

### DIVISION OF DEVELOPMENTAL DISABILITIES Olympia, Washington

# TITLE:PROCESS FOR CHANGING RESIDENTIAL SERVICEPOLICY 6.18PROVIDERS WHEN REQUESTED BY A CLIENT

Authority:	Chapter 71.A RCW Chapter 388-101 WAC	Developmental Disabilities Certified Community Residential Services and	
		Support	

#### **PURPOSE**

This policy establishes procedures to be followed when a Division of Developmental Disabilities (DDD) client requests a change in his/her certified residential service provider.

#### **SCOPE**

This policy applies to DDD Field Services staff and DDD contracted and certified residential service providers in assisting eligible clients who choose to change residential service providers.

#### **DEFINITIONS**

**Certified Residential Service Provider** means a contracted certified community residential services provider as defined and described in Chapter 388-101 WAC and contract provisions.

**Client** means a person eligible for DDD services based upon criteria in Chapter 71.A RCW and Chapter 388-101 WAC.

**Group of Clients** means individuals supported by the certified residential service provider for whom aspects of staff coverage are shared (e.g., overnight coverage).

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

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### **POLICY**

DDD 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 and making efficient use of public funds, 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. DDD 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 provider); and
- 3. Others affected by the move.

#### **PROCEDURES**

- A. <u>Working with the Client and Current Service Provider</u>
  - 1. A client who is seeking a change in service provider must, along with his/her legal representative, and Case Resource Manager (CRM), discuss with the current residential service provider whether the client's services can be adapted to respond to what he/she is requesting.
  - 2. If the client and/or their legal representative refuse to meet, the CRM must inform the service provider.
  - 3 If a mutually acceptable plan cannot be developed, the client will initiate the process to seek a new service provider that can provide his/her needed supports. This process of developing an acceptable plan will include the client, his/her legal representative, family, residential service provider, and DDD staff. The plan must consider rental agreement, subsidized housing, employment, and other similar factors.
  - 4 DDD will develop a transition plan with the client and his/her legal representative. DDD will use the *Client Preference Sheet* to accomplish the requested change of service provider. See Attachment B of DDD Policy 4.02, *Referral and Placement into Community Residential Services*.
- B. <u>Computation of Transferable Resources</u>
  - 1. When a client requests a change of residential service provider, DDD will work with the current service provider to determine the number of Instruction and

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Support (ISS) hours and professional services hours, if any, needed to remain in the household to meet the needs of the clients remaining in the household or cluster.

2. The Indirect Client Support/Administration will be adjusted according to DDD Policy 6.04, *Residential Programs Reimbursement System*-

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

- 1. DDD will assist the client and his/her legal representative or family in identifying a new qualified service provider able to meet the client's residential support needs.
- 2. When selecting a residential service option, the client and his/her legal representative are free to choose from a contracted service provider in good standing. Parents may not be the 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 provider notification from the client, the current service provider, in collaboration with DDD, may complete the *Residential Services Opening Description* form (see Attachment A) to assist in identifying who can best be served in the household opening. This description will indicate what types of support the agency can provide that DDD will use to inform and refer clients for whom the opening will provide appropriate and adequate services.
- 2. DDD staff and the 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) calendar days of the change of provider notification, DDD will identify those clients eligible to receive residential services who have identified an interest in changing their service provider 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 service provider for those clients 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 and potential housemates to determine the appropriateness of the opening for their needs.

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- 5. After following these steps, if 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 DDD, the service provider, and the remaining clients and their legal representatives/families as to how their supports will be funded.
- 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. DDD and the service provider will work together to explore other options to support the remaining clients.

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

- 1. The original residential service provider may request a 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. DDD will authorize payment of the vacancy/cost-of-care adjustment on a month-by-month basis for up to a maximum of ninety (90) calendar days in accordance with DDD Policy 6.04, *Residential Programs Reimbursement System*.
- 2. When ISS hours are not shared with other clients supported by the agency, a costof-care will not be authorized.
- 3. DDD may grant an exception to the time limit for cost of care adjustment in order to implement the plan developed described in Section D.5 above.
- F. <u>Client Appeal Rights</u>

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

#### **EXCEPTIONS**

Any exception to this policy must have the prior written approval of the Division Director.

#### **SUPERSESSION**

DDD Policy 6.18 Issued September 1, 2005

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DDD Policy 6.18 Issued November 1, 2003

Approved:/s/ Linda RolfeDate: July 1, 2007Director, Division of Developmental DisabilitiesDate: July 1, 2007

Attachment A: Residential Services Opening Description

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### ATTACHMENT A

### **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 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 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 behavioral support, etc.):
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: