

## **1601 ASSIGNMENT OF SUPPORT COORDINATORS**

REVISION DATE: 8/9/2023, 4/17/2015

EFFECTIVE DATE: January 15, 1996

REFERENCES: AMPM 1630

### **PURPOSE**

The purpose of this policy is to set forth the Division of Developmental Disabilities (Division) guidance on assigning a Support Coordinator to each Division Member.

### **DEFINITIONS**

1. "Member" means the same as "Client" as defined in A.R.S. § 36-551.
2. "Responsible Person" means the parent or guardian of a minor with a developmental disability, the guardian of an adult with a developmental disability or an adult with a developmental disability who is a Member or an applicant for whom no guardian has been appointed.
3. "Support Coordinator" means the same as "Case Manager" under A.R.S. § 36-551.

## **POLICY**

### **A. ASSIGNMENT**

1. The Division shall assign a Support Coordinator to each person eligible for Division membership.
2. Support Coordination Supervisors shall assign Support Coordinators to Members based on the Support Coordinator's current:
  - a. Complexity of caseload, and
  - b. Availability.
3. The Division shall honor the Responsible Person's choice of Support Coordinator to the best of the ability of the District in which the Member lives.
4. The Division shall honor the Responsible Person's request to be placed on a pending list for their first choice of Support Coordinator.
  - a. If the Responsible Person chooses placement on a pending list, another Support Coordinator shall be assigned in the interim.

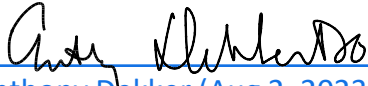
- b. Support Coordinator Supervisors shall ensure the Responsible Person is assigned to the Support Coordinator of choice whenever possible.
5. The Division shall assign a Support Coordinator for Member's in the care of the Arizona Department of Child Safety in the District where the Member physically resides.

**B. BACK-UP SUPPORT COORDINATOR**

1. The Division shall designate a back-up Support Coordinator for each person eligible for the Division.
  - a. Division staff shall refer a Responsible Person immediately to the Back-Up Support Coordinator, when the Responsible Person contacts an office and the assigned Support Coordinator is not available.
  - b. The Support Coordination Supervisor shall act as the back-up Support Coordinator in instances where a back-up Support Coordinator is not available.
2. The Division shall notify the Responsible Person in writing and in advance when there is a change in Support Coordinator, whenever possible.

## C. CASELOAD MANAGEMENT

1. The Division shall monitor caseload ratios at the Division district statewide level to ensure the average caseload size does not exceed the ratio standards set forth by AHCCCS.
  - a. The Division shall request exceptions from AHCCCS' Division of Health Care Management, prior to implementing caseloads which exceed this ratio.
  - b. The Division may establish caseloads at a lower ratio without prior approval from AHCCCS.

Signature of Chief Medical officer:   
[Anthony Dekker \(Aug 2, 2023 13:31 PDT\)](#)  
Anthony Dekker, D.O.