



DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

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TITLE: COMMUNITY ENGAGEMENT SERVICES POLICY 4.14

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Authority: [Chapter 388-825 WAC](#) *Developmental Disabilities Administration Service Rules*  
[Chapter 388-845 WAC](#) *DDA Home and Community Based Services Waiver*  
[WAC 388-834-0040](#) *DDA Preadmission Screening and Resident Review*

Reference: [DDA Policy 4.13](#), *Individual and Family Services Waiver*  
[DDA Policy 5.19](#), *Positive Behavior Support for Children and Youth*  
[DDA Policy 16.01](#), *Responding to Preadmission Screening and Resident Review Program (PASRR) Referrals*  
[DDA Policy 16.06](#), *Referring PASRR Clients for Community Transition*

## **BACKGROUND**

Community Engagement is a service available in the Individual and Family Services (IFS), Basic Plus, and Core waivers, Preadmission Screening and Resident Review (PASRR), and the Roads to Community Living (RCL) grant.

## **PURPOSE**

This policy establishes service delivery guidelines and service limits for Community Engagement services.

## **SCOPE**

This policy applies to providers contracted through DDA to provide Community Engagement as a paid service through the IFS, Basic Plus, and Core waivers, PASRR program, and the RCL grant. This policy also applies to case managers supporting clients receiving Community Engagement services.

**DEFINITIONS**

**Assistance** means help provided to a client for the purpose of aiding the client in the performance of tasks.

**Case resource manager (CRM)** means the DSHS or DDA case manager, social worker, or DDA PASRR assessor assigned to a client.

**Challenging behaviors** mean actions by clients that constitute a threat to their health and safety, the health and safety of others in the environment, a persistent pattern of behaviors that inhibit their functioning in public places and integration in the community, or uncontrolled symptoms of a physical or mental condition. These behaviors may have been present for long periods of time or may have manifested with acute onset.

**Client** means a person whom DSHS has determined financially and programmatically eligible to receive services and for whom specific services have been authorized or has been determined to be PASRR eligible by DDA to receive PASRR services.

**Community Engagement** services are one-on-one services designed to increase a client's connection to and engagement in formal and informal community networks and supports. Services are designed to develop creative, flexible, and supportive community resources and supports for people with developmental disabilities that result in positive relationships, valued community roles, and involvement in preferred community activities, organizations, groups, or projects. Clients are introduced to community members, organizations, resources, and supports that are available in their immediate and surrounding areas and are supported to develop skills, meaningful roles, and positive relationships that will facilitate inclusion into their community.

**DDA Assessment** refers to the standardized assessment tool under Chapter 388-828 WAC used by DDA to measure the support needs of people with developmental disabilities.

**Direct service provider** means a person or agency who meets the provider qualifications and is contracted with DSHS to provide direct services to the client.

**HCBS waivers** or **Waiver** means federal home and community based services waivers (HCBS), approved by the Centers for Medicare and Medicaid Services (CMS) under section 1915(c) of the Social Security Act as an alternative to Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID).

**PASRR** means Pre-Admission Screening and Resident Review, a process required by federal rule for individuals who are referred to a Medicaid-certified nursing facility.

**Person-centered service plan (PCSP)** is an individualized service plan that is a written plan for service delivery and identifies ways to meet a client's needs with the most appropriate services. The plan identifies formal and informal supports to meet the client's needs as described in chapter 388-828 WAC or a PASRR Level II or follow-up report.

**Planned action notice (PAN)** is a legal document indicating services for which a client has been approved or denied.

**Positive behavior support** means an approach to addressing challenging behavior that focuses on changing the physical and interpersonal environment and a person's skill deficits so that the person is able to get their needs met without having to resort to challenging behavior. Positive behavior support must be emphasized in all services funded by DDA for people with developmental disabilities.

**Primary caregiver** means the person who provides the majority of the client's care and supervision.

### **POLICY**

Services must be provided in community settings that are used by all community members.

