



HAWAII STATE
DEPARTMENT
OF HEALTH

Developmental Disabilities Division **Applying for Services**



Revised September 2025

Please use the QR code below to access the Developmental Disabilities Division's (DDD) website and to obtain an electronic version of this handbook:



<https://www.health.hawaii.gov/ddd>



CALL O'AHU: 1-808-733-1689 (TTY: 711)



EMAIL O'AHU: doh.dddintake@doh.hawaii.gov

Table of Contents

Applying for Services..... 1

 Table of Contents..... 3

Interpretive Services.....4

Mission and Vision..... 7

E Komo Mai (*Welcome*) 8

Eligibility Criteria..... 10

Intake Process..... 13

Acceptable Document List..... 14

What Happens After DDD Receives All Requested Documents? ...16

What Happens After a Decision is Made? 17

What Services Can I Access Soon After I am Eligible for DDD
services? 18

What is Medicaid I/DD Waiver? 20

Medicaid I/DD Waiver Services 22

Contact Us..... 24

DDD Intake Process Checklist 25



Interpretive Services

If you need a language interpreter or are unable to read the information as printed, please call (808) 733-1689. A bilingual interpreter, sign language interpreter, and/or TTY hearing impaired telephone services can be provided to you.

Ilocano: PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-808-733-1689 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-808-733-1689 (TTY: 711).

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-808-733-1689 (TTY:711) まで、お電話にてご連絡ください。

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-808-733-1689 (TTY: 711)。

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-808-733-1689 (TTY: 711). 번으로 전화해 주십시오.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-808-733-1689 (TTY: 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-808-733-1689 (TTY: 711).

Samoan: MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-808-733-1689 (TTY: 711).

Marshallese: LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe aṃ ejjelok wōñāān. Kaalok 1-808-733-1689 (TTY: 711).

Trukese (Chuukese): MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-808-733-1689 (TTY: 711).

Hawaiian: E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo [ho‘okomo ‘ōlelo], loa‘a ke kōkua manuahi iā ‘oe. E kelepona iā 1-808-733-1689 (TTY: 711).


Micronesian (Pohnpeian): Ni songen mwohmw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-808-733-1689 (TTY: 711).

Bisayan (Cebuano): ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1-808-733-1689 (TTY: 711).

Tongan: FAKATOKANGA’I: Kapau ‘oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea ‘oku nau fai atu ha tokoni ta’etotongi, pea teke lava ‘o ma’u ia. Telefoni mai 1-808-733-1689 (TTY: 711).

Laotian: ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-808-733-1689 (TTY: 711)

Mission and Vision



MISSION

Foster partnerships and provide quality person-centered and family-focused services and supports that promote self-determination.

VISION

Individuals with intellectual and developmental disabilities have healthy, safe, meaningful and self-determined lives.

Possibilities
NOW!



E Komo Mai *(Welcome)*

The Developmental Disabilities Division (DDD) provides services to individuals with intellectual or developmental disabilities.

This booklet serves as a guide to help you understand the Division's eligibility criteria and steps that you will need to complete during the eligibility determination process.

We are happy to help if you have any questions. Please call the DDD office on your island to begin the process.



Eligibility Criteria

In order to be eligible for DDD services, you need to meet the following three (3) requirements below:

1 **Citizenship**

Be a U.S. citizen, national of a U.S. territory, lawful permanent resident, or an individual covered under The Compact of Free Association (COFA).

2 **Hawai'i Residency**

Be a resident voluntarily in the State of Hawai'i with the intent to reside in the State permanently or indefinitely.

- Cannot be a resident of a public institution, such as a correctional facility or residential psychiatric facility.
- Moving to Hawai'i soon? Please call to start the intake process prior to your move.

