

REPORT TO THE LEGISLATURE

No Paid Services Client Caseload

ESSB 5092 Sec. 203 1(w)
Chapter 334, 2021 Laws PV

December 1, 2021

Developmental Disabilities Administration
Office of the Secretary
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Executive Summary

ESSB 6040 was passed during the 2020 legislative session to:

- 1) Review the no paid services (NPS) caseload and update the information to accurately reflect a current headcount of eligible people
- 2) Identify the number of people contacted who are currently interested in receiving a paid service from DDA, and
- 3) Submit a report to the governor and appropriate committees of Legislature **by Dec. 1, 2021.**



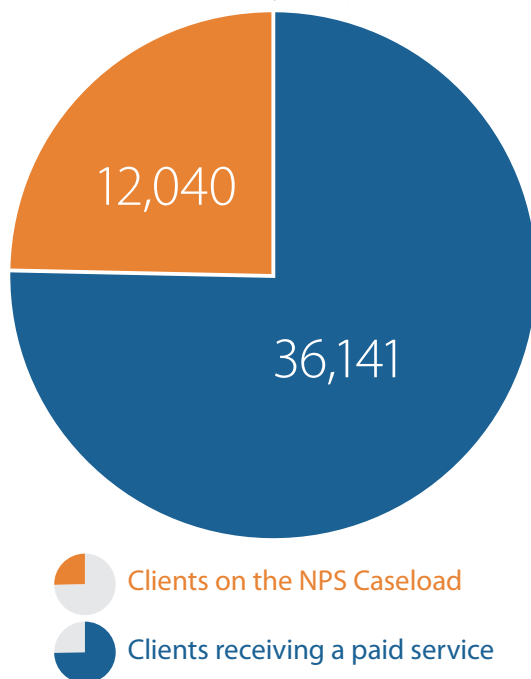
DDA was allocated two full-time staff to complete this work.

Paid vs. No Paid Services

Total DDA Clients: 48,181

As of September 30, 2021, there are 48,181 clients that are currently DDA-eligible. Out of those clients, 12,040 are not receiving any paid services. This group of individuals is referred to as the no-paid services (NPS) caseload.

SOURCE: Assessment Activity Report, September 30, 2021



No Paid Services (NPS)

Prior to 2011, the No Paid Services caseload existed and was managed by case managers. However, due to budget reductions, DDA discontinued providing case management services to clients on the NPS caseload. It is important to note that the NPS caseload is not a wait list. All clients on the NPS caseload were transferred to an NPS queue on Jan. 3, 2011. Since then, when clients need a service, they have multiple options to make a request including online, calling, or visiting a DDA Office. **On Sept. 30, 2021, there were 48,181 DDA-eligible individuals. Of these, 12,040 were not receiving any paid services. This group of individuals is known as the No-Paid Services caseload or NPS.**

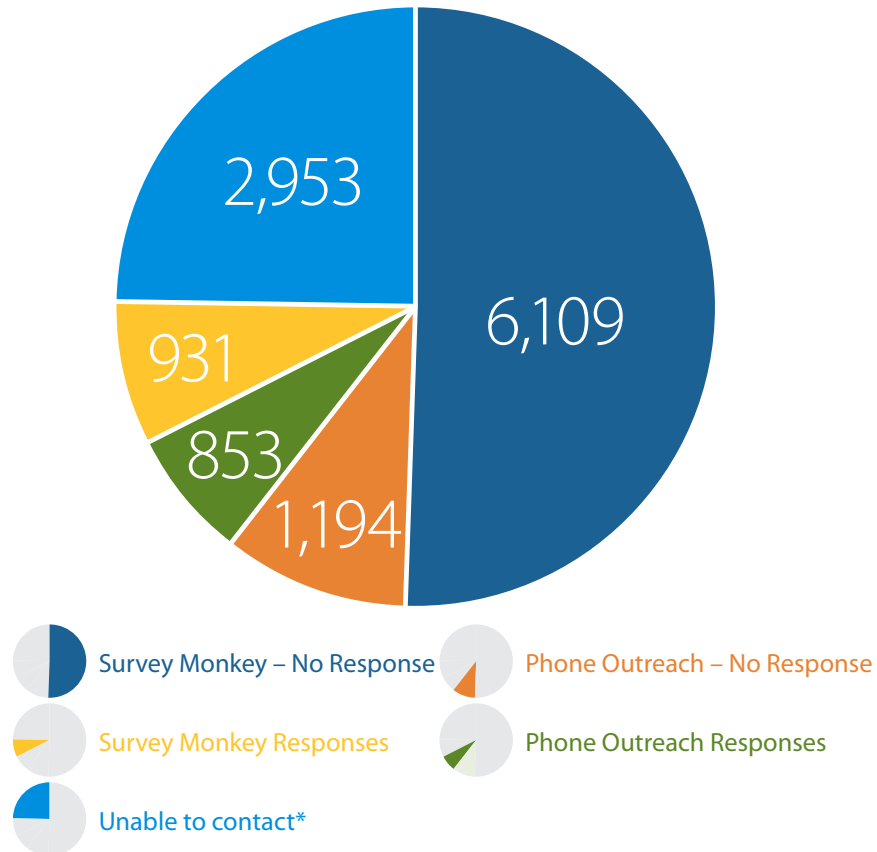
The project team went a step further to ask NPS clients which paid services they were interested in. They asked if they would like services now or within the next year. Additionally, the team facilitated requests for those who were currently interested in services and verified that people not currently interested knew how to make a future request.

