



Eric Holcomb, Governor
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Division of Disability and Rehabilitative Services
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To: Bureau of Developmental Disabilities Services stakeholders, including individuals, families, providers, case managers and staff
From: Cathy Robinson, Director, Bureau of Developmental Disabilities Services
Re: Case Management Innovation update for individuals and families
Date: July 19, 2021

Individuals and families have asked for changes to case management therefore as part of the waiver redesign efforts, the Division of Disability and Rehabilitative Services and Bureau of Developmental Disabilities Services is focusing efforts on Case Management Innovation. Case management is the foundation upon which all other home-and community-based services and supports are coordinated and is a federally required service for everyone receiving waiver services. With this in mind, BDDS is compelled to ensure all individuals with disabilities and their families supported through BDDS HCBS waivers experience high quality, consistent case management support.

BDDS has received questions from individuals and families about Case Management Innovation. In an effort to provide more information, a “Case Management Innovation companion for individuals and families” has been developed. The companion is available by visiting the [Case Management Innovation webpage](#).

