



DIVISION OF DEVELOPMENTAL DISABILITIES  
Olympia, Washington

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TITLE: NECESSARY SUPPLEMENTAL ACCOMMODATION (NSA) POLICY 5.02

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Authority: Section 504 of the Rehabilitation Act of 1973  
Title II, Americans with Disabilities Act  
RCW 71A.10.060(1), (2)  
WAC 388-472-0010; 0020(1); 0040

**PURPOSE**

This policy establishes procedures for ensuring that adults with developmental disabilities have equal access to services from the Division of Developmental Disabilities (DDD).

**SCOPE**

This policy applies to DDD employees who provide programs and services to adult applicants or eligible persons with developmental disabilities. This policy does not apply to children because a parent or legal representative always represents them.

**POLICY**

Under DSHS rules, persons with developmental disabilities are eligible for “Necessary Supplemental Accommodation” (NSA) services, designed to afford them equal access to departmental services. DDD will promote policies, procedures, and practices that assure equal access to persons with disabilities.

**PROCEDURES**

- A. Ask the applicant/client to identify significant others he/she would like included in written notifications. For DDD eligible persons, include these people as “significant others” in the Common Client Database (CCDB) with contact information (i.e., mailing addresses, legal relationship, and phone number).
- B. For DDD eligible adults, write an accommodation plan in the person’s Individual Service Plan (ISP).

1.     When the person has a representative (i.e., legal guardian, parent, or provider) available to assist with accessing services that will serve as the accommodation plan, enter the representative’s name and contact information in the ISP.
2.     When the person has no representative or chooses to represent him/herself, then NSA accommodations must be evaluated and addressed in the ISP. Examples of accommodations include needing:
  - a.     Someone to read and/or explain information;
  - b.     Written material in large print or another language; and
  - c.     Help understanding information and accessing services.
- C.     Provide help with completing forms and explain the forms and processes.
- D.     Provide written information and notification to the eligible person and at least one other person in the person’s primary language and in a manner that can be understood by the person.
- E.     Explain appeal rights and assist with the filing of appeals, if requested to do so.
- F.     Call or meet with the person prior to the mailing of any notice of denial, reduction, or termination of eligibility or services, explaining the reason and the person’s right to appeal.
- G.     When other department services are needed, assist or refer the person to another advocate or agency for help with accessing and advocating for all needed services.

### **GOVERNING DSHS RULES AND DEFINITIONS**

#### **WAC 388-472-0010: *What are necessary supplemental accommodation services (NSA)?***

“Necessary supplemental accommodation (NSA) services are services provided to you if you have a mental, neurological, physical or sensory impairment or other problems that prevent you from getting program benefits in the same way that an unimpaired person would get them.

NSA services include, but are not limited to:

- (1)     Arranging for or providing help to complete and submit forms to us;
- (2)     Helping you give or get the information we need to decide or continue eligibility;
- (3)     Helping you request continuing benefits;
- (4)     If you miss an appointment or deadline, contacting you about the reason before we reduce or end your benefits;

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- (5)   Explaining to you the reduction in or ending of your benefits;
- (6)   If we know you have a person who helps you with your applications, notifying them when we need information or when we are about to reduce or end your benefits;
- (7)   Assisting you with requests for fair hearings;
- (8)   Providing protective payments if needed; and
- (9)   On request, reviewing our decision to terminate, suspend or reduce your benefits.”

**WAC 388-472-0020(1):** *We identify you as “NSA” if you: (c) Have a developmental disability.*

**WAC 388-472-0040:** *What are the department’s responsibilities in giving NSA services to me?* “All of our staff are continually responsible to identify you as possible NSA eligible and assist you with NSA services.”

**RCW 71A.10.060 (1) and WAC 388-825-100** require that when DDD gives notice to the person with a developmental disability that the notice also is given to at least one other person. The order of these persons by priority is listed in this RCW.

**RCW 71A.10.060 (2)** requires that notice to a person with a developmental disability be “given in a way that the person is best able to understand. This can include reading or explaining the materials to the person.”

**SUPERSESSSION**

None.

Approved:    /s/ Linda Rolfe  
                  Director, Division of Developmental Disabilities

Date: 8/11/2003