### Step 1
**Support Coordination**
- If a major change in the family is identified that impacts the caregivers' ability to provide support for the child, the Support Coordinator is to hold a meeting with at least the recipient, enrolled direct service provider, OCDD regional/authority/district waiver office staff, if needed, and any other possible supports/resources as identified by the recipient.
- All current and needed supports for the health and welfare of the child (e.g., EPSDT-PCS, home health, families, friends, OCDD state funded services) shall be evaluated at the meeting.
- The Support Coordinator shall request intervention by the OCDD Regional/Authority/District Waiver Office Specialist.
- If the supports identified at the meeting are not enough, then the Request for Crisis Designation shall be initiated as outlined in the manual.
- A POC revision and the Request for Crisis Designation Form with supporting documentation shall be completed. The revision shall also identify the required additional Children’s Choice services that are required.
- Send all documents to the OCDD Regional Waiver Office for review.

### Step 2
**OCDD Regional/Authority/District Waiver Office**
- Upon receipt of request from support coordinator, the waiver office will immediately review the Request for Crisis Designation, POC revision and supporting documentation.
- A NC-Snap will be completed and if indicated, a HRST will be completed.
- The Waiver office staff will complete section IV of the Request for Crisis Designation form and forward all documents to the OCDD Central Office CC Waiver Program Manager for a final Crisis Designation Decision.

### Step 3
**OCDD Central Office and Regional Waiver Office**
- If needed, the OCDD State Office Review Committee will review the packet and make a final decision. The CC Waiver Program Manager will complete Section V of the Request form and notifies OCDD Regional/Authority/District Office.
- OCDD Regional/Authority/District Waiver Office will immediately notify the Support Coordinator of decision.

### Step 4
**Support Coordination Agency**
- Notifies the recipient and enrolled provider of the approval and forwards copies of the approved POC revision and the Crisis Designation Request Form; and
- Sends the approved POC revision to SRI for PA.

### Step 5
**Enrolled Provider**
- Initiates the services approved and as requested by the recipient; and
- Submits the required data into the data collection system for prior authorization.

### Step 6
**Informational**
- Approvals are made for up to a 3 month maximum. An assessment must be made prior to the expiration of the current approval.
- If the crisis situation has not been resolved at the end of the 3 month period, initiate an extension of the Crisis Designation by submitting a new Request for a Crisis Designation form and a new POC revision.
- Total time period for all requests and approvals cannot exceed 12 months.