NPS Caseload Outreach

Total: 12,040

This chart illustrates the different activities that occurred to meet the mandate of ESSB 6040. The team attempted outreach to 12,040 clients either through phone calls, email, or mailings.

SOURCE: Assessment Activity Report, Phone outreach, Survey Monkey, September 30, 2021



**Unable to Contact includes people on the NPS Caseload who are no longer clients of the DDA, are deceased, have moved out of state, or have out-of-date contact information listed.*



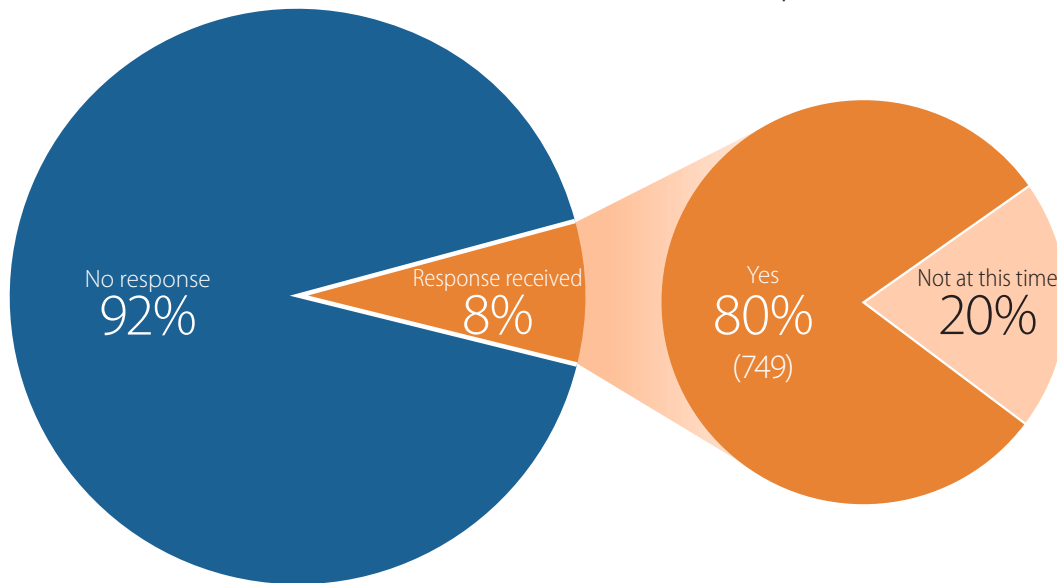
Survey Monkey Progress and Interest in Services

Based on 11,995 Survey Attempts

SOURCE: Survey Monkey, September 30, 2021

PART 1: An invitation to complete the survey was either mailed or emailed to 11,995 clients (or their representative). We received 931 responses to the survey. A total of 749 respondents indicate that they were interested in a service either now, or within the next year.

PART 2: 44% of telephone respondents expressed interest in accessing paid services from DDA. By comparison, survey respondents expressed interest at a rate of 80%. We believe the discrepancy is attributed to differences in methodology. Survey recipients uninterested in services can simply not respond, and are counted as non-respondents, whereas those answering a cold call have their disinterest noted, logged, and are counted as respondents.



