Community Employment Support (CES) 1915(c) Waiver

Jennifer Brezée – Division of Developmental Disabilities Services

November 5, 2026

ARKANSAS DEPARTMENT OF HUMAN SERVICES

CES Waiver Updates

Intake and Welcome Package



Developing additional member-facing communications and providing competency training to Intake & Referral Specialists

Customer Services Center



Creating a one-stop shop / intake pathway for questions and referral needs across DHS programs

Portal Updates



Implementing a new Wait List Management platform, currently in the testing phase

Rate Increases



DHS and Milliman completed a rate report in accordance with Act 1023 of 2025. New rates for services included in the rate study are effective 1/1/2027

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