



DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

TITLE: INTER-REGIONAL SERVICE PLANNING AND TRANSFER POLICY 3.02

Authority: [Chapter 71A RCW](#) *Developmental Disabilities*  
[Chapter 388-825 WAC](#) *DDD Service Rules*

**PURPOSE**

This policy provides guidelines for service planning for clients moving between regions and for the timely transfer of client information and case management between regions.

**SCOPE**

This policy applies to all clients being supported by the Developmental Disabilities Administration (DDA).

**POLICY**

- A. DDA will coordinate movement of clients between regions to provide continuity of services and minimal disruption to persons and their families.
- B. DDA staff transferring files shall ensure that designated steps are followed to allow the prompt transfer of client case records (both hard copy files and electronic files in CARE) between regions.
  - 1. The file should be organized according to the most current statewide case file format before being sent to the receiving region.
  - 2. A client’s hard copy file from Field Services should remain in the Field Services office if a client becomes a long term stay resident in a Residential Habilitation Center (RHC).
- C. The sending region shall establish communication with the receiving region as early as possible.

- D. When possible and appropriate, resources should follow persons who are moving.
- E. Staff from the sending region will remain involved to assist in cooperative transition efforts until persons who transfer become stable in their new environment.
- F. For children birth to three, the Family Resources Coordinator (FRC) shall be included in planning activities to ensure the transfer of records and a referral to a new FRC. The supervisor carrying the caseload must inform the FRC of any transfers.

### **PROCEDURES**

#### A. General

- 1. Field Services staff will use the *New Case Resource Manager Assignment* (DSHS 16-201) form created in the CARE application to notify clients of their assigned Case Resource Manager (CRM) or Social Worker (SW).
- 2. Field Services staff will use DSHS 01-213, *Case File Transfer Summary*, when a client's file is transferred between reporting units in a specific region and when the file is transferred from one region to another. Note: this form is available on the DSHS DDA Intranet website only.
- 3. Staff from the sending region will close all DSHS payment system authorizations prior to transferring the client file. If a file is transferred without closing existing authorizations, the old authorization(s) can only be terminated by someone with the authority to override the payment system edits.

#### B. When the client or their legal representative independently initiates a move/transfer:

The CRM/SW will notify their supervisor and the receiving region as soon as the move comes to their attention and transfer client information immediately.

- 1. Transfer the client case file and the client record in CARE to the receiving region within thirty (30) days of the client's move or knowledge of such move.
- 2. For children birth to three years old, the current FRC shall:
  - a. Notify the supervisor/designee as appropriate of any move to another region; and
  - b. Refer the family to the new FRC and transfer the Individualized Family Service Plan (IFSP), transition plan, and other records as appropriate.

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C. If a CRM/SW or supervisor becomes aware that a client has moved from another region:

The CRM/SW or supervisor will immediately contact the previous CRM/SW or supervisor to request information, the client case file and the CARE record.

For children birth to three, the CRM shall:

1. Inform the family of the availability of Family Resources Coordination as necessary; and
2. Assist the family in accessing a FRC.

D. For Supported Living, DDA Group Home, Companion Home, and Alternative Living:

When a Resource Manager (RM) or designee needs to explore a residential service in another region, follow the steps below:

1. The RM will contact the Resource Manager in the region of the proposed residential option to discuss the feasibility of the move. This should occur before any planning or discussion takes place with a prospective service provider in the receiving region.
2. The RM will follow the referral procedures described in [DDA Policy 4.02, Community Residential Services: Referral and Acceptance](#), after the regions agree to proceed.
3. The RM will ensure that the resources follow the client to the new region. Assistance will be requested from the management staff (e.g., Supervisor, Field Services Administrator, Regional Administrator) as needed.
4. The receiving region will assist the client/family with identifying and choosing a qualified provider.
5. CRM/SW duties will be transferred to the receiving region on the day the client moves.
6. Transfer the client case file and the client record in CARE to the receiving region.

E. For Licensed Staffed Residential or Child Foster Home settings:

When residential options are unable to support a child in the region in which the family lives, follow the steps below:

1. The VPS supervisor will submit the referral packet via scan to all statewide VPS coordinators with a CC to the VPS program manager.
  2. The receiving region will review for appropriate options within the region.
  3. All referral procedures described in [DDA Policy 4.02, Community Residential Services: Referral and Acceptance](#) will be followed.
  4. The receiving region will work in conjunction with the family/legal guardian, referring DDA social worker and supervisor, and licensed provider.
  5. If the selection is made for an out of region placement, the VPS coordinators will work together to complete the rate proposal for the client transitioning to a LSR. Subsequent rate changes for any other clients impacted and contract updating is the responsibility of the region in which the home is located. For children moving into a Child Foster Home, the receiving region VPS coordinator will conduct the Foster Care Rate Assessment in the CARE tool.
  6. The referring region will maintain service responsibility for the client for a minimum period of thirty (30) days unless otherwise negotiated with the receiving region.
  7. The DDA SW will transfer the client case file and the client record in CARE to the receiving region.
- F. For Adult Family Home (AFH), Adult Residential Care (ARC) or other DSHS adult residential settings:
- When a CRM needs to explore a residential service in another region, contact the Performance and Quality Improvement Specialist (PQIS) in the region and follow the steps below:
1. The PQIS will then contact the PQIS in the region of the proposed residential option to discuss the feasibility of the move. This should occur prior to any planning or discussion takes place with a prospective service provider in the receiving region.
  2. The PQIS or designee will follow the referral procedures described in [DDA Policy 4.02, Community Residential Services: Referral and Acceptance](#), after the regions agree to proceed.
  3. The receiving region will assist the client/family with identifying and choosing a qualified provider.

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4. The referring region will maintain service responsibility for the client for a minimum period of thirty (30) days unless otherwise negotiated with the receiving region.
    - a. If the services appear to be stable at the end of the thirty (30) days, the CRM/SW will transfer the client case file and the client record in CARE to the receiving region.
    - b. When an inter-regional transfer appears to be unstable after thirty (30) days, the following applies:
      - 1) The referring CRM/SW may be asked by the receiving region to retain service responsibility for the client for up to an additional sixty (60) days;
      - 2) At the end of the ninety (90) days, staff of both regions will confer to determine when it is in the client's best interests for the transfer to occur; and
      - 3) Staff of both regions will work cooperatively to stabilize the residential services or to arrange an alternative option.
      - 4) Once the services have stabilized, the referring region will transfer the client case file and the client record in CARE to the receiving region.
- G. Temporary use of another region's residential resource may occur as follows:
1. "Temporary" is defined as a planned, short-term stay with a designated date for returning to the original setting;
  2. Coordination will occur between regions before services are provided; and
  3. The receiving region will have essential client information available in case of an emergency.
- H. Residential service referrals from other state agencies:
1. If an individual living in a state-operated facility is referred to DDA for eligibility determination, the region where the facility is located will provide a courtesy eligibility determination; and
  2. The region of the client's origin will be responsible for residential service planning for individuals moving from other settings, such as Department of

Corrections' facilities, state psychiatric hospitals, and facilities contracted by the DSHS Children's Administration.

- I. Whenever an RHC resident is transferred from one RHC to another RHC, the master file of medical/habilitation records will be transferred with the client, including the client's CARE record.

**EXCEPTIONS**

No exceptions to this policy may be granted without the prior written approval of the Deputy Assistant Secretary.

**SUPERSESSION**

DDD Policy 3.02  
Issued December 14, 2012

Approved: /s/ Donald Clintsman  
Deputy Assistant Secretary  
Developmental Disabilities Administration

Date: March 1, 2015