

A Guide to Residential Service Levels of Support

What are the Residential Service Levels of Support?

The “Residential Service Levels of Support” describe the amount and type of support a client needs to live on his/her own in the community. There are six Residential Service Levels, with Level 3 being divided into two sub-levels. Details about the Residential Service Levels of Support, typical characteristics of a client requiring each level of support, and the level of service that can be expected in response to that need, are located on the back of this sheet.

How are Residential Service Levels determined?

Residential Service Levels are determined by patterns of responses to questions in the DDA Assessment.

How are client service rates determined?

A client’s individual service rate is determined by DDA in consultation with the residential service provider. The rate is based on the Residential Service Level, plus specific support needs listed in the assessment, whether others will provide some of the supports, and how many people will share supports. **Shared supports are an expectation of DDA.**

What if there is a disagreement about the Residential Service Level?

If the client or his/her legal representative/guardian disagrees with the Residential Service Level, talk to the client’s case manager. If a disagreement continues to exist, follow the DDA appeal process.

What happens if support needs change?

If the client has a significant change in support needs and the change is expected to be ongoing, ask the case manager for a new assessment. If the change is temporary (e.g., the client had surgery and needs extra support for a few weeks), the provider can request a temporary increase in support hours.

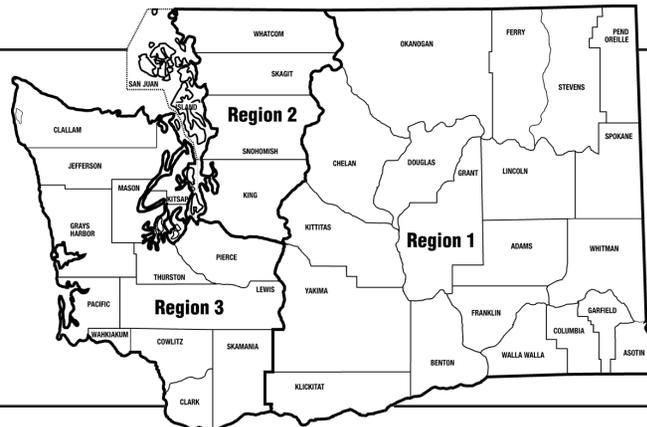
What if an emergency occurs?

All clients receiving residential services have 24-hour access to service providers when needed, regardless of Residential Service Level.

Will the new assessment change the services a client is currently receiving?

DDA is currently required to meet all health and safety needs of a client. This expectation will be the same under the new DDA Assessment. While reimbursement to providers on an individual basis may increase or decrease, health and safety needs will continue to be met, as they are today.

If you have questions about residential services or residential rates, please call the Resource Manager for your region. Questions about assessments should be directed to the client’s case manager.



Region 1 - North	Spokane	1-800-462-0624
Region 1 - South	Yakima	1-800-822-7840
Region 2 - North	Everett	1-800-788-2053
Region 2 - South	Seattle	1-800-314-3296
Region 3 - North	Tacoma	1-800-248-0949
Region 3 - South	Olympia	1-800-339-8227

Residential Service Levels of Support

SUPPORT NEED	CHARACTERISTICS	EXPECTED LEVEL OF SERVICE ¹
Weekly or Less (Support Level 1)	Requires supervision, training, or physical assistance in areas that typically occur weekly or less often, such as shopping, paying bills, or medical appointments. Generally independent in support areas that typically occur daily or every couple of days.	Clients assessed to need this level receive support on a weekly basis or less frequently.
Multiple Times per Week (Support Level 2)	Is able to maintain health and safety for a full day or more at a time AND needs supervision, training, or physical assistance with tasks that typically occur every few days, such as light housekeeping, menu planning, or guidance and support with relationships. Generally independent in support areas that must occur daily.	Clients assessed to need this level receive support multiple times per week.
Intermittent Daily - Low (Support Level 3A)	Is able to maintain health and safety for short periods of time (hours, but not days) OR needs supervision, training, or physical assistance with activities that typically occur daily, such as bathing, dressing, or taking medications.	Clients assessed to need this level receive daily support.
Intermittent Daily - Moderate (Support Level 3B)	Requires supervision, training, or physical assistance with multiple tasks that typically occur daily OR requires frequent checks for health and safety or due to disruptions in routine.	Clients assessed to need this level receive daily support and may receive checks during nighttime hours, as needed.
Close Proximity (Support Level 4)	Requires support with a large number of activities that typically occur daily OR is able to maintain health and safety for very short periods of time (less than 2 hours, if at all) AND requires occasional health and safety checks or support during night time hours.	Clients assessed to need this level receive supports in close proximity 24 hours per day. Support hours may be shared with neighboring households.
Continuous Day + Continuous Night (Support Level 5)	Is generally unable to maintain health and safety OR requires support with a large number of activities that occur daily or almost every day AND typically requires nighttime staff continuously in the home.	Clients assessed to need this level receive support 24 hours per day.
Community Protection (Support Level 6)	Is enrolled in the Community Protection Program.	Clients assessed to need this level of support will receive 24 hour per day supervision per Community Protection Program policy.

¹ The amount of service hours received from a residential provider may vary based on whether some supports are being provided by non-residential staff or natural supports, the client is refusing services, or the intensity of the client's support needs at a particular point in time. Emergency access to residential staff is available to all clients, 24 hours per day, regardless of Residential Service Level.