3 **Intellectual or Developmental Disability**

Have an intellectual or developmental disability as defined by the Hawai'i Revised Statutes (HRS) Chapter §333F-1 and Hawai'i Administrative Rules (HAR) Chapter 11-88.1. (see p. 11)



- *“Intellectual disability” means:*
Significantly subaverage general intellectual functioning resulting in concurrent substantial impairments in at least three or more areas of major life activity (i.e. self-care, language, learning, mobility, self-direction, capacity for independent living, and economic sufficiency) and manifested during the developmental period.



- *“Developmental disabilities” means a severe, chronic disability of a person which:*

- Is attributable to a mental or physical impairment or combination of mental and physical impairments.
- Is manifested before the age of twenty-two (22) and is likely to continue indefinitely.
- Results in substantial functional limitations in three or more of the following areas of major life activity: self-care, language, learning, mobility, self-direction, capacity for independent living, and economic sufficiency.
- Reflects the person's need for a combination of care, treatment, or other services that are of lifelong or extended duration.



Children from Birth to Age 9

An individual from birth to age nine who has a substantial developmental delay or specific congenital or acquired condition may be considered to have a developmental disability without meeting three or more of the criteria described on the previous page, if the individual, without services and supports, has a high probability of meeting those criteria later in life.



IMPORTANT:

Children eligible under these considerations will need to be re-assessed by their ninth birthday. At that time, the child will need to meet the HRS Chapter §333F-1 definition of an intellectual or developmental disability as specified on page 11 in order to continue to receive DDD and Medicaid I/DD Waiver services.



Intake Process

STEP 1: Contact the Intake Office on your Island

- Let the intake office know you're interested in DDD services.
- They will explain the intake process and tell you what documents you need to provide.
- If not appropriate for DDD services, the office will refer you to other available community resources.

STEP 2: Gather Your Documents

- You are responsible for providing information that shows you meet the eligibility requirements.
- Refer to the list of required documents on the following pages.

STEP 3: Submit Your Documents

- Send copies of your documents to the intake office on your island.
- An intake worker will review your submission.
- Once all required documents are received, an intake interview will be scheduled.

STEP 4: Complete the Intake Interview

- You are encouraged to bring a trusted friend, family member, or support person with you to the interview if needed.
- During this interview, your intake worker can (1) help you complete the DDD application and (2) may request for more documentation.

STEP 5: Submit Any Additional Requested Documents

- After your interview, your intake worker will let you know if more documentation is needed.
- Once all requested documents are received, your application will be considered complete.

Acceptable Document List



Gather as much of the following as possible:

DOCUMENT TYPE	EXAMPLES
Proof of U.S. citizenship, national of a U.S. territory <u>or</u> Permanent U.S Resident <i>(required prior to intake meeting)</i>	<ul style="list-style-type: none"> • Birth Certificate or unexpired U.S. Passport • Unexpired Permanent Resident Card • U.S. Certificate of Naturalization or Citizenship
Proof of Hawai'i Residency <i>(required prior to intake meeting)</i>	<ul style="list-style-type: none"> • Recent government benefits letter from Social Security or Med-QUEST • Voter registration card • Guardians' utility bills for minor children
Medical Records about your intellectual or developmental disability <i>(required prior to intake meeting)</i>	Most recent office visit progress notes or testing/assessments completed by current on-going medical providers (i.e. neurologist, developmental pediatricians, geneticist)
Legal Court Documents	<ul style="list-style-type: none"> • Guardianship Court Order • Power of Attorney • Custody agreement for minor children

Acceptable Document List



DOCUMENT TYPE	EXAMPLES
Proof of Medicaid and/or health insurance	Current medical health insurance card(s)
Psychological Evaluations	Evaluations completed by a psychologist that includes cognitive (IQ) testing, adaptive behavior assessments, and diagnostic impressions
Standard measures of adaptive behavior	Examples include Adaptive Behavior Assessment System (ABAS) or Vineland Adaptive Behavior Scales <i>*Ask DOE and ABA providers if this was already completed.</i>
School assessments and plans	<ul style="list-style-type: none"> • Academic, cognitive, and social work assessments • Most recent or last Individualized Education Program (IEP)



IMPORTANT: You have 90 working days to submit all of your documentation to the Intake Office from the signed date on the Application for Services. If you do not have the above documentation, please discuss this with your local Intake Office.