Region of Respondents

Based on 1,784 phone and survey responses

SOURCE: Phone Outreach Tracking, Survey Monkey, September 30, 2021

164 People reported they no longer live in Washington state or left the field blank.

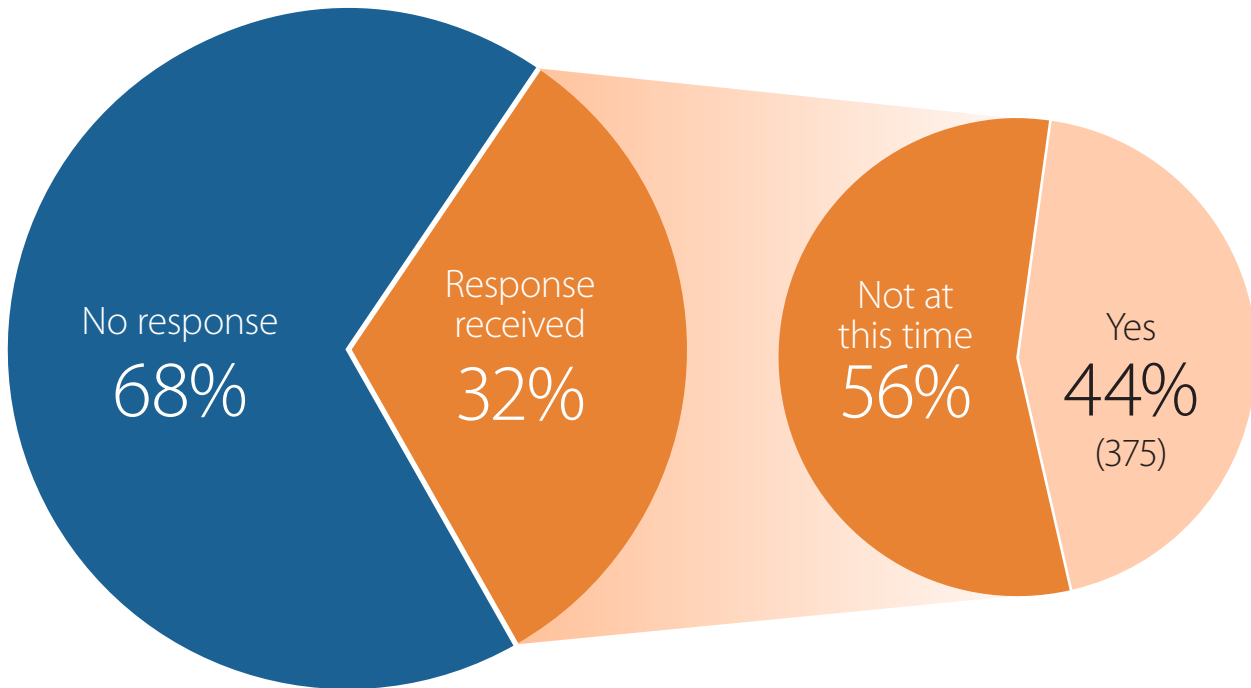


Phone Outreach and Interest in Services

Based on 2,666 Outreach Attempts

The phone outreach team attempted contact with 2,666 clients (or their representative). They made actual contact with 853 clients (or their representative). A total of 375 of them reported that they are interested in a service.

SOURCE: Phone Outreach Tracking, Survey Monkey, September 30, 2021



"It's so funny that you called because I've been thinking about services a lot lately."

Background

The Department of Social and Health Services' Developmental Disabilities Administration administers a broad range of programs and Medicaid services for eligible people with intellectual and developmental disabilities in Washington state. These services and programs may include case management, personal care, respite, employment, community engagement, crisis stabilization services, and residential supports. The level of support needed by clients served by DDA to assist them in their daily lives and help them participate in the community varies greatly by individual. There are two paths for which functionally and financially eligible people may obtain Medicaid paid services in community settings through DDA. This includes **Community First Choice Option (CFCO)**, and **Home and Community Based Services (HCBS) waivers**.

Community First Choice Option	This is an uncapped entitlement that is provided to those who qualify for institutional care but would rather be served in their homes or communities.
Home and Community Based Services (HCBS) waivers	There are five capped HCBS waivers that provide an array of services tailored to the specific populations they serve. Most participants enrolled in the HCBS Waiver program receive services through either the Basic Plus Waiver or the Individual and Family Services Waiver. • Basic Plus Waiver: provides services to clients who are functionally eligible for an institutional level of care but who choose to remain in a community setting. • Individual and Family Services Waiver: serves families caring for an eligible person 3 years of age or older by providing an annual allocation based on assessed need.

DDA Statutory Eligibility

RCW 71A.10.020(5) defines a developmental disability as an intellectual disability, cerebral palsy, epilepsy, autism or another neurological or other condition that is like an intellectual disability.

Eligible Conditions Specific to Age

Condition	0 to 3	4 to 9	10 to 17	18 and older
Developmental Delays	X	X		
Intellectual Disability (ID)		X	X	X
Cerebral Palsy		X	X	X
Epilepsy		X	X	X
Autism		X	X	X
Another neurological or other condition similar to Intellectual Disability		X	X	X

All disability conditions must originate prior to age 18, be expected to continue indefinitely, and result in substantial limitations in adaptive functioning, per WAC 388-823.

Once determined DDA eligible, a person may or may not choose to request services. Many people initiate the eligibility process without a current need for services. This reduces the timeline for accessing future services when needed. Additional benefits include dental and medical coverage through Apple Health, reduced fees and discounts through State Parks and the Department of Fish and Wildlife, as well as additional affordable housing options. **Once a client is determined statutorily eligible, they are placed on the No Paid Services caseload.** When the client needs a paid service, they can contact DDA to make a request.

"You guys are making sure that they are staying connected ...and making sure that they are heard."



Methodology

ESSB 6040 was passed during the 2020 legislative session to update the No Paid Services caseload to accurately reflect a current headcount and to identify the number of people contacted who are interested in a paid service from DDA.

The 6040-project team added the supplementary steps of determining which paid services people contacted were interested in, and if they would like services now or within the next year. Additionally, the team facilitated requests for those who were currently interested in services and verified that people not currently interested knew how to make a future request.

The project gathered both quantitative and qualitative data.

Quantitative data was gathered to determine:

- The number of people interested in a paid service
- What type of service (whether DDA or non-DDA services)
- The number of service requests facilitated
- When service was desired
- If a waiver was desired
- Age groupings
- Regional residency
- Whether outreach targeted a focus person or representative

Qualitative data was gathered to determine:

- Perception of connection with DDA
- Verification of how to request future services
- Additional resources desired if any

Data was collected and analyzed using two main methods. One was direct outreach through phone calls. Two FTEs for outreach calls were hired in April 2021, and a call list was generated by drawing a random sample of 5,267 from the 12,951 on the NPS caseload at that time. The sample size was determined by resources allocated. Three attempts were made to contact each person, leaving a voice mail with a contact number after each call.



The second method used was a survey. A total of 6,249 people on the NPS caseload, and their representatives, who had a working email, were sent a link to the survey. Links in the main eight languages were added for translation requests. DDA also mailed postcards with a project description and link to the survey to the remaining people and their representatives, mailing translated postcards as indicated by primary spoken and written languages.

Data was stored in a survey analytic dashboard and a phone outreach repository created with SharePoint software mapped to Microsoft Access.

