individuals that have been determined eligible for I/DD Services that are not receiving Targeted Case Management. These files will include but are not limited to: a copy of the Social Security Card, Birth Certificate, Eligibility Documentation, Notice of Action, the HCBS I/DD Waiver functional assessment, CDDO Application, and Release of Information.
2. CDDO staff will provide contact as needed with all individuals and or families/guardians who are not receiving TCM services, regarding the individual's status, assess for potential crisis, and make referrals to community resources.
3. If after repeated attempts CDDO staff is unable to contact an individual/family through letter, phone, or other appropriate networks, the CDDO will assume that the individual has moved and will terminate them from the I/DD services system. The CDDO will maintain the consumer's file on the CDDO network drive and in the CDDO database.