

DID YOU KNOW?

Service Request Process



I am a Developmental Disabilities Administration (DDA) client. When can I expect services to begin?

Applying for DDA eligibility and requesting DDA services are two separate steps. Once determined DDA-eligible, you must contact DDA to request services.

To request services:

- 1) Submit a request online: www.dshs.wa.gov/dda/service-and-information-request
- 2) Apply by phone.

Call to request services in your county	Phone Number
Asotin, Chelan, Douglas, Ferry, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman	800-319-7116
Adams, Benton, Columbia, Franklin, Garfield, Grant, Kittitas Klickitat, Walla Walla, Yakima	866-715-3646
Island, San Juan, Skagit, Snohomish, Whatcom	800-567-5582
King	800-974-4428
Kitsap, Pierce	800-735-6740
Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum	888-707-1202

If you already receive other DDA services and have a case manager, you can contact them to request additional services.

Why is requesting services beneficial?

DSHS provides many DDA services through its Home and Community Based Waiver and its Community First Choice programs.

The agency offers a variety of services to help individuals gain greater independence and accessibility at home and in the community. Services can help make your life easier.

For more information about available services, visit: <https://informingfamilies.org/topic/dda-services/>

What should I expect after I request services?

A DDA case manager will contact you for an assessment that identifies your needs. This helps DDA determine which services will meet those needs. After the case manager conducts an assessment, they will discuss services. Once approved, the case manager will help you get started and locate a provider.

This process can take up to 90 days.

External resources:

<https://informingfamilies.org/topic/dda-services/>