Marketing strategies were utilized to raise awareness and encourage participation. A factsheet regarding the project was created and widely distributed. Articles and project information were published and distributed in collaboration with the Developmental Disabilities Council.

Data collection methodology was determined by resources allocated and made available through collaboration with community partners. Data collection methodology was also determined by timeline obstacles such as: a hiring freeze due to the current public health emergency, additional processes to hire once approved, and the timeline in which a final report was due.



Challenges

No Paid Services: Client Caseload Challenges		
FACTS AND OBSERVATIONS	ASSESSMENT & SERVICE DELIVERY CHALLENGES	CURRENT OUTCOMES/ RESULTS
Approximately 12,000 clients remain enrolled with the DDA, without dedicated case management or paid service.	Since 2011 DDA clients determined eligible and enrolled with DDA are not automatically assigned dedicated case management. They must first request a CARE assessment and be authorized a service..	NPS client data, including assessed need, is outdated and unreliable. Many clients & families are not clear about DDA service options.
1,124 or 63% of respondents indicated they are interested in receiving a paid service from DDA (pages 4 & 5). All clients surveyed were provided information on how to request service.	Additional field services case management staff are needed to conduct initial assessments, authorize service and to provide case management. None were allocated as a part of this study.	NPS referrals and requests for assessment and service are prolonged due to field services backlogs.
The two project FTEs allocated through the legislature (ESSB 5092) for this study have ensured 146 NPS clients with an immediate need for service were directly referred to field services for assessment.	The two dedicated ESSB 5092 project FTEs are only funded through June 30, 2022.	The two project FTEs are updating inaccurate data and client status for approximately 12,000 NPS caseload clients between now and July 1, 2022.

Qualitative Data

The gratitude expressed by those surveyed was primarily focused on two consistent points: connection and support. People expressed relief and joy in knowing they were not alone. People expressed gratitude for the sense of being supported. Throughout this report, we've included some of that feedback.

Quantitative Data

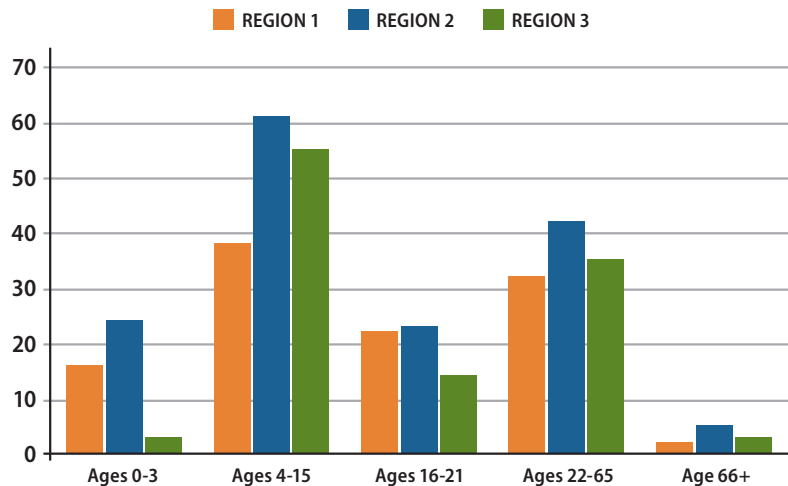
The following pages reflect quantitative data that was compiled from the outreach effort.

Service Interest by Age and Region (phone outreach)

Based on 375 phone reponses

SOURCE: Phone Outreach, September 30, 2021

This chart illustrates the interest in services by age group and region. Out of 375 phone responses, clients between the ages of 4 and 15 years old were most interested in services.

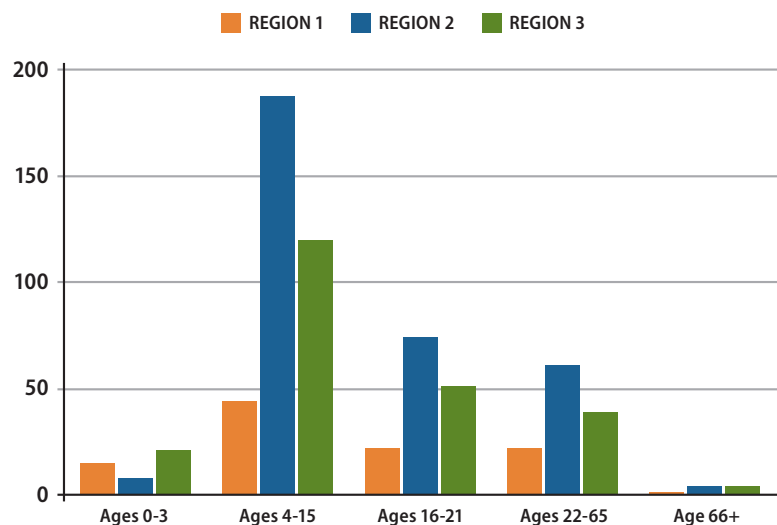


Service Interest by Age and Region (Survey Monkey)

Based on 749 phone reponses

SOURCE: Survey Monkey, September 30, 2021

This chart illustrates the interest in services by age group and region. Out of 749 survey responses, clients between the ages of 4 and 15 years old were most interested in services.

