Washington State Department of Social & Health Services

DEVELOPMENTAL DISABILITIES ADMINISTRATION
Olympia, Washington

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

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

PURPOSE

This policy establishes procedures to be followed when a Developmental Disabilities Administration (DDA) client requests a change in their certified residential services provider.

SCOPE

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

DEFINITIONS

Certified Residential Services 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 DDA services based upon criteria in Chapter 71A RCW and Chapter 388-101 WAC.

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

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

POLICY

A. DDA supports the right of clients to make the choice to change residential services 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 housemates.

B. DDA is committed to meeting the best interests of:

1. The client who chooses to change their residential services 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 inform the Case Resource Manager (CRM) of the desire to move and ask for a new assessment. The CRM will meet with the client and the client's legal representative to discuss the reasons for the move. The CRM will encourage the client and the client's legal representative to meet with the current residential services provider to talk about whether the client's services can be modified to respond to the client's concerns.

2. If a mutually acceptable plan cannot be developed, the client will request the CRM to initiate the process to seek a new services provider that can provide the client's needed supports. This process of developing an acceptable plan will include the client, the client's legal representative, family, current and potential residential services providers, and DDA staff. The plan must consider the rental agreement, subsidized housing, employment, and other similar factors.

3. DDA will develop a transition plan with the client and their legal representative. Use DSHS 15-358, *Client Referral Information*, to accomplish the requested change of service provider.

B. Calculation of ISS Hours

The original residential services provider may request a cost of care adjustment up to the amount necessary to continue to support the remaining housemates for ninety (90) days. During that time every effort will be made to fill the vacancy. If it is not filled, then cost containment measures must be made.

The Resource Manager will use the rate assessment to recalculate the ISS hours and all other components of the residential rate within ninety (90) days.

C. Selection of New Service Provider

1. DDA will assist the client and the client's 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 the client's legal representative are free to choose from a contracted service provider in good standing.

D. Referrals for Household Opening

1. Upon receipt of the change of provider notification from the client, the current service provider in collaboration with DDA may complete DSHS 15-357, *Residential Services Opening Description*, 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 DDA will use to inform and refer clients for whom the opening will provide appropriate and adequate services.

2. DDA staff and the service provider will work together to determine how best to issue notification for each particular opening.

3. Within thirty (30) calendar days of the change of provider notification, DDA will identify those clients eligible to receive residential services who have an interest in changing their service provider and whose supports match the DSHS 15-357, *Residential Services Opening Description*, and inform them of the household opening for their consideration. DDA will send referrals to the service provider for those clients indicating an interest, using the referral process described in DDA 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 to refer to the opening, then a plan will be developed between DDA, 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 to no more than four in supported living programs, or moving to a different residence closer to other service recipients.

E. Client Appeal Rights

The client or their legal representative may appeal any department decision of denial, termination or reduction in services. The client and the client's 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 Deputy Assistant Secretary.

SUPERSESSION

DDD Policy 6.18
Issued July 1, 2011

Approved: */s/ Donald Clintsman* Date: July 1, 2013
Deputy Assistant Secretary
Developmental Disabilities Administration