



If you or someone you know has an intellectual or developmental disability, Vermont can help you get the support needed at home, school, or in the community. Here's how to get started.

1



Contact Public Consulting Group (PCG)

Call or email PCG
They help people apply for services

Call: (833) 426-5668

Email: VTDDSDIntake@pcgus.com

Website: ddsd.vermont.gov/apply-dd-services

PCG will ask clarifying questions

- Who needs help?
- If the individual does not have Medicaid, PCG will refer you to an assister. Assisters help people sign up for Medicaid, which is necessary to move forward in this process.
- Explain what programs may be available

2



Gather the following documentation

- School papers like IEPs or evaluations
- Doctor or psychologist reports
- Any paperwork that shows a disability diagnosis

You may need to ask the school team or doctor's office for assistance.

3



Intake / Meet with PCG by phone, video, or in-person

What support is in place and what is still needed? Discuss programs or services that may help. Explain required paperwork, provide consent for record collection, and discuss next steps and a timeline.

The person applying for service should join this meeting if possible.



4



PCG & DDSD Review Your Information

PCG sends the information to the Developmental Disabilities Services Division (DDSD). DDSD looks at medical or school records, IQ evaluations, and adaptive skill tests (within past 3 years). If documentation is old or missing, PCG will assist you in getting new tests.

5



Eligibility Decision (arrives in the mail within 45 days)

If eligible, the letter you receive will give next steps.

Qualifications can be for:

- Family Support programs with a local Direct Support Organization (DSO)
- Waiver and Case Management services through a Case Management Organization (CMO): Benchmark or the Columbus Organization

If you are not eligible, you will receive notice and can appeal the decision.

6



Supports Intensity Scale Assessment (SIS-A)

If you are 16 years of age or older, PCG will schedule a SIS-A assessment. Be prepared to answer a series of questions.

This meeting determines what kind of help & funding is the right fit.

The Case Manager then creates a support plan.

7



Start Services

Your Case Manager will help you select a Direct Support Organization (DSO) that provides direct care services. If your needs change, please work with your Service Coordinator & Independent Case Manager.

Reminder: A Case Management Organization (CMO) and a Direct Support Organization (DSO) are separate agencies. A CMO provides Case Management, while the DSO provides all your direct care services. DSOs are currently also known as Designated Agencies (DA) or Specialized Service Agencies (SSA).