

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.

SUPERSESSSION

DDD Policy 6.18
Issued July 1, 2011

Approved: /s/ Donald Clintsman
 Deputy Assistant Secretary
 Developmental Disabilities Administration

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