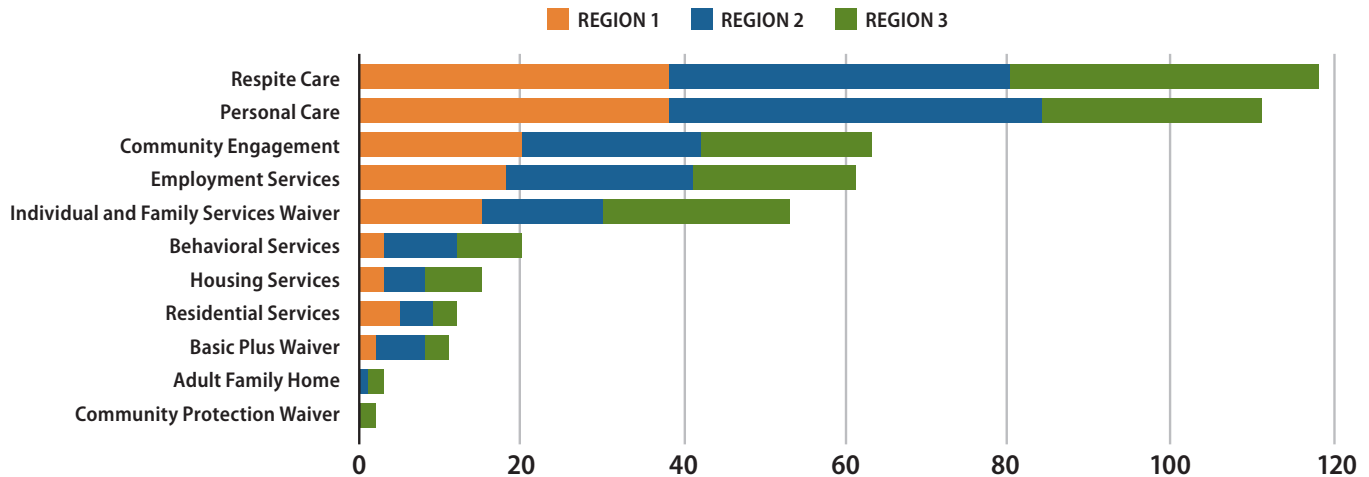


Most Requested Service by Region (phone outreach)

Based on 375 survey responses

SOURCE: Phone Outreach, September 30, 2021

Based on 375 phone responses, Respite Care, Personal Care, Community Engagement, and Employment services were the most popular.



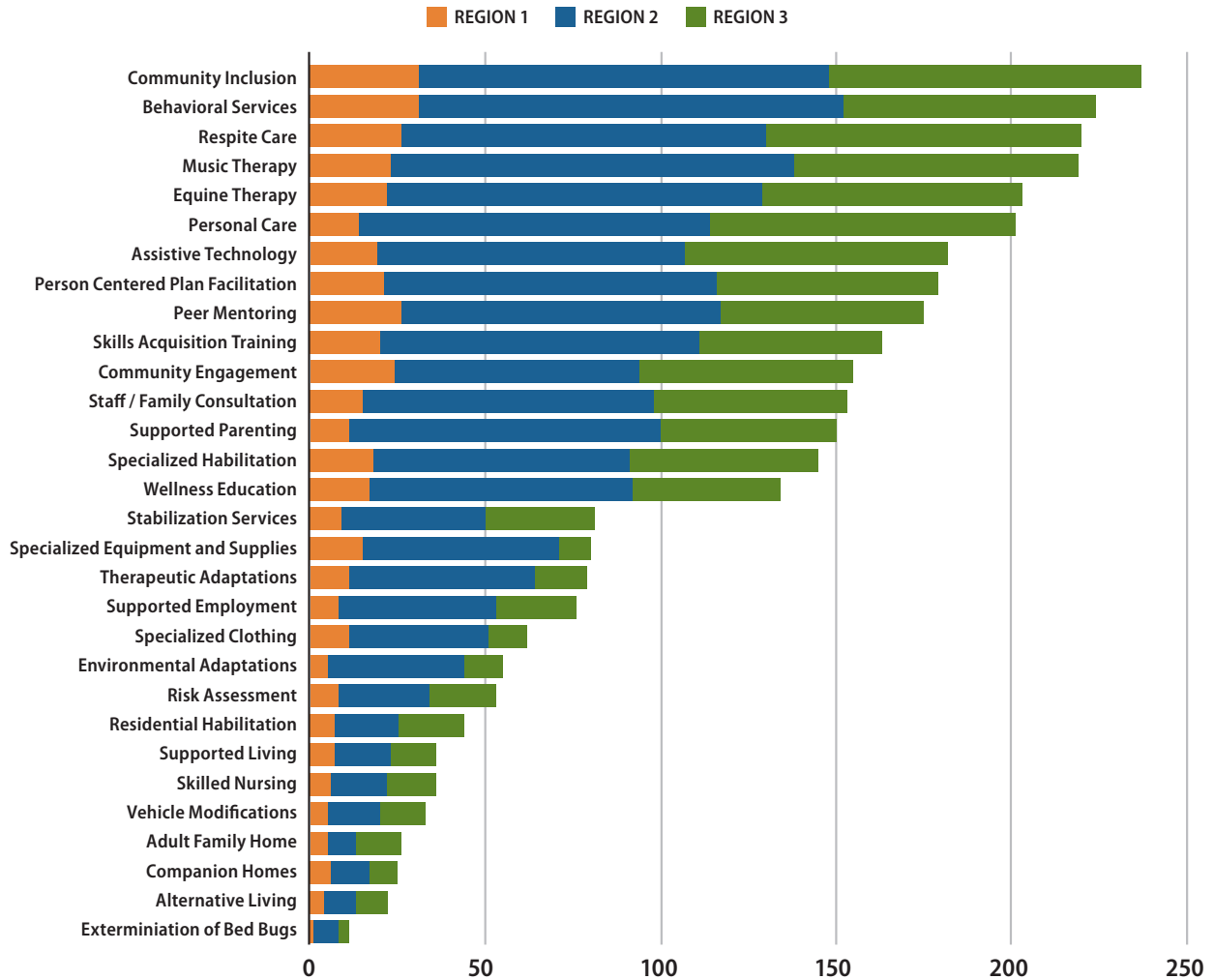
"We weren't really sure where to start... so you are actually calling at a perfect time."

Most Requested Service by Region (Survey Monkey)

Based on 749 survey responses

SOURCE: Survey Monkey, September 30, 2021

Based on 749 survey responses, Community Inclusion, Behavioral Services, Respite, and Music/Equine Therapy were the most popular.



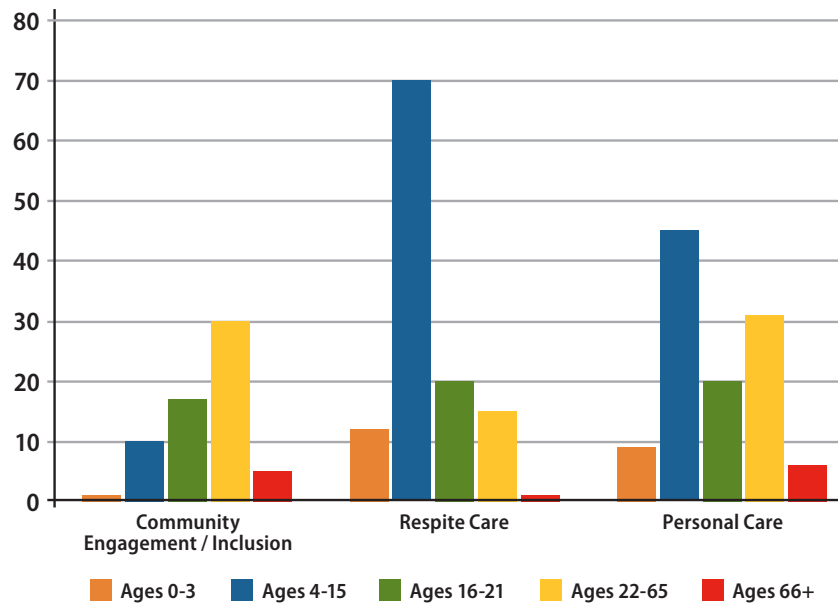
"I just need some help to find what's best for my girl."

Most Requested Services by Age (phone outreach)

Based on 375 phone responses

SOURCE: Phone Outreach, September 30, 2021

Based on 375 Phone responses, Community Engagement/Inclusion was most requested by clients who are 22 to 65 years old. Both Respite and Personal Care were most requested by clients who are 4 to 15 years old.

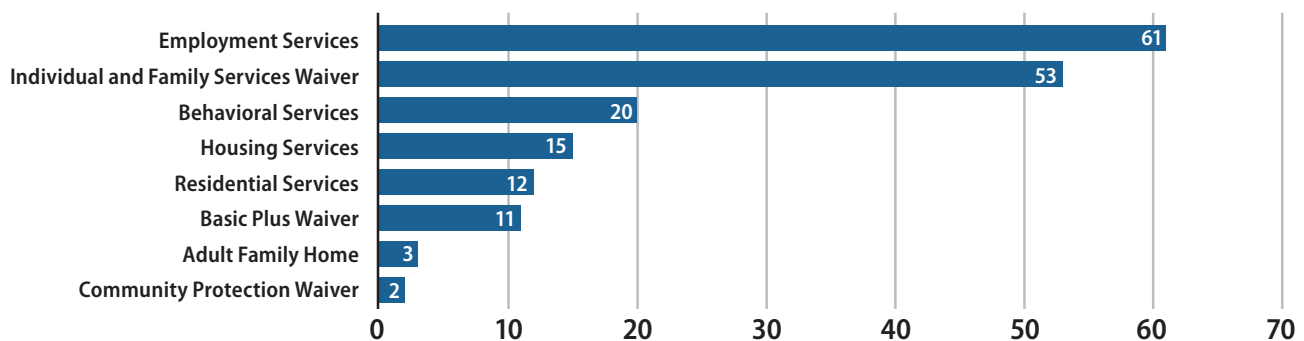


Additional Service Interests (phone outreach)

Based on 375 survey responses

SOURCE: Phone Outreach, September 30, 2021

Based on 375 phone responses, this chart illustrates additional service interests.

