

A Guide to Residential Service Levels of Support

Supported Living, Group Homes, Group Training Homes

What are residential service levels of support?

Residential service level of support is the way we talk about how much and what type of daily supports someone needs to live on their own in the community. We use six levels of residential service. Level 3 is divided into sub-levels 3A and 3B.

How is my residential service level determined?

Your residential service level is based on information from your current DDA assessment. When we do an assessment, we ask questions to help us learn how much support you might need. The determined level is based on a statistical calculation.

You can learn more here: <https://app.leg.wa.gov/WAC/default.aspx?cite=388-828-9530>

How can I learn more?

If you have questions about residential services or residential rates, please call and ask to speak to a resource manager for your region. Ask your own case manager if you have questions about your residential service level.

Visit us online at: dshs.wa.gov/dda/service-and-information-request
Find an office at: dshs.wa.gov/dda/find-ddcs-office

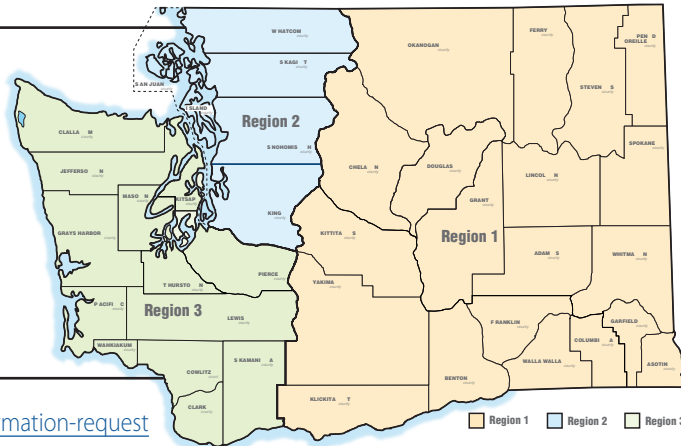
What if I disagree about my residential service level?

If you disagree with a residential service level, you can contact your case manager. If the disagreement continues, you should follow our appeal process. You can learn more here: <https://www.dshs.wa.gov/dda/how-file-complaint-dda>

How are service rates determined?

Your service rate is determined by our rate assessment. When we do an assessment we will consult with you and your residential provider. Things we consider in the assessment include:

- Support needs listed in the assessment.
- Supports provided by others.
- The number of clients sharing supports. People living in a home often share support and living expenses.



What happens if my support needs change?

If you have a significant change in support needs and the change is expected to be ongoing, contact your case manager for a revised assessment. If the change is short-term, your provider can request a temporary increase in support hours. For example, if you are recovering from a surgery, you may need a temporary increase in support hours.

What if an emergency occurs?

All clients receiving residential services have 24-hour access to their contracted provider when needed, regardless of residential service level.

Call or email us:

Counties	Phone and Email
Chelan, Douglas, Ferry, Grant, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens	(800) 319-7116 R1ServiceRequestA@dshs.wa.gov
Adams, Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Walla Walla, Whitman, Yakima	(866) 715-3646 R1ServiceRequestB@dshs.wa.gov
Island, San Juan, Skagit, Snohomish, Whatcom	(800) 567-5582 R2ServiceRequestA@dshs.wa.gov
King	(800) 974-4428 R2ServiceRequestB@dshs.wa.gov
Kitsap, Pierce	(800) 735-6740 R3ServiceRequestA@dshs.wa.gov
Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum	(888) 707-1202 R3ServiceRequestB@dshs.wa.gov

People needing support with hearing or communication can call the Washington Telecommunication Relay Service by dialing 7-1-1 or (800) 833-6388 (TTY).

Residential Service Levels of Support

SUPPORT NEED	CHARACTERISTICS	EXPECTED LEVEL OF SERVICE ¹
Weekly or Less (Support Level 1)	You need 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.	You would benefit from support weekly, or less often.
Multiple Times per Week (Support Level 2)	You are able to maintain health and safety for a full day or more at a time AND need supervision, training or physical assistance with tasks that typically occur every few days. This could be light housekeeping, menu planning or guidance and support with relationships. Generally independent in support areas that must occur daily.	Check-ins several times each week are helpful for you.
Intermittent Daily - Low (Support Level 3A)	You are able to maintain health and safety for short periods of time (hours, but not days) OR you need supervision, training or physical assistance with activities that typically occur daily. This could be bathing, dressing or taking medications.	Daily support helps you continue to live independently.
Intermittent Daily - Moderate (Support Level 3B)	You need supervision, training or physical assistance with multiple daily tasks. Or you need regular checks for health and safety due to disruptions in routine.	You benefit from daily support and some nighttime check-ins.
Close Proximity (Support Level 4)	You need support with many daily activities or you are able to maintain health and safety for short periods of time (less than two hours, if at all) AND you need occasional health and safety checks or support during nighttime hours.	You do best with helpers close by 24 hours per day. Support hours may be shared with neighboring households.
Continuous Day + Continuous Night (Support Level 5)	You are generally unable to maintain health and safety OR require support with a most daily activities or almost every day AND typically require nighttime staff continuously in the home.	At this level you benefit from support 24 hours per day.
Community Protection (Support Level 6)	You are enrolled in the Community Protection Program.	You receive 24 hour per day supervision per Community Protection Program policy.

¹ The service hours received from a residential provider may vary. This is based on whether some supports are provided by non-residential staff or natural supports, if you are refusing some services, or the intensity of your support needs at a particular point in time. All clients receiving residential services have 24-hour access to service providers when needed, regardless of residential service level.