What Happens After DDD Receives All Requested Documents?

1. All requested information must be submitted within 90 working days from the date on the Application for DDD Services. Your application may be closed if you miss this deadline. Please inform your assigned intake worker if you are unable to get needed information.
2. Once all requested information has been received, your application is considered complete. DDD has 30 working days to determine if you are eligible or not eligible for services. You will receive a phone call and a letter from an O‘ahu intake worker once a determination has been made.



NOTE: All applications are submitted to the **O‘ahu Intake Section** for final review and determination. The O‘ahu Intake Section will contact you upon receipt of your application and will inform you of your eligibility determination.

What Happens After a Decision is Made?

If NOT ELIGIBLE

- You will be informed of the reason you are ineligible over the phone and in writing.
- If you do not agree with the decision, you have the right to appeal. If you have new information, you can always re-apply in the future.

If ELIGIBLE

- You will be assigned a case manager that will help you coordinate DDD services and develop your person-centered service plan.
- Case manager can assist you with your Medicaid I/DD Waiver application to fund DDD services.

What Services Can I Access Soon After I am Eligible for DDD Services?

- **Case Management Services**

Once determined eligible, you will be assigned a case manager. Your case manager will:

- Help coordinate services that support you in your home and community (see pages 18-19 and 22-23).
- Assist with referrals to other helpful community resources.

- **State-Funded Services for Individuals Not Eligible for the Medicaid I/DD Waiver**

If you are eligible for DDD services, but are not eligible for the Medicaid I/DD Waiver, you may still be able to access the following programs:

- 1) **Family Services and Supports Program (FSSP)**

A reimbursement program where families pay for approved services and DDD reimburses part of the cost. Common reimbursed items include:

- Incontinence supplies
- Nutritional supplements
- Transportation (i.e. TheHandi-Van coupons).

- **State-Funded Services for Individuals Not Eligible for the Medicaid I/DD Waiver (Continued from previous page 18)**

2) **Long-Term Adult Supports and Resources (LASR):**

Available to **participants aged 18 and older**, LASR helps fund services that support greater community access and independent living.

Examples include:

- Employment supports
- Skills for independence such as shopping, budgeting, and cooking
- Developing relationships and practicing daily living skills

What is Medicaid I/DD Waiver?

The **Medicaid 1915(c) Home and Community-Based Services (HCBS) Waiver for individuals with intellectual and developmental disabilities (I/DD)** are services designed to implement creative person-centered alternatives to long-term institutionalized care funded by the **Department of Human Services' (DHS) Med-QUEST Division**. (Waiver services are mentioned on pages 22-23.)

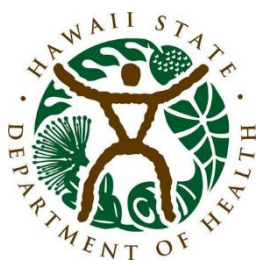
Waiver admission is determined by the **Department of Human Services' (DHS) Med-QUEST Division** and involves an additional application process to meet the following criteria:

- ✓ Assessed to need services at the Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF-IID) Level of Care.
- ✓ Eligible for Medicaid coverage and Long Term Care (LTC) benefit through Medicaid



IMPORTANT: MAHALO FOR YOUR PATIENCE!

The I/DD Waiver has a separate application process managed by **DHS Med-QUEST** and **may** take several months to complete. Once you are found eligible for DDD services, your assigned case manager can help you apply for the I/DD Waiver.



