



DIVISION OF DEVELOPMENTAL DISABILITIES  
Olympia, Washington

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TITLE: POSITIVE BEHAVIOR SUPPORT POLICY 5.14

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Authority: Chapter 71A RCW Developmental Disabilities  
Chapter 388-101 WAC Certified Community Residential Services and Supports  
Chapter 388-825 WAC DD Services Rules  
Chapter 388-850 WAC County Employment and Day Programs

**BACKGROUND**

The mission of the Division of Developmental Disabilities (DDD) is to endeavor to make a positive difference in the lives of people eligible for services, through offering quality supports and services that are individual/family driven, stable and flexible, satisfying to the person and his/her family; and able to meet individual needs.

Supports and services shall be offered in ways that ensure people have the necessary information to make decisions about their options and provide optimum opportunities for success.

DDD wants eligible clients to experience positive life benefits as described in the [DDD Residential Service Guidelines](#). These benefits include:

- Health and safety;
- Personal power and choice;
- Personal value and positive recognition by self and others;
- A range of experiences which help people participate in the physical and social life of their communities;
- Good relationships with friends and relatives; and
- Competence to manage daily activities and pursue personal goals.

**PURPOSE**

This policy describes the division's general approach to promoting quality of life and adaptive behavior through the [DDD Residential Service Guidelines](#) and by providing positive behavior support for individuals with challenging behaviors.

**SCOPE**

This policy applies to all clients who receive services in:

1. DDD contracted residential programs serving people in their own homes, including State Operated Living Alternatives (SOLA);
2. Companion Homes;
3. Community Intermediate Care Facilities for the Mentally Retarded (ICF/MR);
4. Residential Habilitation Centers (RHC);
5. Licensed Staffed Residential Homes and Group Care Facilities (for children/youth);
6. Programs/services provided by counties that are funded by DDD (including employment, vocational, and day programs); and
7. Early Intervention Services provided through contract with the Infant Toddler Early Intervention Program (ITEIP).

**POLICY****A. Positive Behavior Support**

Positive behavior support is 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 his/her needs met without having to resort to challenging behavior.

Positive behavior support must be emphasized in all services funded by DDD for persons with developmental disabilities.

Positive behavior support is based on respect, dignity, and personal choice. It helps develop effective ways of meeting a client's needs to reduce challenging behaviors. Different people will require different positive supports. Common types of support are:

- Assisting a person to live in a home which is safe, attractive, and in a location that is readily accessible to the community, activities, friends, and relatives; and
- Providing a person with opportunities and assistance to:
  - Learn how to make choices and exercise personal power;
  - Manage daily activities, pursue personal goals, and access good health care;
  - Form and maintain significant friendships and relationships; and
  - Participate in a broad range of activities that the person enjoys and which promote positive recognition by self and others. This includes work, leisure, socialization and personal interests.

## **B. Components of Positive Behavior Support**

### ➤ Supportive Environments and Learning Opportunities

A supportive environment helps a person meet his/her needs through positive expression, instead of resorting to challenging behaviors to get the environment to respond. In a supportive environment, caregivers proactively plan to meet a person's needs. Many things contribute to a good environment, including:

- Promoting warm and caring relationships, especially with caregivers;
- Increasing a person's opportunity to make daily choices;
- Reducing factors and forms of treatment that may make a person feel anxious, afraid, angry or devalued;
- Arranging environmental factors, such as location of residence, access to transportation, and user-friendly kitchens;
- Providing consistent, positive responses to appropriate behavior on the part of the person;
- Providing a consistent, predictable environment;
- Calmly interrupting and redirecting inappropriate behavior; and
- Assisting the person to understand, to the best of his/her ability, how and why behavior change is helpful.

➤ Skill Development and Status

Skill development and improvement help increase a person's status and confidence. Skill development is dependent upon age, capabilities, interests, and personal motivation.

Important types of support are:

- Teaching a person new skills to obtain what he/she wants;
- Assisting to increase a person's communication skills;
- Increasing participation in typical community activities (work, socialization, shopping recreation, and leisure, etc.);
- Fostering skills and behaviors that promote mental and physical wellness;
- Encouraging a person to take more responsibility; and
- Helping a person to find ways to make contributions to others.

➤ Healthcare

Healthcare support must be offered to the person to ensure prompt assessment and treatment of any ongoing or suspected problem. Untreated or under-treated health issues are often related to challenging behavior. Healthcare support should be offered until the problem is resolved. Establishing an ongoing relationship with a primary health care provider is part of healthcare support.

