

### **ACTIVE**

The individual and/or conservator/guardian is requesting services as of now but does not have the intensive needs which meet the criteria for "crisis" or "urgent"

- Requests services now, but does not have intensive needs which meet the urgent or crisis criteria

### **DEFERRED**

The individual's need for services is more than one year away.

### **Waiting List Settlement**

If you were on the DIDS waiting list before July 1, 2004, you should be contacted by your regional office and assigned a state case manager. You will also be eligible to receive **Consumer Directed Supports**, a limited amount of funding (total funding available divided by the number of people in crisis, urgent and active categories) until you receive waiver services. If you are already receiving Family Support funds, you will have to choose between the two programs. You will not be able to receive funds from Family Support and from Consumer Directed Supports at the same time.

### **Reconsideration Process**

Each month the Regional Offices (RO) will make a list of those with the greatest need. The RO will send the list to the Intake Committee for review. The list will be reviewed on a case by case basis. The Committee will look at the person's needs. These needs may be a place to live, a caregiver who can give services, and if the person is a danger to self or others. The Committee will then decide who and how many may be enrolled based on the availability of money.

After the Committee's decision a request to the Deputy Commissioner can be made to look again at the Committee's decision. This must be done in writing. You can add other information you want reviewed. Send it to the Office of Consumer and Family Services. You have 14 working days to do this after you get the decision. Your needs will be looked at again.

### **Who can I call for information and to get an application?**

Regional offices of the **Division of Intellectual Disabilities Services:**

Chattanooga	423-634-6419
Greeneville	423-787-6757
Jackson	731-423-5670
Johnson City	423-434-6530
Knoxville	865-588-0508
	888-531-9876
Memphis	901-745-7005
	800-308-2586
Nashville	615-231-5047
	800-654-4839

### **Central Office**

Nashville	615-532-6530
	800-535-9725

### **Other Services:**

**Tennessee Early Intervention System (TEIS)** - 1-800-852-7157

### **TennCare**

1-866-311-4287  
Hispanic - 1-866-311-4290  
TDD - 1-800-772-7647



### **Wants You to Know...**



### **Applying for Services Through the State of Tennessee Division of Intellectual Disabilities Services (DIDS)**

The Arc of Tennessee developed this brochure to let you know about the services available for people with intellectual and developmental disabilities and their families. This provides a general description of the services and supports, how to apply, and who to call.

The Arc of Tennessee values diversity and does not discriminate based on race, ethnicity, religion, age, geographic location, sexual orientation, gender or level of disability.

The Division of Intellectual Disabilities Services (DIDS) provides funding for residential services, day services/supports, employment supports, respite, personal assistance and therapies. To request an application for these services, you must contact your local DIDS Regional Office. DIDS can also give you information about how to apply for Family Support services.

For future assistance from The Arc of Tennessee, call:

1-800-835-7077  
615-248-5878  
Fax 615-248-5879  
151 Athens Way, Suite 100  
Nashville, TN 37228

Website: [www.thearctn.org](http://www.thearctn.org)  
E-mail: [info@thearctn.org](mailto:info@thearctn.org)

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## WHAT ARE THE SERVICES AND SUPPORTS THAT DIDS OFFERS?

There are many different kinds of services and supports that the Division of Intellectual Disabilities Services offers for infants, children and adults. Some of the services have special names (like personal assistance or respite), so ask for a complete list of services and descriptions and ask how you can receive the services you want. You may apply for any services for which you are eligible even if they are not available now.

Eligibility for services is based on how services are funded. Services require a primary diagnosis of mental retardation prior to the person's eighteenth birthday. Some services also have financial limitations. To qualify for Medicaid Waiver funding you must meet the same criteria as required to receive SSI (Supplemental Security Income) benefits.

Some of the services DIDS offers are described below.

### LIVING SUPPORTS

DIDS offers help to find a variety of places to live, provide staff to help you to live in your community, adapt the home for special equipment, pay for rent, and help people learn how to live on their own.

### WORKING SUPPORTS

You may ask for assistance to find, apply for, learn, and keep a job. These supports may last as long as you have a job.

### DAY SUPPORTS

**Community Based** supports is a service that enables an individual to participate in typical activities of community life, including:

- volunteer activities
- retirement activities
- opportunities to build relationships and natural supports in the community

- leisure activities
- community events

**Facility Based** services provide individual training and support to help people with mental retardation acquire, retain, or improve skills. Facility Based programs include sheltered workshops, day centers and other services serving only people with disabilities. The service can take place in a variety of settings.

### OTHER SUPPORTS

Families may get short-term help with caregiving (**respite**). Respite may be used to meet each family's needs so that parents and caregivers can work, have free time, or spend time with other family members.

DIDS also offers assistance with difficult behaviors, personal care, and guardianship fees. You may request a person to help you plan for, find and coordinate services.

The **Family Support Program** helps to fund the purchase of services and equipment needed by qualified families who have children with disabilities, and adults with disabilities who live with their families or by themselves.

Family support services should be sensitive to the unique needs, strengths, and values of the individual and the family, and should be responsive to the needs of the entire family. These funds are limited and you may be placed on a waiting list.

To find the family support agency that serves your county, call the Division of Intellectual Disabilities Services Office in your region.

### HEALTH AND THERAPEUTIC SUPPORTS

You may qualify for nursing services; occupational, physical, and speech-language therapy; dental and eye care; and special equipment.

## HOW DO I APPLY?

The Regional Office will send you an application for services. You must complete the application and return it to the Regional Office before your request can be considered. If you need help completing the application or if you do not receive an application after requesting one, you can contact The Arc of Tennessee for assistance.

After DIDS receives your application, you will receive services if funding is available. If not, you will be assigned a "Category of Need" and your name will be added to the Waiting List for the services you have requested. You do not have to accept any service you do not want at any time, so it is a good idea to get on the waiting list for ANY service you might want in the future.

## HOW SOON WILL I RECEIVE SERVICES?

How quickly you receive services depends on whether there is money for services, what kind of services you want, and your "category of need." Sometimes you will be on the waiting list for several years.

If your situation is not a "crisis," be prepared to be on the waiting list.

## WHAT CAN I DO IF I DON'T AGREE WITH THE DECISION OF DIDS?

When you disagree with DIDS about your category of need, you should contact the Regional Office first and talk to the intake coordinator. If you still disagree with DIDS, you should contact the Director at the Regional Office.

People with needs meeting the criteria of "crisis," "urgent" and "active" will be placed on the **waiting list** for services. The waiting list functions as a "register" for services. People with needs meeting the criteria of "deferred" will be placed on the **planning list** for services.

## Category of Need Criteria - October 15, 2008

### CRISIS

The individual needs services immediately due to the most intense needs WITH one or more of the following being met:

- Homeless
- Death or Incapacitation of ALL available caregivers
- IMMEDIATE danger to self or others

### URGENT

The individual needs services soon and meets one or more of the following criteria:

- Aging or Failing health of caregiver and no alternate caregiver is available to provide supports;
- Living situation presents a significant probability of abuse or neglect;
- Increasing risk of aggressive or assaultive behavior toward self or others;
- Stability of current living situation is severely threatened due to extensive support needs or family catastrophe;
- Discharge from other service system (including but not limited to school, DCS, RMHI, Forensics) is imminent.