Medicaid I/DD Waiver Services

DDD offers services that are funded by Medicaid I/DD

Waiver. These services are identified through a person-centered planning process with DDD case managers who coordinate and assist individuals in accessing waiver services from qualified providers or through the Consumer-Directed (CD) Option:

- **Personal Assistance/Habilitation (PAB):** to acquire, retain, or improve in skills related to home living.
- **Community Learning Service - Individual (CLS-I):** supports the participant in improving access to the community through improving independent skills, communication, and developing and maintaining friendships in their communities.
- **Adult Day Health (ADH):** participants learn independence in a program-based group setting in both program and community-based activities.
- **Employment Services:** include Discovery & Career Planning (DCP) and Individual Employment Supports. The intent of these services is for participants to obtain and maintain competitive employment.
- **Respite:** provides short-term relief for persons who normally provide uncompensated care for the participant.

Other Waiver services:

- **Community Services:** Non-Medical Transportation, Community Navigator
- **Home Services:** Chore, Respite, Residential Habilitation
- **Medical Services:** Personal Emergency Response System (PERS), Assistive Technology, Vehicular Modifications, Environmental Accessibility Adaptations, Private Duty Nursing, Specialized Medical Equipment and Supplies
 - Medicaid Health Plan provides medically necessary supports and services. Please inquire with your health plan's Health Care Coordinator on how to access these services.
- **Training & Consultation (Behavior and RN)**
- **Waiver Emergency Services:** Crisis Mobile Outreach & Home Stabilization



IMPORTANT:

- ✓ Services requested may differ from the services approved.
- ✓ Waiver services should not replace or duplicate other services provided by Department of Education (DOE), Division of Vocational Rehabilitation (DVR), Medicaid health plan, or other government agency.
- ✓ For emergency situations, please work with natural supports and medical providers on a crisis plan. Please call 911 if anyone is endangering themselves or others.

Contact Us

Contact your local intake office:

O'ahu

(808) 733-1689
2201 Waimano Home Road
Hale C
Pearl City, HI 96782
doh.dddintake@doh.hawaii.gov

Kaua'i

(808) 241-3406
3040 Umi Street
Līhu'e, HI 96766
DOH.DDDIntakeKauai@doh.hawaii.gov

Maui & Lana'i

(808) 243-4625
210 Imi Kala Street
Suite 105
Wailuku, HI 96793
DOH.dddmauiintake@doh.hawaii.gov

Hawai'i – Kona

(808) 327-6212
75-184 Hualālai Road
#201
Kailua-Kona, HI 96740
DOH.DDDIntakeBigIsland@doh.hawaii.gov

Molokai

(808) 553-7898
65 Makaena Street
Kaunakakai, HI 96748
DOH.dddmauiintake@doh.hawaii.gov

Hawai'i – Hilo

(808) 974-4280
32 Kino'ole Street
Suite 108
Hilo, HI 96720
DOH.DDDIntakeBigIsland@doh.hawaii.gov

Hawai'i – Waimea

(808) 887-6064
67-5189 Kamamalu Street
Kamuela, HI 96743
DOH.DDDIntakeBigIsland@doh.hawaii.gov



DDD Intake Process Checklist

1. ☐ Call the Intake office on your island when interested to apply.
2. ☐ Gather and submit available documentation (see “Acceptable Documentation List”, pages 14-15):
 - a. NOTE: Other documents may be requested at the Intake Interview.
3. ☐ Intake office will schedule an Intake Interview with an intake worker:
 - a. Date and time of interview: _____
 - b. Physical Location if not Zoom: _____
 - c. Name of Intake Worker: _____
4. ☐ Intake interview:
 - a. Other documents requested: ☐ None

5. ☐ Eligibility determination made?
☐ ELIGIBLE ☐ NOT ELIGIBLE

NOTES: _____



For more information, please contact:

**Developmental Disabilities Division
Intake & Eligibility Section**

2201 Waimano Home Road, Hale C
Pearl City, HI 96782

Phone: (808) 733-1689 (TTY: 711)

The Department of Health complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex.

Write or call within 180 days of a problem to:

**Department of Health
Affirmative Action Office**

P.O. Box 3378
Honolulu, HI 96813

Phone: (808) 586-4110

