

WHO DO YOU CALL?

This document contains necessary contact information and potential situations Developmental Pathways, as your Case Management Agency, can regularly assist you with. If ever you are unable to reach your Case Manager for assistance or need additional support, please feel free to reach out to other members of your DP support team or follow the steps outlined in this document.



YOUR SUPPORT TEAM

Case Manager (CM) Name/Phone

Assistant Program Manager (APM) Name/Phone

Supervisor Name/Phone

Associate Director (AD) Name/Phone

MAIN
303-360-6600

INTAKE
303-858-2260

AFTER HOURS

Monday - Thursday
5:00 PM - 9:00 PM

Friday - Sunday
9:00 AM - 9:00 PM

720-984-6584

SERVICES & SUPPORTS

SUCH AS...

- Service planning
- Scheduling meetings
- Revisions or changes to plan; utilization of services, such as living situation changes
- Assistance in communicating with providers
- If services aren't being provided within 30 calendar days or one month

CONTACT

Your CM;

If unable to reach your CM, if the matter is urgent, or haven't received a response in 2 business days, contact their APM, Supervisor, or AD.

What to do after hours?

Call and leave a message or email your CM.

CONCERNS / COMPLAINTS

SUCH AS...

- Communicating, documenting, and resolving concerns and complaints with your CM or Developmental Pathways

CONTACT

If issue is with your CM or to give feedback on their service, contact their Supervisor or AD.

What to do after hours?

Call and leave a message or email your CM or their Supervisor.

PROVIDER CONCERNS

SUCH AS...

- Responsiveness, scheduling, or general procedural concerns...
- If concern of abuse, exploitation, or neglect, follow steps outlined in the Mistreatment section

CONTACT

1. The provider. Your CM can provide strategies about addressing concerns, if needed.
2. If no immediate resolution, follow provider's grievance procedure.
A copy should be provided upon starting services.
3. File a formal complaint against the provider with the CO Dept. of Public Health & Environment:
www.colorado.gov/pacific/cdphe/health-facilities-complaint-and-occurrence-contacts
4. Notify your CM if you would like to find a new provider.

What to do after hours?

Call and leave a message or email your CM.

If the concern is urgent, call and leave a message on the After Hours line: 720-984-6584.

MISTREATMENT

SUCH AS...

- For assistance with navigating what to do for an incident of Mistreatment, Abuse, Neglect, or Exploitation

CONTACT

1. 911 or Police
2. Call the Critical Incident Reporting line: 303-858-2170
3. Contact your CM; if unavailable, contact their APM, Supervisor, or AD

What to do after hours?

Follow the above steps. Someone from DP will follow up the next business day. If the incident results in a crisis and someone needs to be moved or placed, call and leave a message on the After Hours line: 720-984-6584.

BENEFITS

SUCH AS...

- SSI / Medicaid

CONTACT

1. Social Security Administration or your County Office
2. Your CM; and your CM will contact or may connect you to the Benefits Program Manager
3. If unable to reach your CM, contact their APM, Supervisor, or AD

What to do after hours?

Call and leave a message or email your CM.

CRISIS / EMERGENCY

SUCH AS...

- Risk of homelessness
- Unstable situations
- Hospitalization and ER visits

CONTACT

1. If you are served under the DD Waiver and have residential support, first reach out to your contact at the agency.
2. Next, contact your CM;
3. If unable to reach your CM, contact their APM, Supervisor or AD;
4. Or call the Main line: 303-360-6600, and ask for the Crisis Program Manager.

What to do after hours?

Call and leave a message on the the After Hours line: 720-984-6584.