

DID YOU KNOW? Learning about services Staff and Family Consultation



Who can receive this service?

Staff and Family Consultation is available to participants enrolled on any of the five DDA waivers, the Roads to Community Living grant, or the Preadmission Screening and Resident Review program (PASRR).

Did you know DSHS' Developmental Disabilities Administration offers Staff and Family Consultation?

Staff and Family Consultation provides assistance to your family and providers who help support you to get your needs met and increase your independence and inclusion in your community.

What is Staff and Family Consultation?

This service provides advice and consultation to family and providers currently working with you on things like:

- Keeping track of your health, medications, and any changes with them;
- Using positioning equipment (like a Hoyer lift, stander, or walker);
- Understanding a better way to meet your unique needs in ways that you want and need them to;
- Utilizing equipment for communication and learning the best way to use your special equipment;
- Following a nutritional plan made by a dietician;
- Providing information and education- including understanding a diagnosis and common symptoms related to it;
- Finding ideas for the best way to work with and interact with you;
- Making it easier for you to get around in your home and use items in your home;
- Understanding and making a plan of care for you.

How do I get this service?

Contact your case resource manager. Your case resource manager will walk you through the steps to start the service.

How do I find a provider?

Your case resource manager can give you a list of providers with a contract in the area where you live who have the skills to support you and your providers.

What do I do when I find a provider?

Talk with the provider about your ideas, goals, needs, and when your family and caregiver can work with them. Once you have spoken with the provider and figured out the number of hours needed to work on your goals, let your case resource manager know which provider you chose so they can add them to your plan. Your case resource manager will send a new person-centered service plan for you to sign. When you sign it, this will let your case manager know you agree to the service.

When can my provider start?

After the service is in your Person Centered Service Plan, your case resource manager will let you know when the service is authorized and when your provider can start.

What should I expect from my provider?

After your case resource manager authorizes services, your provider should contact you to set up a meeting. With your input, the provider must complete a plan that describes what you will work on together. This report will be created within the first 30 days and then updated and completed every 90 days after that. Make sure you and your provider agree on what your goals are and what you are working on together.



How much of this service can I receive?

The annual assessment and the program rules will determine how much you can receive.

Who is a qualified service provider?

A provider must be contracted with DDA and be one of the professionals listed in this rule [WAC 388-845-2005](#).

Interested in becoming a provider?

If you are interested in becoming a contracted provider for a DDA service, call your local DDA office and ask for the contracts department. Or go online to learn more <https://www.dshs.wa.gov/dda/developmental-disabilities-administration-contracts>.

- Everett 425-740-6500
- Seattle 206-568-5685
- Spokane 509-329-2900
- Tacoma 253-404-5500
- Tumwater 360-725-4250
- Yakima 509-225-7970