


TO: Developmental Disabilities and Medically Fragile Waiver Case Managers,
Mi Via Consultants, and Supports Waiver Community Support
Coordinators

FROM: Jason Cornwell, DDS Director 

RE: Case Management Mixed Caseloads Across Waivers

DATE: July 11, 2022

The Developmental Disabilities Supports Division (DDSD) has decided, after many years of contemplation, to allow our case management providers to carry mixed caseloads across waivers. This will apply to all Developmental Disabilities (DD) and Medically Fragile Waiver Case Managers, Mi Via (MV) Waiver Consultants, and Supports Waiver (SW) Community Support Coordinators.

Caseload level requirements, per waiver, are detailed in each waiver Service Standards and must be adhered to. The case management provider agency shall hire and retain sufficient Case Managers (CM)/Consultants/Community Support Coordinators (CSC) to adequately provide service to the agency's waiver client population. No caseload is to exceed more than 50 individuals across the DD, Supports, Medically Fragile, and Mi Via Waivers.

If case management provider agencies choose to have CMs/Consultants/CSCs carry caseloads across waivers, they must be trained in all waivers and explicitly understand the differences between each waiver. They must also work within the scope of work associated with the specific case management role. It is imperative to understand the similarities and differences between waiver philosophies, such as the comprehensive, traditional agency-based waiver compared to the self-directed waiver. Expectations vary for case management roles across waivers.

DDSD sees this decision as an opportunity to support the people in our waiver programs to maintain the trusting and valued relationships they have established with providers, regardless of what waiver they choose to participate in, and to promote our valued case management providers to expand their capacity and share their expertise as they desire.