



**DDDS Procedure:
Request to Develop a Day Service Site
QA PRO 204**

Revision Date	Sections Revised	Description of Revision
1/24/2024	All	Origination date
Director's Signature/Date:		<i>Live signature is located in the Office of the Director</i> Effective: 02/01/2024



1. Scope

Division of Developmental Disabilities Services (DDDS) Day and Transition
 DDDS Office of Business and Support Services
 DDDS Service Integrity and Enhancement (SIE)
 Day Habilitation Contracted Providers

2. Standards

- 2.1 No Day Habilitation Contracted Provider shall open a Day Service site without first obtaining approval from DDDS.
- 2.2 All Day Habilitation Contracted Providers shall follow all procedures set forth in this procedure.

3. Procedure

New Site Request:

Action by:

Requesting Day Habilitation
 Contracted Provider

Action:

1. **Completes & Submits Request to Develop a Day Service Site** as a fillable PDF document via email to: DHSS_DDDS_NewSite@delaware.gov to develop and/or open a new site. A completed form shall include and comply with the following:

**** The subject line of the email must include the following:
 "ProviderName_New Day Site_Name of the county
 being requested"**

**Ex: ABCProvider_ New Day Site _Kent
 County**

SIE Administrative Assistant

2. **Reviews** the form "Request to Develop a Day Service Site" submission from the requesting Day Habilitation Contracted Provider to ensure the application is complete.

3. **Creates** a folder in the following drive to save all documentation related to the potential site that are referenced in this procedure: **Teams-DHSS DDDS New Site/ Providers/ Files**.
4. **Saves** the form to the drive as: **ProviderName_ New Day Site _Name of the county being requested_town zip**
5. **Creates** and **sends** an email to the applicable Community Services Day Services Administrator with a cc to the SIE Administrator with the following information:
 - Path link where the form can be found;
 - Date that the approval is due by; and
 - Reminder to notify the SIE administrative assistant that the form has been approved or denied.

Body of the email:

ABC agency has submitted a **Request to Develop a Day Service Site**.

The form can be found here: (insert link from Teams)

Please email DHSS_DDDS_NewSite@delaware.gov by (insert 10 business days from the email date) or sooner if a determination has been made.

**** The subject line of the email must include the following: "ProviderName_ New Day Site _Name of the county_town zip"**

Ex: ABCProvider_ New Day Site _Kent County_Smyrna 19977

Director of Day & Transition

6. **Update tracker** located on Teams.
7. **Reviews** the **Request to Develop a Day Service Site**
8. **Signs** the form electronically indicating **approval** or **denial** of the request within ten (10) business days or (3) three business days for expedited sites of receipt of the complete request. (Electronic signature instructions are provided on the form).
9. **Saves** the form within teams as **Provider Name_ New Day Site _approved or denied**. Example: **ABC Provider_123 First Street_Approved / Denied**
10. **Creates** and **sends** and email to DHSS_DDDS_NewSite@delaware.gov DHSS_DDDS_NewSite@delaware.gov to inform that a decision has been made.

**** The subject line of the email must include the following: "ProviderName_ New Day Site _either approved or denied"**

Ex: ABCProvider_ New Day Site _Approved /

Denied

SIE Administrative Assistant

If approved

Sends, to the requesting Day Habilitation Contracted Provider, in a secure email the approved "Request to Develop a Day Service Site", as a PDF document; within two (2) business days

**** The subject line of the email must include the following:
"Approved Request to Develop a Day Service Site"**

Body of the email:

The site to open has been initially approved by Day Services; please note that this is not final approval to open. You will hear from your assigned Program Evaluator to schedule your new site review.

If denied

Sends in a secure email, to the requesting Day Habilitation Contracted Provider, the denied "**Request to Develop a Day Service Site**", as a PDF document; within two (2) business days

**** The subject line of the email must include the following:
"Declined Request to Develop a Day Service Site"**

Body of the email:

The site has **not** been initially approved. If you have any questions, please contact the Director of Day & Transition.

SIE Administrative Assistant

11. **Updates** the tracker located on Teams.
12. **Creates** and **sends** an email to the SIE Compliance Unit dhss_ddds_complianceunit@delaware.gov with a cc to the SIE Administrators with the following information:

- Path link where the form can be found;

Body of the email:

ABC agency has submitted a **Request to Develop a Day Service Site**. The form can be found here: (insert link from Teams)

Please create the site in the provider management system and assign a Program Evaluator

**** The subject line of the email must include the following:
Approved Request to Develop a Day Service Site**

Service Integrity & Enhancement
(SIE) Compliance Unit

13. **Creates** the site in the Electronic Provider Management System.

SIE Compliance Unit
SI Program Evaluator

14. **Receives** notification of a new site
15. **Completes** the New Site Survey as outlined in the **State Operations Manual for Program Evaluators in accordance with the DDDS HCBS Standards**.
16. **Completes** and **saves** all findings in the Electronic Provider Management System as outlined in New Site Electronic document manual.
17. **Informs** the SIE Administrative Assistant and the SIE Administrator when the standards are met.

SIE Administrative Assistant

- Standards met**
18. **Opens** the site within Provider Management System by changing the status from Pending to Open.
Sends the "Notification to open letter" to the requesting Day Habilitation Contracted Provider and cc it to the Director of Day & Transition, Community Services Regional Program Directors, Service Integrity Compliance Unit, dhss_ddds_complianceunit@delaware.gov, Life Span Unit Assistant Program Administrators, Service Integrity and Enhancement Program Administrators and the Life Span Unit officer and DHSS_DDDS_RESAUTHS@delaware.gov
19. **Saves** the notification to open letter in DHSS New Site Team under the New Site Provider channel.

**** The subject line of the email must include the following:
Approved Request to Develop a Day Service Site**

Body of the email:

The site has met all requirements. Attached you will find the approval letter. Please maintain this for your records.

20. All standards must be met before a new Program will be approved to open.

For additional information please visit us on the web at:

<https://dhss.delaware.gov/dhss/ddds/>

Forms:

All updated fillable forms related to this procedure can be found on the web at:

<https://www.dhss.delaware.gov/dhss/ddds/providercontract.html>

Effective:

1. This procedure becomes effective immediately.
2. Any part of this procedure that is in direct conflict with federal and state laws shall be null and void; all other parts shall remain operative.