DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE:	PROCESS FOR CHANGING RESIDENTIAL SERVICE PROVIDERS WHEN REQUESTED BY A CLIENT	POLICY 6.18

Authority: Chapter 71.A RCW
Chapter 388-820 WAC

PURPOSE

This policy describes the process to be followed when a client requests a change in his/her residential service provider within Washington State.

SCOPE

This policy applies to Division of Developmental Disabilities (DDD) field services staff and DDD contracted certified residential service providers in assisting clients who are eligible for and receiving contracted certified community residential services (as defined in Chapter 388-820 WAC) from the division, and are choosing to change residential service providers.

DEFINITIONS

Client means a person eligible for services from DDD based on criteria in Chapter 71.A RCW and Chapter 388-820 WAC.

Certified Residential Service Provider means a contracted certified community residential services provider as defined and described in Chapter 388-820 WAC and contract provisions.

Pool of Qualified Providers means certified community residential service providers who meet RCW, WAC and contract requirements.

Division means Division of Developmental Disabilities.

POLICY

The division supports the right of clients to make the choice to change residential service providers, selecting from among a pool of qualified providers. In order to provide services to as many clients as possible, residential services funds are available most often for clients at a level that assumes they will share staff support and living expenses with one to three other persons. The division is committed to meeting the best interests of:

1. The client who chooses to change his/her residential service provider;

2. Clients who remain in the household (i.e., those persons who share expenses and support staff with the client who has chosen to change residential service providers); and

3. Others affected by the move.

PROCEDURES

A. Working with the Client and Current ***RESIDENTIAL*** Service Provider

1. Clients who are seeking a change in residential service provider must have had an opportunity, along with their family/legal representative, significant others, and case manager, to discuss with the current certified residential service provider whether their services can be adapted to respond to what they are requesting.

2. If a mutually acceptable plan cannot be developed, the person will initiate the process to seek a new residential service provider that can provide his/her needed supports. The process of developing an acceptable plan will include the client, his/her family member (unless the client objects) and his/her legal representative, residential service provider, and division staff. The division will develop a transition plan with the client and his/her legal representative to accomplish the requested change of residential service provider.

B. Computation of Transferable Resources

1. When a client requests a change of residential service provider, the division will work with the current certified residential service provider to determine the amount of resources the person moving will have available to transfer to a new residential service provider.

2. For each client who lives in a multi-person household or who is part of a group of clients where resources are shared, the following will be computed and included for consideration in determining the amount of resources a person moving will have available to transfer to a new residential service provider:

   a. Instruction and Support (IS) services hours, including:

i. The total number of service hours received by members of the household or community of clients;

ii. The number of IS hours originally authorized for the client with the current residential service provider if known;

iii. The total number of one-to-one service hours provided for the client; and

iv. The total number of service hours provided for the client that are shared with other household members. The number of shared service hours available to the client choosing to move is his/her proportion of these hours. For example, if the client shares two (2) hours of support with one other person, his/her proportion is one (1) service hour.

b. Administrative/Non-staff (A/NS) costs: These costs include the overhead expenses to operate the agency and include items such as administrative staff, accounting services, insurance, taxes, office lease, office equipment and supplies, interest and depreciation costs, etc. These expenses may decrease only slightly for an agency when just one person leaves that agency. This will need to be taken into consideration as part of this computation process, including:

i. The A/NS rate authorized for each member of the household;

ii. The A/NS rate originally authorized for the client with the current residential service provider, if available; and

iii. The portion of the client's A/NS rate that provides reimbursement for costs unique to that client.

c. Professional Services, including:

i. The Professional Services rate authorized for each member of the household;

ii. The Professional Services rate originally authorized for the client with the current residential service provider; and

iii. The portion of the Professional Services rate that provides reimbursement for costs unique to that client.

3. The amount of resources the person choosing to move may transfer to a new residential service provider is then the sum of the following as determined through negotiation between the division and the residential service provider:

   a. The number of one-to-one IS hours provided for the person; and

   b. The client's proportion of service hours that are shared with other clients in the household or group; and

   c. The amount of professional services dedicated to the client; and

   d. Administrative resources as determined available.

