DC HEALTH

LAW AND REGULATIONS

DC HEALTH

PROCESS
APPLICATION & SURVEY
UNDERSTANDING THE

DC HEALTH

911 DISCHARGES, TRANSFERS, AND REFERRALS
CLIENT SERVICES

07/26/2019
Initial Licensure Process
Step #1

Read! Read! Read!

Title 22B Chapter 99 and all applicable laws and regulations

DC: HEALTH

Initial Licensure Process
Step #2

Collect the Required Forms

The application and instructions can be downloaded
DC Health's website:
https://dchealth.dc.gov/service/efsl

The submission of an application is in no way a guarantee that a license will be issued

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Initial Licensure Process
Step #2

Application will not be considered if the following required forms are not completed and attached to the application:

- A Completed, Signed, Dated and Notarized Application
- Certificate of Occupancy*
- Clean Hands Self-Certification
- Proof of Criminal Background Check for the Director*
- Insurance Verification Certificate

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Initial Licensure Process
Step #2

Application will not be considered if the following required forms are not completed and attached to the application:

- Reference Letters (3) attesting to the character and qualifications of the Director*
- Original Copy of the Certificate of Good Standing
- Trade Name Registration (if applicable)*
  - The trade name cannot reference "Heal" (9002)
- If Corporation: A copy of the Articles of Incorporation and Bylaws*
- If Partnership: A copy of the partnership agreement*

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Initial Licensure Process
Step #2

Application will not be considered if the following required forms are not completed and attached to the application:

- If Limited Liability Company: A copy of the Articles of Formation and Operating Agreement*
- Ownership and Disclosure Form
- Operating Policies and Procedures*

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Initial Licensure Process
Step #3

Drafting Policies and Procedures

- Policies relate to how the rules are going to be implemented. Entities design their policies on the basis of rules applied by regulatory authorities AND their business objectives. Policies basically give a direction to the entity that is in-line with both applicable laws and aims that business wants to achieve.

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Initial Licensure Process
Step #3

Drafting Policies and Procedures

The definition of procedure is order of the steps to be taken to make something happen, or how something is done.

For an example: If your objective is to make scrambled eggs. The procedure is cracking eggs into a bowl and beating them before scrambling them in a pan.

Initial Licensure Process
Step #3

Required Policies and Procedures

Personnel
- Terms and conditions of employment
- Annual evaluations
- Disciplinary Actions, Termination, and Grievance Procedures
- Compliance with Criminal Background Check Requirements

Admission
- Admission Criteria
- Initial Assessments
- Personal Care Services and Client Service Agreements
- Fees and Charges
- Advance Directives

Discharge/Transfer/Referrals
- Timeframe for discharge, transfer, or referral if a need for services beyond personal care services is identified

Record Retention and Disposal
- Protection, confidentiality, retention, storage, and maintenance of records
- Timeframe for record retention

Client Rights and Responsibilities
- Policies reflect that the statement of responsibilities addresses treating personnel with respect and dignity
- Communicate these policies to any client who cannot read or who otherwise needs accommodations in an alternative language or communication method

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Initial Licensure Process
Step #3

Required Policies and Procedures

Client Rights and Responsibilities
- Ensure each client has the right to be free from mental and physical abuse, neglect, and exploitation by personal care agency employees.
- Ensure each client has the right to voice a complaint or other feedback in confidence and without fear of reprisal.
- Ensure each client has the right to be assured confidential handling of client records as provided by law.

Complaint Process
- A complaint can be presented orally or in writing.
- Respond to the complaint within 14 days.
- Investigative timeframe.

Initial Licensure Process
Step #3

Required Policies and Procedures

Coordination of Services
- Delineation of services.
- Notification to client/client representative of the coordination of services with another provider.

Infection Control
- Procedures to ensure infection control.

Initial Licensure Process

9802.4 - Each applicant shall be responsible for submitting a complete application, including all information required pursuant to Section 9802.3 of this Chapter. The Department reserves the right to return an incomplete application to the applicant:

- The return of an incomplete application to the applicant shall not be considered a denial of the application; and
- The Department will return the application with identified deficiencies;
- The applicant shall have thirty (30) calendar days to correct the identified deficiencies and return the application to the Department; and
- If the applicant resubmits the application to the Department and has not corrected all the deficiencies, the application will be deemed incomplete and returned to the applicant. The applicant will have the option of filing a new application along with a new processing fee.

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