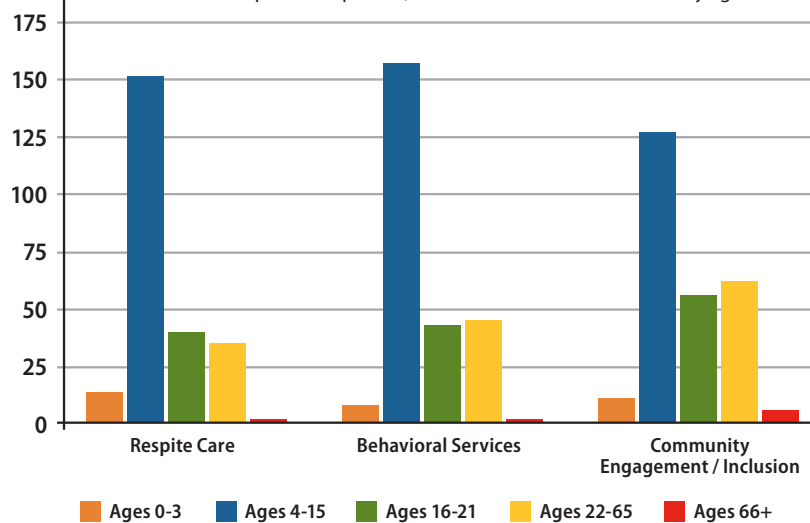


Most Requested Services by Age (Survey Monkey)

Based on 749 phone reponses

SOURCE: Survey Monkey, September 30, 2021

Based on 749 phone responses, the services with most interest by age.

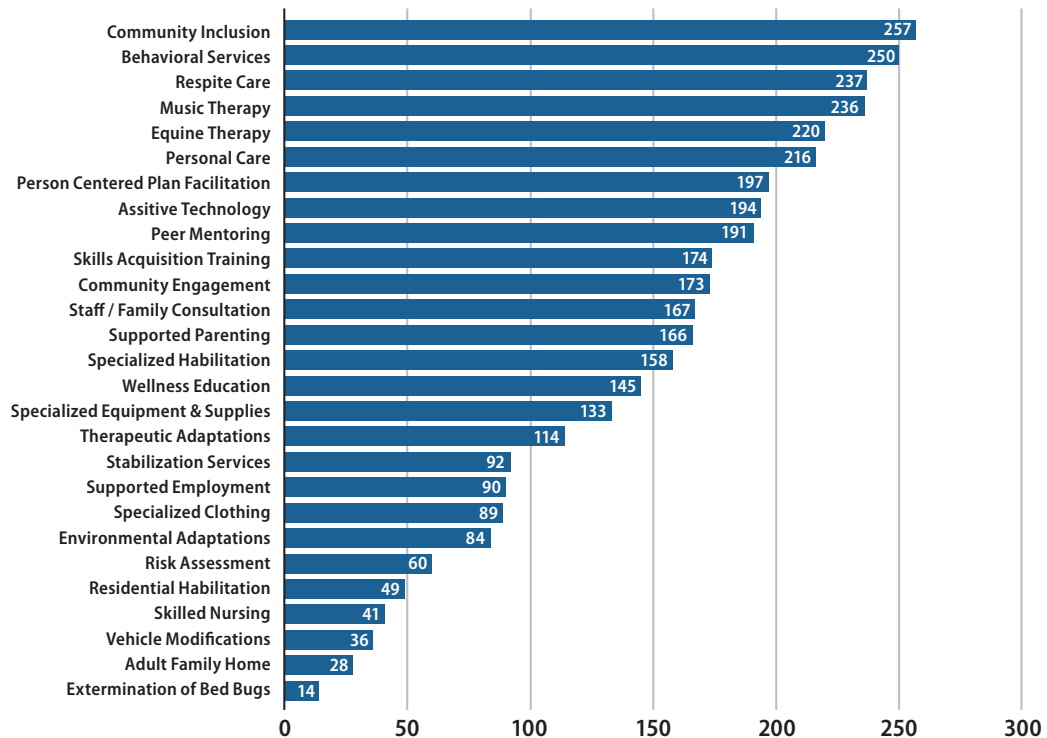


Additional Service Interests (Survey Monkey)

Based on 749 survey reponses

SOURCE: Survey Monkey, September 30, 2021

Based on 749 survey responses, this chart illustrates additional service interests.

