

What/When to Notify Designated Coordinator/Manager

Information to provide	
Client	Staff
After deciding to provide service, provide DCDM the following ● Clients' name, email, telephone number ● Case Manager contact information - name/email/telephone number ○ From Case Manager ■ CSP/CSSP, Historical data, Facesheet, Service Agreement ● Legal Representative contact information -name/email/telephone number, if applicable ● Day Program contact information -point of contact/email/telephone number, if applicable ● Expected start date ● If non-residential services - the name of staff(s)	After background, application, W-9 submitted: ● Name ● Email/Telephone number ● Date of Hire ● Background submittal & clearance date ● First date of Supervised work ● First date of unsupervised work ● Location or Client assigned to work
Change of staffing	Termination of Staff - last day worked
Updated service agreement - adding on services	
Relocation of services	
Termination of services - PLEASE CONTACT DURING DECISION-MAKING PHASE to ensure compliance is met	
Updated Support Plans/Summaries/Medications	
Meetings	
All incident reports/suspected maltreatment/deaths within 12 hours of the incident	
Any changes to the programming	

Rule of thumb - keep DCDM in the loop prior to client intakes, staff onboarding and discharges to ensure compliance. Nondisclosure of information may result in termination of services.

What/When to Notify Designated Coordinator/Manager

Programming - updated policies/forms; training platforms log in information; documentation platform, if applicable

Excerpt from signed contract:

The Client agrees to provide the additional resources: Timely service agreements & documentation for each client providing services to; Incoming staff information; Discharge client information; Any communication from licensor/DHS; Incident Reports re: individuals served including those involving staff (within 12 hours of the incident). Access to the place of business(es) – a place to work and working materials, as needed to perform designated managerial duties – oversight of programming, clients, and documentation.

We require at least two weeks' notice for onboarding new staff and/or clients. It is preferred that intakes are scheduled during office visits. It is recommended that you allow Coach Candice's team to schedule meetings to ensure we are available.

Nondisclosure of client and staff information is considered a breach of the contract agreement.

Rule of thumb - keep DCDM in the loop prior to client intakes, staff onboarding and discharges to ensure compliance. Nondisclosure of information may result in termination of services.