➤ Treatment of Mental Illness

Persons who have a mental illness or mental health issues should be evaluated by a mental health professional, preferably one with expertise in developmental disabilities. The professional's recommendations should be considered in developing a Positive Behavior Support Plan (PBSP) for the person. This may include prescription of psychoactive medication. Any use of psychoactive medication should be integrated into the larger plan to build a supportive environment for the person.

For persons receiving certified contracted residential services, refer to DDD Policy 5.15, *Use of Psychoactive Medications*.

For persons residing in community ICF/MRs and Residential Habilitation Centers (RHCs), refer to DDD Policy 9.02, *Administration of Psychotropic/Neuroleptic*

*Drugs and Other Medications for Behavior Management or Treatment of Mental Illness.*

➤ Protection from Harm

Some people's behaviors may pose a risk of harm or injury to themselves, others, or property. In order to prevent injury or the destruction of property, physical intervention or restraint may be necessary. When this is the case, physical intervention is used only for the protection of the client, others, or property. Refer to DDD Policy 5.15, *Use of Restrictive Procedures*, and DDD Policy 5.17, *Physical Intervention Techniques*, for more information and requirements.

C. **Functional Assessment (FA)**

Some individuals have challenging behaviors that may interfere with their ability to have positive life experiences and form and maintain relationships. Positive behavior support uses functional assessment to help build respectful support plans for persons with challenging behaviors.

Note: Some professionals may use the terms “functional analysis” and “functional behavioral assessment.” For the purposes of this policy, these terms are the same as “functional assessment.”

A functional assessment is a process that evaluates:

- The overall quality of a person’s life;
- Factors or events that increase the likelihood of challenging behavior;
- Factors or events that increase the likelihood of appropriate behavior;
- When and where the challenging behavior occurs most frequently;
- The presence of a diagnosed mental illness or neurological dysfunction that may contribute to the challenging behavior; and
- The functions or purpose of the challenging behavior (what the person obtains or avoids by engaging in the behavior).

D. **Positive Behavior Support Plans (PBSP)**

1. The completed Functional Assessment (FA) provides the basis for developing a Positive Behavior Support Plan (PBSP), which will help to eliminate or reduce the frequency and severity of the challenging behavior.

2. A PBSP generally contains the following common elements:
  - Recommendations for improving the general quality of a person's life;
  - Providing increased interesting activities to fill a person's time;
  - Reducing events that are likely to provoke the challenging behavior;
  - Methods to teach alternative appropriate behaviors that will achieve the same results as the challenging behavior;
  - Methods to reduce the effectiveness of the challenging behavior in obtaining the desired outcomes; and
  - Professional recommendations for treating mental illness and/or neurological dysfunction.

### **PROCEDURES**

- A. PBSPs are required when challenging behaviors interfere with a client's ability to have positive life experiences and form and maintain relationships. PBSPs are specifically required when:
  1. The use of certain restrictive procedures is planned or used. Refer to DDD Policy 5.15, *Use of Restrictive Procedures*, for more information and requirements regarding PBSPs.
  2. A client is taking psychoactive medications to reduce challenging behavior or treat a mental illness that is interfering with the client's ability to have positive life experiences and form and maintain relationships. Refer to DDD Policy 5.16, *Use of Psychoactive Medications*, for more information and requirements.
  3. Certain restrictive physical interventions are planned or used. Refer to DDD Policy 5.17, *Physical Intervention Techniques*, for more detailed information and requirements.
- B. When challenging behaviors are identified, a written FA and PBSP must be completed within ninety (90) days. If the data indicates progress is not occurring after a reasonable period, but no longer than six (6) months, the PBSP must be reviewed and revisions implemented as needed.

**C. General Format for Functional Assessments and Positive Behavior Support Plans**

1. A written FA must have the following sections:
  - a. Description and Pertinent History;
  - b. Definition of Challenging Behaviors;
  - c. Data Analysis/Assessment Procedures; and
  - d. Summary Statements(s).
2. A written PBSP must have the following sections:
  - a. Prevention Strategies;
  - b. Teaching/Training Supports;
  - c. Strategies for Responding to Challenging Behaviors; and
  - d. Data Collection and Monitoring.
3. Attachment A, *Guidelines for Developing Functional Assessments and Positive Behavior Support Plans*, contains recommended guidelines to assist those writing FAs and PBSPs that will effectively support individuals with challenging behaviors.

