DDS

Department of Developmental Services

ANNOUNCEMENT:

Transition to a New Fiscal Intermediary for Self-Direction Programs

PROJECTED EFFECTIVE DATE | JULY 1, 2027

The Massachusetts Department of Developmental Services (DDS) is announcing an upcoming change in the fiscal intermediary responsible for providing payment processing and related financial management services for its self-direction programs.

Effective July 1, 2027, pending final implementation, Palco is expected to replace Acumen as the fiscal intermediary for the following programs:

- Participant Directed Program (PDP)
- Autism Waiver Program (AWP)
- Department of Elementary and Secondary Education Program (DESE)

Our Commitment to a Smooth and Successful Transition

DDS recognizes that the previous fiscal intermediary transition presented significant challenges for individuals, families, and staff. We understand the importance of a well-coordinated transition and the need to maintain reliable, uninterrupted financial management services throughout this process.

DDS is committed to working closely with Palco to ensure a carefully planned, transparent, and orderly transition that prioritizes continuity of services,

minimizes disruptions, and addresses the concerns of the individuals and families we serve.

To support this commitment, DDS anticipates providing monthly progress updates throughout the transition period to keep individuals, families, and staff informed of important developments, upcoming milestones, and necessary actions.

Training and Community Engagement

Training on the new Palco system is expected to take place during May and June 2027. These sessions will be designed to help individuals, families, and staff become familiar with the new system and prepare for the transition.

DDS also plans to offer opportunities for feedback during the customization of the online portal. Input from individuals, families, and staff will be an important part of preparing for implementation and identifying potential concerns before the transition occurs.

Questions and Additional Information

DDS understands that changes of this nature may raise questions and concerns. We are committed to providing timely information and supporting individuals, families, and staff throughout the transition.

For questions or additional information, please contact your PDP Support Broker, Autism Clinical Manager, or DESE Program Coordinator.