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	*Developmental Disabilities*
	Chapter 388-101 WAC	*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.

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 use public funds efficiently, 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. The 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. Working with the Client and Current Service Provider

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 the 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 DSHS 15-358, *Client Referral Information* form, to accomplish the requested change of service provider.

B. Calculation of ISS Hours

The original residential service provider may request a cost-of-care adjustment up to the amount necessary to continue to support the remaining housemates.

The Resource Manager will use the rate calculator to recalculate the ISS hours within 90 days.

C. Selection of New Service Provider

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. Referrals for Household Opening

1. Upon receipt of the change of provider notification from the client, the current service provider, in collaboration with DDD, may complete the DSHS 15-357, *Residential Services Opening Description* form, 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 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, *Community Residential Services: Referral and Acceptance.*

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.

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. Client Appeal Rights

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 July 1, 2008

Approved: */s/ Linda Rolfe* Date: July 1, 2009
Director, Division of Developmental Disabilities