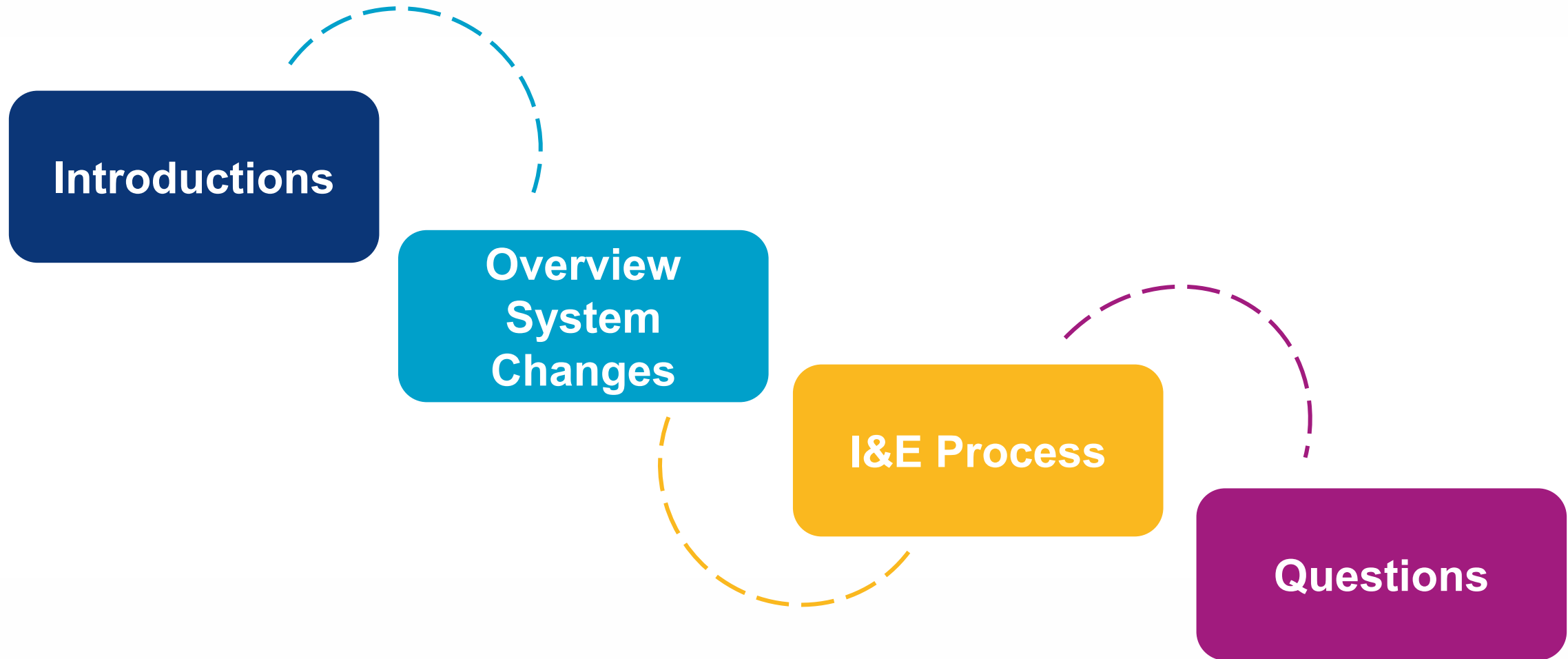


Developmental Service Changes: Intake & Eligibility Process

Meet Public Consulting Group (PCG)

March 5, 2026

Today's Conversation



Meet PCG

Meet Our Team

PCG Project Management Team



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Intake and Eligibility Specialists



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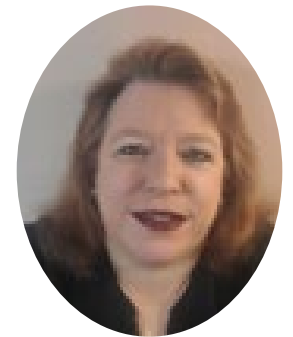
Cheryl Frazier
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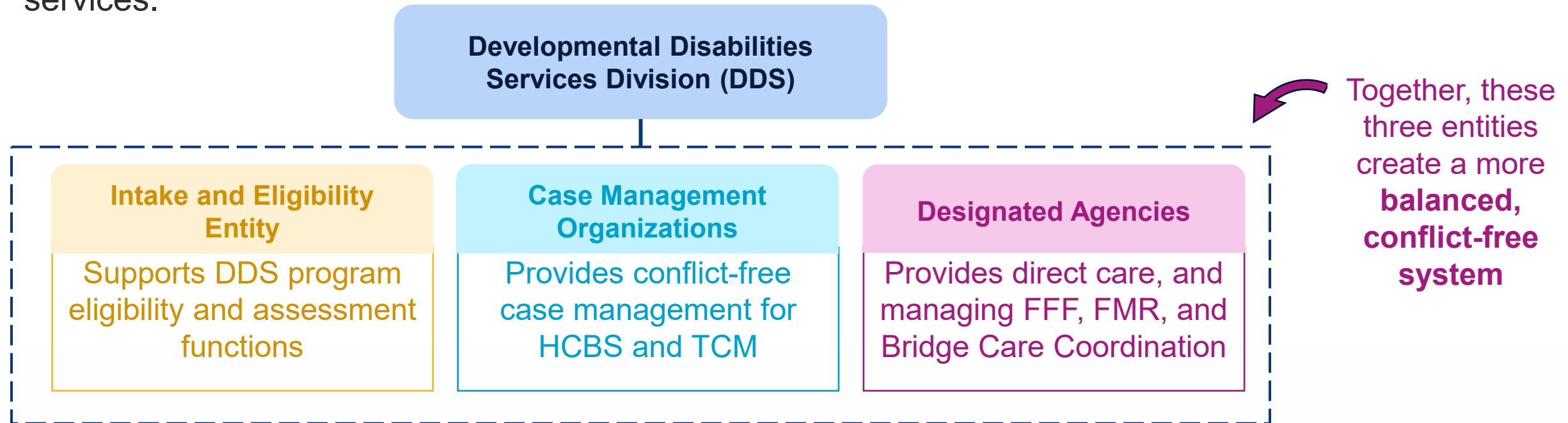


The background is a solid blue color with several decorative elements. There are several squares of varying sizes and shades of blue, some of which are semi-transparent. Some squares have white outlines, and some are connected by thin white lines, suggesting a network or flow diagram. The overall aesthetic is clean and modern.

Developmental Disabilities Services (DDS) System Changes

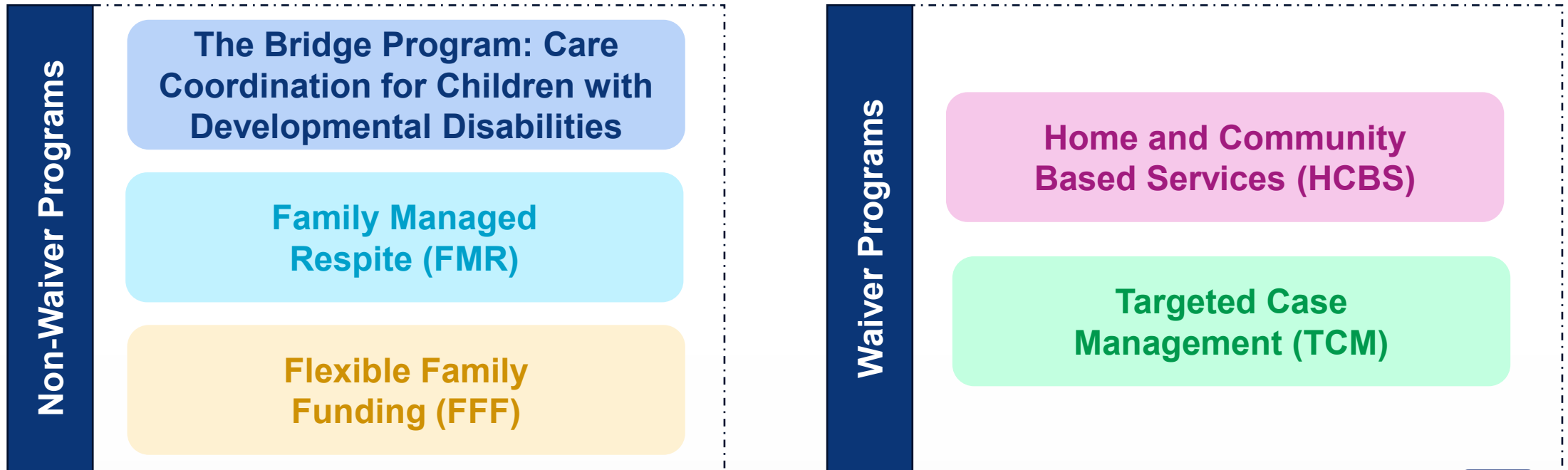
Conflict-Free DDS Program

To comply with federal requirements and ensure fairness, Vermont has created a **conflict-free structure** for the Developmental Disabilities Services (DDS) program. Each entity now performs a distinct role to maintain independence between eligibility, case management, and direct services.



Intake and Eligibility Entity

On August 11th, PCG assumed responsibility for intake and eligibility for DDS programs requiring a clinical eligibility determination. This change ensures eligibility decisions are made independently of service delivery.



Impact of Changes on Intake and Eligibility

These changes focus on **how** intake and eligibility are managed, not **who** is eligible for services. While the handoff point has shifted to PCG's centralized team, the core values and collaborative roles of schools, DAs, and partner agencies remain the same.

What's Changing



Single statewide I&E team



Standardized eligibility and enrollment process



Program funding process

What's Not



Program eligibility requirements



Schools and partner agencies' role in identifying and supporting students and families



Need for collaboration across systems



Intake & Eligibility Process Overview

PCG Intake and Eligibility Process



PCG's Intake & Eligibility Team partnered with the Vermont Developmental Disabilities Services Division (DDSD) to implement a centralized, statewide conflict-free intake and eligibility operation. **Our goals include:**

1 Service Consistency

Implement standardized intake and eligibility processes to support a consistent experience statewide.

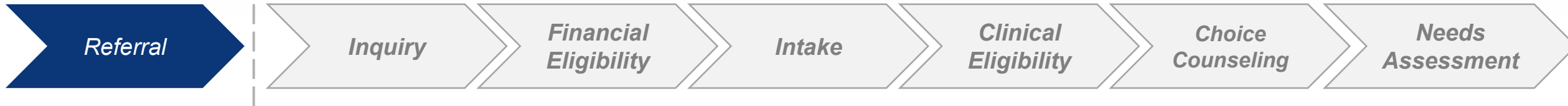
2 Timely and Informed Decisions

Promote informed decision-making and timely and equitable access to needed supports.

3 Operational Excellence

Leverage data, feedback, and quality assurance strategies to drive continuous improvement and high-quality service delivery.

Intake and Eligibility Process



Schools, DAs, and other agencies help identify and refer individuals who may need DDS services to PCG for information and next steps. Common referral reasons include:

Newly diagnosed

Change in support needs

Transitioning to adult services

Aging out of DCF Custody

Moving from out of state

Individuals currently enrolled in DDS programs looking to increase services or access FFF or FMR do not need to be referred to PCG for intake and eligibility determinations.

Intake and Eligibility Process



During the inquiry stage, PCG gathers basic information about the individual, confirms their Medicaid enrollment status, and answers initial questions about available DDS programs and eligibility requirements. This is the first step in helping families understand the process and confirm program fit.



If an applicant is not enrolled in Medicaid, they are referred to a Certified Application Assister and invited to reach back out once enrolled.

Intake and Eligibility Process



During the intake stage, PCG meets with the applicant and their authorized representative to begin the electronic application and learn more about the applicant's circumstances and unmet needs. During this meeting, I&E Specialists:

Collect releases and required documentation

Discuss current supports and identify unmet needs

Review other resources/ programs explored

Screen for program access criteria

Confirm next steps and timeline

All intake information is recorded in a standardized screening tool and provided to DAIL for review as part of the official eligibility determination.

Intake and Eligibility Process



PCG and contracted evaluators review all submitted clinical and educational documentation to determine whether the individual meets Vermont's clinical eligibility criteria. If documentation is incomplete or outdated, PCG can coordinate facilitating updated assessments. Types of clinical documentation that may be collected include:

Diagnostic assessments

IQ test

Adaptive assessment <3 years

IEPs and school docs

Medical records

After review, PCG meets with the applicant or guardian to finalize and submit the application. DDSD will issue a clinical eligibility determination and funding letter within 45 days.

Intake and Eligibility Process



Applicants found eligible for HCBS Waiver or Targeted Case Management receive neutral, conflict free choice counseling to help them make an informed decision between Benchmark Human Services or The Columbus Organization for Case Management.



Individuals found eligible for Bridge, FFF, or FMR are referred to contact their Designated Agency for program enrollment.

Key Takeaways

This process works best when we all work together. As referral partners, you play a vital part in helping individuals and families move through each step of the Intake and Eligibility process with confidence and accesses needed supports, especially during periods of transition.



Identify and Refer

When someone may need DDS services, direct them to PCG's front door.



Support

Explain that this process helps ensure fairness and independence.



Share

With consent, help the individual gather records needed to confirm clinical or financial eligibility.



Collaborate

Once eligibility is confirmed, coordinate with the assigned CMO or DA for services.

Intake and Eligibility Process



Following Choice Counseling, PCG's Intake Team schedules an expedited SIS-A assessment to determine program funding. The SIS-A score is used to determine program funding and is used by the case manager to inform the service planning process.

A representative from the CMO will be invited to attend the SIS-A assessment along with the individual and required qualified respondents

How to Contact Us

Our team is available Monday – Friday from 8:00 am – 4:30 PM. Messages and emails received after business hours will be responded to the next business day.



(833) 426-5668



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<https://ddsd.vermont.gov/apply-dd-services> and [PCG's website](#)



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Vermont Intake & Eligibility for Developmental Services

Public Consulting Group (PCG) is proud to support the Vermont Department of Disabilities, Aging and Independent Living (DAAIL) to operate a standardized and conflict-free intake and eligibility process for individuals across Vermont.

Interested in applying for Developmental Services (DS) programs? Reach out to PCG's centralized Intake and Eligibility Team. The PCG team can answer questions about program and eligibility criteria and help individuals and their families complete their application through a virtual intake meeting.

These programs include:

- Home and Community-Based Services
- Bridge Program: Care Coordination for Children
- Family Managed Respite
- Flexible Family Funding
- Targeted Case Management

How is eligibility determined?



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Questions?



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Solutions that Matter