D. The service provider (or writer of the plan) must send completed copies of FAs and PBSPs to the client's Case Resource Manager (CRM) for inclusion in the client record.

1. The CRM should review the documents prior to placing them in the client record. If, during this review, the CRM has concerns, she/he will discuss these with the service provider.
2. No approval by the CRM is required.

**EXCEPTIONS**

None

**SUPERSESSON**

DDD Policy 5.14  
Issued July 1, 2006

DDD Policy 5.14  
Issued September 1, 2005

DDD Policy 5.14  
Issued November 1, 2003

DDD Policy 5.14  
Issued July 1, 2001

DDD Policy 5.14  
Issued April 13, 2000

DDD Policy 5.14  
Issued May 26, 1999

DDD Policy 5.14  
Issued January 30, 1996

DDD Policy 5.12  
Issued December 28, 1993

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

Date: July 1, 2007

Attachment A: *Guidelines for Developing Functional Assessments and Positive Behavior Support Plans*



## ATTACHMENT A

### GUIDELINES FOR DEVELOPING FUNCTIONAL ASSESSMENTS AND POSITIVE BEHAVIOR SUPPORT PLANS

These guidelines are intended to assist those conducting functional assessments and developing positive behavior support plans for individuals with challenging behaviors. The guidelines describe the type of information that should ideally be included in a written functional assessment and positive behavior support plan.

Some professionals may use the terms “functional analysis” and “functional behavioral assessment”. For the purpose of these guidelines, these terms are the same as “functional assessment.”

#### FUNCTIONAL ASSESSMENT (FA)

The format for the written FA is flexible regarding where the information listed below is entered, especially if a different organization leads to a more concise and understandable rationale. However, all FAs must contain the four major sections: *Description and Pertinent History*, *Definition of Challenging Behavior(s)*, *Data Analysis/Assessment Procedures*, and *Summary Statements*.

##### **Description and Pertinent History**

- ✓ Briefly describe the person to help the reader understand the “whole person” and not just the person’s challenging behavior.
- ✓ List abilities (strengths) and disability conditions.
  - Briefly describe the person’s cognitive, adaptive and emotional functioning when the person is doing well.
- ✓ List interests, activities, and hobbies. Refer the reader to a person-centered plan for more detail, if one exists.
  - Pertinent life experiences that may impact current behaviors.
  - Estimate how well the person’s current life meets his/her wishes and needs.
- ✓ List current medical and psychiatric conditions and medications. When the collected information has conflicting diagnoses, make sure that you are using those of the current treating professional. The diagnoses contained in the FA and other client plans (e.g., Cross Systems Crisis Plan, Individual Support Plan) should all be consistent.
- ✓ If requesting to use restrictive procedures, describe why less restrictive methods are not sufficient.

##### **Definition of Challenging Behavior(s)**

- ✓ Describe each behavior of concern separately unless you are defining a consistent grouping, such as tantrums or delusions.
- ✓ List frequency and severity of the behavior based on the best available data (severity = risks to person and others).

## ATTACHMENT A

### GUIDELINES FOR DEVELOPING FUNCTIONAL ASSESSMENTS AND POSITIVE BEHAVIOR SUPPORT PLANS

#### Data Analysis/Assessment Procedures

- ✓ List procedures used for the FA (e.g., structured and informal interviews, observations, record reviews, scatter plots).
- ✓ Describe the data collected and how it fits with the **A-B-C** model:

#### *Antecedents (Setting Events & Predictors) – Behavior - Consequence (Function)*

- List the antecedent conditions identified through the analysis of collected information and the behavior(s) and consequences (functions) to which those antecedent conditions relate.
  - List specific medical, psychiatric and quality of life problems that appear to be antecedents or predictors.
- ✓ If the same behavior serves more than one function, identify which factors predict which function is being served.
  - ✓ Assess and list the antecedents or predictors for the positive, prosocial behavior that the person exhibits as one basis for designing preventive interventions (by increasing those positive events).