#### **A. Community Engagement Service Description**

Community Engagement must be provided in settings having the following qualities. The setting must:

1. Be integrated in and supporting full access to the greater community;
2. Be selected by the individual from among setting options, including non-disability specific settings;
3. Ensure individual rights of privacy, dignity, and respect, and freedom from coercion and restraint;
4. Optimize autonomy and independence in making life choices; and
5. Facilitate choice regarding services and who provides them.

#### **B. Understanding Community Engagement**

1. Community Engagement encompasses short-term or long-term services with the intention of connecting a client to community resources, aiding in skill development specific to the specified community location, and increasing community-based, individual support, and activities with minimal coaching.
2. Support approved under this service may include supports like assisting a client to secure an apartment or home, setting up utilities, communicating with the landlord, helping the client connect to local groups (church, senior centers, community college) or public resources (such as the library, post office, and

public transportation), etc.

3. Other supports may include skills acquisition in the areas of navigating public transportation, and getting connected to a volunteer program.
4. For the PASRR Program, the goal of Community Engagement is to help the client stay connected, or gain connection, to a client's community.
5. Community engagement is tailored to an identified community location. If skill development goals that will be generalized across settings is requested by the client, the service specialized habilitation should be evaluated as the appropriate service match.

### C. **Person-Centered Service Plan Guidelines**

All services provided on the Basic Plus, Core, and IFS waivers, PASRR program, and the RCL grant must be consistent with the needs and goals outlined in the client's PCSP.

1. Case Resource Managers must work with clients, family members, and staff to identify areas where community engagement would fit with and benefit a client's goals.
2. Case Resource Managers must ensure that there is a current, signed consent form signed by the client or the client's legal representative, or both, to contact Community Engagement providers.
3. Case Resource Managers must help clients, and client representatives, contact potential Community Engagement providers and determine whether they are available to work with the client. Once a provider is chosen and they have agreed to work with the client, the Case Resource Manager must enter the provider's contact information in the Collateral Contacts page in CARE.
4. Together with the client and client's representative, the Community Engagement provider must discuss what the client goals are and determine how many hours may be necessary to help the client reach their goals.
5. Case Resource Managers will then add Community Engagement to the client's PCSP or PASRR plan, with the identified hours discussed by the provider, client, and client representatives.
6. Upon adding Community Engagement to a client's PCSP or PASRR plan, the CRM must send out a Planned Action Notice (PAN).
7. The CRM must receive plan approval or a signature from the client or the client's representative before authorizing service hours for the Community Engagement

provider.

8. Upon receipt of the signed consent form, the Case Resource Manager must contact the provider to let them know that they can begin services with the client.

## **PROCEDURES**

### **Reporting Requirements**

- A. Before advertising the ability to provide this service, eligible providers must review and sign the Client Service Contract “DDA Community Engagement Services” (1724XP), which outlines the purpose, provider qualifications, statement of work, and all other requirements that the provider needs to meet in order to provide the service.
- B. Providers, together with the client and legal representative, must create an initial plan on the DDA-provided form to include client-specific goals and plan to achieve those goals.
- C. The provider must follow up with the CRM on a quarterly basis to monitor progress of the goals initially set between client and provider. The provider must submit the quarterly report to the CRM using the 90-day progress report form provided by the CRM. The progress report must address the progress of the goals initially created, indicate steps made, identify new issues that may have arisen, and specify any referrals necessary or completed by the provider to assist the client in pursuing the goals.
- D. The provider must work within the context of their contract and professional ability and to refer the client to necessary supports if they lie outside of the scope of their practice, or if the client’s needs exceed what can be done through Community Engagement services. This will help identify any barriers that make it difficult for the staff or family member to reach the goal or goals and discuss how those barriers will be addressed.
- E. If a referral is necessary due to imminent danger of the client or caregiver, the provider must initiate the referral and notify DDA within two hours of the referral.

## **EXCEPTION**

Any exception to this policy must have the prior written approval of the Deputy Assistant Secretary.

## **SUPERSESSION**

DDA Policy 4.14, *Community Guide and Community Engagement Services*  
Issued December 1, 2015

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COMMUNITY ENGAGEMENT SERVICES

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Approved: /s/ Debbie Roberts  
Deputy Assistant Secretary  
Developmental Disabilities Administration

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