



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
*Home and Community Living Administration*  
*PO Box 45600, Olympia, Washington 98504-5600*

May 29, 2025

**AL TSA: AFH #2025-021**  
**ALF #2025-018**  
**ESF #2025-014**  
**RESIDENTIAL SUPPORT WAIVER**

**Dear Provider/Administrator:**

In October 2024 you received communication via dear provider letter (AFH #2024-041, ALF #2024-036, ESF #2024-033) letting you know of upcoming changes to the Residential Support Waiver (RSW).

There are two programs: one a state plan service and the other a waiver service, that provide individualized staffing support in a residential setting for clients with behavior support needs:

- The Community Behavioral Health Supports Services (CBHS) program, administered by the Health Care Authority (HCA) under a 1915(i) State Plan Authority, offers 1:1 supportive supervision; and
- The RSW program, administered by DSHS, offers various services that have enhanced staffing ratios.

DSHS is amending the Washington Administrative Code (WAC) to clarify eligibility requirements and service coordination between the two programs. The WAC changes clarify the following:

- Clients that have an assessed need for, and agree to, individualized staffing support in a residential setting will be referred for an eligibility determination through the CBHS program.
- Clients will only be eligible for RSW services that offer enhanced staffing support if they do not meet eligibility criteria for the CBHS program.
- CBHS-eligible clients may still be eligible for behavior support services under the RSW, as appropriate.
- With this change, some clients who are currently receiving enhanced staffing through the RSW will instead receive this support through the CBHS state plan service.

What do providers need to be aware of to avoid possible disruption in services for their clients?

- After 7/1/2025: During the DSHS CARE assessment process, clients assessed as likely meeting CBHS eligibility criteria and who agree to 1:1/enhanced staffing support, will be referred to CBHS for that support. If the client declines CBHS services, they are not eligible for enhanced staffing services in the RSW.
- Providers can choose to participate in the CBHS program now, as some of their residents currently receiving RSW services may only be eligible for the individualized staffing support through the CBHS program once the new rules become effective.

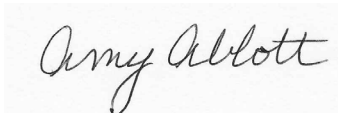
- If a client's care provider is not contracted to provide CBHS, this could disrupt the client's ability to access services if the client's RSW eligibility ends and the provider is not contracted to provide services through the CBHS program.
- Being a contracted CBHS provider will allow providers to be a choice for new clients eligible for CBHS services. Providers choosing to participate in the CBHS program must complete an HCA ProviderOne Application. Steps can be found on the HCA CBHS site listed below.

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 please contact: [residentialsupportwaiver@dshs.wa.gov](mailto:residentialsupportwaiver@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



Cathy Kinnaman  
Home and Community Services

DSHS: *"Partnering with People"*