#### Summary Statements

- ✓ Summarize the assessment with the best hypothesis or guess of why the person engages in the behavior. Describe the typical relationship between the antecedents/predictors and the behavior. A sample summary statement would be:

*When Predictor X occurs, Behavior Y is likely to occur so the person can obtain/avoid Consequence Z (the function). This behavior will be more likely to occur when setting events A, B, or C are present.*

- ✓ When there are multiple behaviors that do not appear to serve the same function for the person, include a summary statement for each behavior.
- ✓ When there are multiple functions identified for a single behavior, you may want to write separate summary statements for the different antecedents/predictors. An example would be:

*When asked to do chores like take his dirty clothes to the laundry room or take his dishes to the kitchen after meals, hitting himself serves the purpose of escaping those requests as staff don't want to see more self-injury. At other times, when his favorite staff is busy helping others, he may hit himself to try to regain their attention.*

## ATTACHMENT A

# GUIDELINES FOR DEVELOPING FUNCTIONAL ASSESSMENTS AND POSITIVE BEHAVIOR SUPPORT PLANS

## POSITIVE BEHAVIOR SUPPORT PLAN (PBSP)

If you are writing the FA and PBSP as separate documents, start the PBSP with a recap of the Behavioral Definitions and the Summary statements from the FA so that the reader will understand the rationale for the procedures in the PBSP. If you are including both the FA and PBSP in one document, start below. Keep instructions clear, concise, and let the reader know exactly what actions he/she should take.

### Prevention Strategies

The goal in writing prevention strategies is to address major deficiencies in quality of life factors (i.e., deficiencies in power and choice, community integration, status, relationships, competence, health, and safety) and each antecedent/predictor identified by the FA.

Prevention strategies try to avoid the antecedents/predictors that precede the challenging behavior, or to minimize their occurrence and impact when they can't be avoided. Strategies might also be developed to modify the antecedents so they do not predict the challenging behavior. These strategies should be specific, measurable actions that staff or caregivers can do (not just general ideas).

- ✓ **Environmental** - Changes in the person's environment to avoid, modify, or minimize antecedents/predictors identified in the FA.
- ✓ **Psychosocial /Interpersonal** - More general changes that improve the quality of the person's life and promote obtaining more natural reinforcers via relationships, integration, power and choice, competence, and status or dignity.
  - List needed changes in the person's life, even if they cannot be achieved right away. Tie these identified needs into the broader Person Centered Plan or the Individual Instruction and Support Plan (IISP).
- ✓ **Intrapersonal** - Medical, psychological, and/or psychiatric interventions that address antecedents/predictors identified in the FA.

### Teaching/Training Supports

- ✓ Define and list teaching and reinforcement procedures (if not covered under *Prevention Strategies*) to improve general skills that will allow the person to access important reinforcers or lifestyle outcomes and reduce the person's need to use challenging behaviors.
- ✓ Define and list procedures to teach and reinforce specific behaviors that can serve as a replacement behavior (i.e., an appropriate behavior that achieves the same function for the person as the challenging behavior) or
- ✓ If the person has these skills already, list procedures to reinforce the appropriate replacement behavior(s) so that they will be used while minimizing or stopping reinforcement for the challenging behavior(s).

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#### **Strategies for Responding to Challenging Behaviors**

- ✓ List specific actions that staff or caregivers should take when reacting to challenging behaviors (there may be different responses, depending on the behavior):
  - To ensure protection.
  - To redirect, distract, etc.
  - To help the person problem solve.
  - To minimize reinforcement of the challenging behavior.
- ✓ If implementing a restrictive procedure, clearly describe the specific procedure(s) and provide directions for implementing the procedure(s).

#### **Consistency with the Cross Systems Crisis Plan (CSCP)**

- ✓ If there is a Cross Systems Crisis Plan (CSCP) in place, make sure these steps are consistent with the CSCP.
- ✓ If there is not a CSCP or other crisis plan document, list in the PBSP the specific actions that staff or caregivers are to take prior to/during a crisis to ensure protection and request assistance from internal and external resources (e.g., staff supervisor, police, DDD).

#### **Data Collection and Monitoring**

- ✓ Operationally define the goals of the PBSP in terms of specific, observable behaviors.
- ✓ Indicate what data is needed to evaluate success.
- ✓ Provide instructions to staff or caregivers on how to collect this data.
- ✓ List who will monitor outcomes, need for revisions, and evaluate success and process for monitoring.
- ✓ Recommend that the data be displayed in a graph over time for easy analysis.

**Refer to DDD Policy 5.14, *Positive Behavior Support*, and DDD Policy 5.15, *Use of Restrictive Procedures* for more information regarding functional assessments and positive behavior support plans.**