4. Once the amount of resources available for the person is identified, this amount will be shared with the person and his/her family and legal representative by the DDD case/resource manager so they know the funds they have available to use in planning a new residential resource.

5. If transferable resources are insufficient to meet the client's assessed needs in the new residential setting, the region must submit a request for resources to the division director.

C. <u>Selection of New Residential Service Provider</u>

   1. Once the client's transferable resources have been identified, the division will assist the client and his/her family/legal representative in identifying a new qualified service provider able to meet the person's residential support needs.

   2. When selecting providers, the person and his/her family/legal representative are free to choose providers who are not currently DDD contracted providers. However, the provider will need to comply with all contracting and monitoring requirements. Parents may not be the twenty-four (24) hour providers of services, although they may be part of the service delivery system.

D. <u>Referrals for Household Opening</u>

   1. Upon receipt of the change of residential service provider notification from the client, the current provider, in collaboration with DDD, will complete the *Residential Services Opening Description* form (Attachment A) to assist in

identifying who can best be served in the household opening. This description must indicate what types of support the agency can provide, which DDD will use to inform and refer clients for whom the opening will provide appropriate and adequate services.

2. DDD staff and the residential service provider will work together to determine how best to issue notification for each particular opening. Service providers may elect to do a regional or statewide notice.

3. Within thirty (30) days of the change of residential service provider notification, DDD will identify those clients for whom residential service funding is available and whose supports match the *Residential Services Opening Description* and inform them of the household opening for their consideration. DDD will send referrals to the provider for those persons indicating an interest, using the referral process described in DDD Policy 4.02, *Referral and Placement into Community Residential Services*.

4. Those clients referred to a new agency will work with that agency to determine the appropriateness of the vacancy for their needs.

5. If, after following these steps, no person chooses to use the household opening or if there are no clients with available funding to refer to the opening, then a plan will be developed between the division, the residential service provider, and the remaining clients and their families/legal representatives as to how they will be supported.

6. For Supported Living services, options may include restructuring of household configurations, increasing the number of housemates, or moving to a different residence closer to other service recipients.

7. Restructuring of a household for group homes is more difficult. The division and the residential service provider will work together to explore other options to support the remaining clients.

E. <u>Vacancy/Cost-of-Care Adjustment Payments to Original Residential Service Provider</u>

The original residential service provider may request a vacancy/cost-of-care adjustment payment up to the amount necessary to continue to support the remaining housemates. The adjustment may not exceed the amount the client moving will transfer to another agency. The division will authorize payment of the vacancy/cost-of-care adjustment on a month-by-month basis for up to a maximum of ninety (90) days in accordance with DDD Policy 6.04, *Residential Programs Reimbursement System*.

F. Client Appeal Rights

The client/legal representative may appeal any department decision denial, termination or reduction in services. The client and his/her legal representative must be informed of their right to appeal per WAC 388-825-120.

SUPERSESSION

None

Approved: * /s/ Linda Rolfe* Date: 6/30/03
Director, Division of Developmental Disabilities

Attachment A: Residential Services Vacancy Description

RESIDENTIAL SERVICES OPENING DESCRIPTION

Agency name and address:

Name and phone number of agency contact person:

Date vacancy is available:

Address where vacancy is available or the geographical area where services can be provided:

Program type (check one): SL ☐ GH ☐ IMR-E ☐ Other ☐

If SL, indicate the number of staff hours/day that support is available:

Briefly, describe the residence that is available:

Residence is wheelchair accessible: Yes ☐ No ☐ Interior ☐ Exterior ☐

The maximum occupancy of this residence is:

The present occupancy of this residence is:

The ages and genders of current tenants are:

Desired referrals can be: Male ☐ Female ☐ Either ☐

Desired referrals can be: Smoker ☐ Non-Smoker ☐ Either ☐

Individuals referred will have a: Private ☐ Shared ☐ Bedroom.

Describe the level of assistance available for referred clients (e.g., level of assistance with daily living skills, one-to-one behavior support, etc.): ______________________________________

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Describe any professional or specialized services available (e.g., nursing, etc.):

Other characteristics agency specializes in providing (e.g., specific age group, mental health supports, etc.):

A current staffing schedule is attached: Yes ☐ No ☐

Minimum of two references from people you currently support attached: Yes ☐ No ☐

Additional comments: