



Appendix R

OQE Intake, Routing, and Review Pathway Process

New Sites, New Service Types, and Other OQE Routing Requests

Revised June 2026

Purpose

Appendix R was previously used to describe the Initial Review process. This revised Appendix R expands that framework and now serves as the OQE intake and routing process for new sites, new service types, service group additions, and other provider requests that may require OQE review before services begin.

The Appendix R OQE Intake Form is the required submission form used to initiate this process. Providers submit the OQE Intake Form when a provider proposes to open a new site, begin a new licensable service type, add a service type to an existing license, or begin a new service group.

OQE uses the information submitted through the OQE Intake Form to determine the applicable review pathway. Depending on the request, the pathway may include Site Feasibility, Home and Community Based Siting (HCBS) review or exception screening, Pre-Occupancy or Pre-Placement Review, Approval to Occupy, Pre-Approval Assessment, Approval to Operate, Initial Review, inclusion in the next scheduled Licensure and Certification review, or no OQE review at that time.

Multiple Review Triggers

Some requests require more than one OQE review pathway. For example, a 24-hour residential site opening requires Site Feasibility and Pre-Placement Review/Approval to Occupy before individuals move in. If that same request also adds a new service type or service group for the provider, an Initial Review is also triggered after the service begins. The OQE Intake Form is used to document each required pathway so the site approval process and the service start-up review are both captured.

Key Distinction

Appendix	Primary Use
Appendix Q	Physical Site Feasibility, Pre-Placement Review, and Approval to Occupy when a site requires review before occupancy or service use.
Appendix R	Intake and routing for new sites, new service types, new service groups, and other service additions.

DDS Licensure Service Groups and Services Subject to Licensure and Certification

The chart below may be used as a quick reference when determining whether a request involves a new service group, a new service type within an existing service group, or only a new site/location for a service type the provider already operates.

Service Groups	Service Types Subject to Licensure and Certification
Residential Services	• 24-Hour Residential Supports, including ABI/MFP Residential Supports • Shared Living Services, including ABI/MFP Shared Living Services • Site-Based Respite Services • Independent Living Supports (ILS)

Service Groups	Service Types Subject to Licensure and Certification
	• In-Home Supports, when services provided are 15 or more hours per week • Supported Collaborative Living (SCL) Services
Day and Employment Services	• Employment Supports, including Individual Supported Employment and Group Supported Employment • Community Based Day Supports (CBDS), including CBDS Without Walls
Remote Supports and Monitoring Services (RSMS)	• Remote Supports and Monitoring Services (RSMS)

Opening an additional site for a service type already included on the provider's license does not, by itself, trigger an Initial Review. However, a site feasibility, pre-placement and Approval to Occupy, HCBS review, or another review may still be required depending on the request. An Initial Review is triggered when the provider is beginning a new licensable service type or a service under a service group license not currently held, unless a different pathway is identified in this appendix.

Sequence of Activities

1. The provider submits the Appendix R Intake Form to OQE.
2. OQE reviews the intake form and confirms the service type, service group, request type, proposed start date, and whether Area/Regional approval has been obtained.
3. OQE determines whether the request requires Site Feasibility, HCBS review, Pre-Placement or Pre-Occupancy review, Approval to Occupy, Pre-Approval or Initial Assessment and ATO, Initial Review, or inclusion in the next scheduled review cycle.
4. If the request involves opening a physical site, OQE follows Appendix Q as applicable. For 24-hour Residential, ABI/MFP Residential, Site-Based Respite site openings, and site-based CBDS day service locations, Site Feasibility and Pre-Placement Review and Approval to Occupy are required before individuals move in or services begin at the site.
5. If the request requires a Pre-Approval Assessment or Initial Inspection before start-up, OQE completes that review and issues an ATO when required.
6. If an Initial Review applies, OQE schedules and completes the Initial Review within 60 days of the start of the service.
7. OQE conducts the Initial Review of the applicable licensure indicators. The sample size, survey team, and review length vary depending on the size and structure of the service.
8. OQE issues a Provider Report summarizing indicator-level findings, ratings, and any areas needing improvement. No licensure level is assigned at the Initial Review stage.
9. If no Initial Review is required, the service is added to the provider's applicable licensing pathway and included in the next scheduled OQE Licensure and Certification review.

When an Initial Review Is Conducted

An Initial Review is conducted when a provider begins a new licensable service, unless the service follows a different start-up pathway identified elsewhere in this appendix.

Scenario	Description	When Initial Review Applies
1	Provider not previously licensed by DDS	When a provider that is not previously licensed by DDS begins a service that requires a license to operate.
2	Licensed provider begins a service under a new service group	When a provider already holds one service group license and begins a service that falls under another service group license not currently held.

Scenario	Description	When Initial Review Applies
3	Licensed provider begins a new service type within an existing service group license	When a provider initiates a new service type within a service group license it already holds. Example: A provider already holds a Residential Service Group License (e.g., 24-hour Residential Supports) and begins a Residential Service type (e.g., Shared Living) not previously operated under that license. An Initial Review would be completed within 60 days of the start of the service unless the service follows a different start-up pathway identified elsewhere in this appendix.

Next Steps by Provider Status

Provider Status	Follow-up Action
Provider not previously licensed by DDS	Within six months of the Initial Review, complete the full Licensure and Certification Review of the new service and assign a licensure level.
Provider already holds the applicable service group license	When a provider initiates a new service type within a service group license it already holds, the existing license is amended to include the new service type. The new service type will be included in the provider's next Licensure and Certification review cycle.
Provider begins a service under a service group license not currently held	Within six months of the Initial Review, complete the full Licensure and Certification Review of the new service and assign a licensure level.
Provider already holds the Residential service group license and is adding ILS or SCL	No Initial Review is required under this pathway. Complete the required pre-approval assessment and issue an ATO before operation, then include the service in the next scheduled OQE L&C review.

Initial Review

An Initial Review remains a consultative, collaborative, licensure-only review used when required under the applicable pathway. Findings and areas needing improvement may be identified, but no licensure level is assigned at the Initial Review stage.

An Initial Review is conducted only when required by the pathway determined through the Appendix R Intake Form.

Final OQE Routing Decision

OQE documents the final routing decision in the intake record. The final decision should identify whether the request requires any of the following:

- Site feasibility review
- HCBS review / exception screening
- Pre-occupancy review
- Approval to Occupy
- Pre-approval Assessment
- Approval to Operate
- Initial Review
- Inclusion in the next scheduled L&C review
- No OQE review required at this time
- Follow-up information before routing can be finalized