



STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
Home and Community Living Administration  
P.O. Box 45600 • Olympia, Washington 98504

June 5, 2026

ALTSA: ALF #2025-019

**CHANGES TO COMMUNITY STABILITY AND SUPPORTS SERVICE MODEL**

Dear Provider/Administrator:

In October of 2024 ( [ALF #2024-037](#) ) and June 2025 ( [ALF #2025-018](#) ), letters were sent to you about changes to the Residential Support Waiver (RSW).

This letter is to provide information on upcoming changes related to the Home and Community Services (HCS) Residential Support Waiver (RSW) Community Stability Supports (CSS) service model and rate effective 7/1/2025.

- Community Stability Supports (CSS) will undergo a service model structural change. CSS will no longer be a Tier 1 and Tier 2 service model and will now be one service and one rate. The new service model will be comparable to the CSS Tier 2 contract requirements and Tier 2 rate for all clients.
  - All CSS Tier 1 clients will move to CSS Tier 2
  - The removal of the CSS two-tier structure will reduce confusion between the existing CBHS 6-Tier service structure
  - Streamlining the CSS services will reduce the administrative burden for CSS providers attempting to track CSS Tiering and CBHS Tiering
- As part of this structural change, it was determined that for MCO funded clients, a CSS base rate increase from \$105.00 to \$115.00 will be implemented effective 07/01/2025.
- For clients NOT eligible for CBHS services the new HCS RSW CSS Add-On rate will be \$245.00
- Claims for clients with current CSS authorizations will be adjusted from 7/1/2025 forward.

You will receive an updated contract to sign.

Thank you for your continued partnership in serving individuals with complex needs. If there are questions regarding this communication, please contact the following resources:

**Resources**

- For CBHS questions or assistance with contracting please email HCA at [hca1915iservices@hca.wa.gov](mailto:hca1915iservices@hca.wa.gov)
- Visit Health Care Authority's (HCA) website for contracting and eligibility information [Community Behavioral Health Support \(CBHS\) services | Washington State Health Care Authority](#)
- For questions about the DSHS RSW waiver/CSS service changes please contact: [resource.support.and.development@dshs.wa.gov](mailto:resource.support.and.development@dshs.wa.gov)
- If you have questions about current service authorizations through HCS please contact the assigned case manager.

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Partnering with People"