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ARKANSAS DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES
DDS DIRECTOR'S OFFICE POLICY MANUAL

Policy Type	Subject of Policy	Policy No.
Administrative	Criteria for Expansion of DDS Services	1089

1. **Purpose**. This policy has been prepared to implement Ark. Code Ann. 20-48-105 et. Seq. for expansion of services to unserved or underserved areas of the state.

2. **Scope.** This policy is applicable to all Division of Developmental Disabilities Services (DDS) staff charged with implementation of licensure/certification requirements and purchase of services agreements, and to DDS licensed community programs/voucher program providers in Arkansas serving individuals who have a developmental disability.

3. **Definitions.**

   A. ***Unserved:*** No services that are the subject of a pending service request exist within one hour of the consumer's home as defined by the length of time required to transport the individual to services by existing transportation options.

   B. ***Underserved:*** Requested services are available within one hour of the consumer's home but there are unduplicated service requests amounting to at least 5% of the total number of people receiving that service within that county, or 5% of the total number of people receiving that service in that particular county have indicated they are unhappy with the manner in which their services are provided and want to choose a service provider other than those existing in the county. Any combination of the two categories described above reaching at least the 5% threshold will also cause an area to be deemed underserved.

   C. ***Existing Provider***: A DDS licensed entity that is authorized to provide a service in a particular county by having it included in its contract as of 7/1/03 will be considered an existing provider.

   D. ***Active Provider:*** An existing provider that is currently providing a specific service to at least one individual in the county.

   E. ***Service Request:*** Notification to DDS from any person eligible for DDS services that he/she is not receiving the services desired.

4. **General Provisions.** DDS may initiate the expansion of the number of service providers in a specific county if it is identified as underserved based upon the number of existing providers and their capacity in relationship to documented service requests. In the event that an area is determined to be underserved, or if services cannot be accessed through providers active within a county, DDS will issue an RFP soliciting entities to provide services in that county.

   For new service options in an area, the agency will initiate an RFP process in accordance with State Procurement Laws.

Effective Date:

References: Ark. Code Ann. 20-48-105 et. seq.

Administrative Rules & Regulations Sub Committee of the Arkansas Legislative Council: November 4, 1993

Effective Date: **Draft**

A provider wishing to expand its service delivery area beyond what is currently approved may only do so under the provisions of this procedure and through the RFP process. An individual provider may not establish a service in a new county unless the criteria for need has been met, DDS has issued an RFP, and the provider's proposal is accepted.

Some individuals have access to center-based services through the transportation of individuals to another area or community. In the event that the service criteria are met through the transport of individuals more than one hour from their home, as defined by the length of time required to transport the individual to services by existing transportation options, a site in the community may be established through the RFP process.

4. **Selection Process.** In the event DDS issues an RFP for expansion of existing services, proposals shall include the following.

- History of the organization in providing the specified service or a similar service.
- History of the organization in providing the specified service or a similar service in that DDS service delivery area.
- Documentation of good standing in all current programs for which they are licensed/certified.
- Submission of an independent audit following generally accepted accounting principles for the previous fiscal year that documents the sound fiscal management of the organization.
- Proof of private non-profit status for the entity.
- Proof of certification to do business in the State of Arkansas by the Secretary of State.
- Evaluation of a work plan submitted by the provider indicating the manner in which they intend to establish the necessary infrastructure and support functions.
- A Quality Assurance Plan to guarantee that the entity is capable of monitoring the services and insuring their quality and the health safety of the participants.
- A description of how they will meet the transportation needs of the participants.
- The resumes of the management/professional staff that will operate the program.
- Evidence of community support for the responding entity.
- A business plan that substantiates that the respondent has the capacity to provide the necessary resources to operate the program with the current level of established need.
- Other specific information determined by DDS to be relevant.

Selection will be based partially on the following objective criteria:

- The number of years an entity has provided services to individuals with developmental disabilities;
- The number of individuals with developmental disabilities served annually averaged over the last five years;
- The number of years an entity has provided the specific service targeted for expansion to people with developmental disabilities;
- The average number, calculated annually over the last five years, of individuals, with developmental disabilities to which the entity provided the specific service targeted for expansion;
- The average years of experience of key personnel in providing services to individuals with developmental disabilities;
- The average years of experience of key personnel in providing the specific service targeted for expansion to individuals with developmental disabilities.