

COUNTY EMPLOYMENT/DAY SERVICE LEVEL GUIDELINES
Frequently Asked Questions (FAQ) Pilot Year 2011-12

1. How should Counties use these guidelines starting July 1, 2011?

The Service Level guidelines should be used during the “pilot year” of 2011-12:

- Develop rate schedules which reasonably reflect services to clients within these guidelines. Although an exact match to the service ranges is not expected, Counties should define reasonable service levels for clients that reflect acuity and need.
- Assess current client service levels against the guidelines.
- Determine which County clients are receiving service hours which fall outside of the typical ranges. (For clients in IE or PTP likely to be authorized in IE before June 30, 2012.)
- In the event, a client’s service level falls outside of the typical range. The County and provider will need to identify if individual support level requires exceptional supports. Requests for exceptional supports will be routed through DDD Case managers.

2. Are there criteria to assist Counties and Case Managers in determining whether exceptional service levels outside of the typical range are justified?

Some criteria have been provided within the service level guidelines on the first page under section 1, item b. Criteria for exceeding the upper service hour limits within the Individual Employment guidelines (i.e., 30 hours a month for individuals of High acuity who are recently or intermittently employed) are in development.

DDD operates under the current exceptions to rule WAC 388-440-0001:

- Does this client’s situation differ from the majority? and
- Is it in the interest of overall economy and client’s welfare? and
- Does the additional supports increase opportunities for the client to function effectively? or
- Does the client have an impairment or limitation that significantly interferes with the usual procedures required to determine eligibility and payment.

3. The Guidelines for GSE and Prevoc are not yet complete, what does DDD expect?

DDD expects site hour information to be communicated under the range of service hours within the ISP. The guidelines currently reflect the typical range of site hours across the state, and assume that work hours available within individual sites may vary. Additional work to address acuity for these services is needed within the guidelines.

4. Why do the guidelines for CA not address acuity levels?

The guidelines currently reflect the typical range of support hours with the state. Additional work is need on guidelines for these services. The pilot year will focus on the service level guidelines for Employment.

5. Are the service hour ranges within these guidelines likely to change?

DDD expects service hour data may change as greater consistency between Counties is achieved over the course of the pilot year. If service hour ranges change due to consistency, modification of the guidelines is likely. There is no plan to institutionalize these guidelines and service ranges into WAC during the pilot year.

6. How are these guidelines being communicated to families?

These guidelines were not intended for communicating changes with individuals and families, and care should be taken in using this document in that manner during the 2011-12 pilot year. A draft communication to families is being developed and will be shared with Counties.