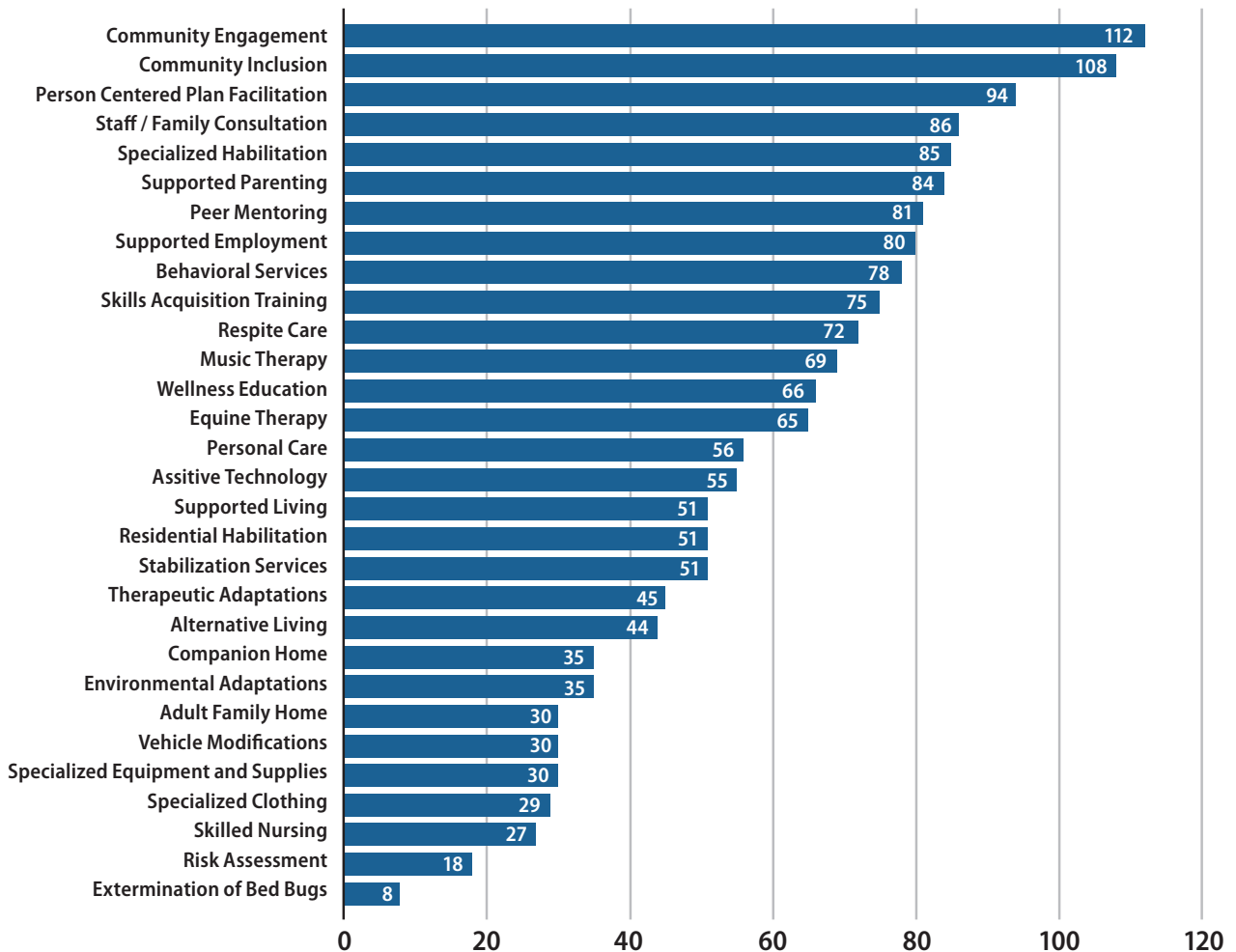


Service Interest Within a Year (Survey Monkey)

Based on 749 survey reponses

SOURCE: Survey Monkey, September 30, 2021

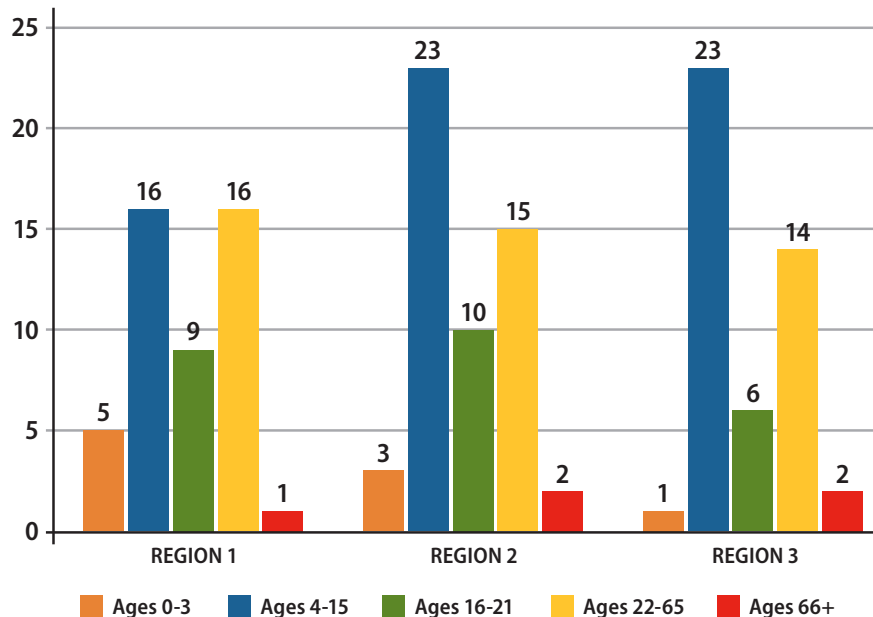
Respondents indicated they did not have an immediate need for services but are interested in beginning services within the next year.



Referrals for Service Assessments (phone outreach)

Based on 146 phone reponses
SOURCE: Phone Outreach, September 30, 2021

Respondents indicating an immediate need for services were referred for assessment.



Summary

The Developmental Disabilities Administration's ESSB 6040 project was mandated to provide the Washington State Legislature with an accurate count of people on the DDA's No Paid Services caseload and the number of people contacted who were interested in a paid service. Additional project goals included identifying which services people desired, ensuring people knew how to make future service requests, and connecting people to a case manager if current services were desired.

The project's outcome not only provides for the legislative mandate, it also established a comprehensive connection with people on the NPS caseload. This allowed DDA to better understand the needs of people, and to offer our support and services. It is invaluable to DDA's mission to know that of 1,784 people successfully contacted, 63% currently desired a service, and of those who did not, have been given information on how to request a future service. The qualitative data detailed throughout this report demonstrates the appreciation people have for connection with the administration and the opportunity to discuss service needs.

The significance of the project's outreach cannot be overstated. Since 2011, DDA has not had designated staff to provide a connection with people on the NPS caseload. This project has allowed for that connection. We look forward to future service to clients on the No Paid Services caseload and their families.