

# Road Map to Services and Supports

for Children and Families



## Our Commitment to You

The Department of Social and Health Services' (DSHS) Developmental Disabilities Administration (DDA) is committed to making sure that your rights are protected.

As a DDA client, you must have a representative who can talk with you about the meaning of any change in your services or supports, as well as your appeal rights. If you don't have a representative, DSHS will help you find one.

DSHS will send you and your representative Planned Action Notices (PANs) every time there is a change in your services or eligibility. The notice will let you know what is happening, how to appeal if you disagree, and the timelines for appealing the decision.

Administrative hearing rights allow you to appeal decisions regarding service or eligibility changes. Information about administrative hearing rights will be found in your PAN.

Eligibility for services is determined by an assessment completed by your Case Resource Manager. Sometimes, eligibility for a specific service is also based on income.

Availability of services may be limited by funding or enrollment limits. Participation in all DDA services is voluntary.

*It is the policy of DSHS that persons shall not be discriminated against (in employment or service) because of race, color, creed, religion, national origin, sexual orientation, age, gender, presence of any sensory, mental or physical disability, use of a trained dog guide or service animal by a person with a disability, or veteran status.*

## How do I apply for DDA or request service if I am already eligible?

[Go online, call us on the phone, or come see us](#)

Go online at:

[dshs.wa.gov/dda/service-and-information-request](https://dshs.wa.gov/dda/service-and-information-request)

To find our locations go to:

[dshs.wa.gov/DDA/dda/find-an-office](https://dshs.wa.gov/DDA/dda/find-an-office)

Call us at one of the numbers below:

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



# Road Map to Services and Supports for Children and Families



## Age 0 to 3

Early Intervention Services provide support with Physical, Cognitive, Social-Emotional, Communication and Adaptive development. Call the Family Health Hotline at 800-322-2588.



## Age 4 and Age 10

Reapply for eligibility if DDA notifies you that your child's eligibility expires.



## Age 14 to 21

Your school can help you with Pre-employment transition services. Build self-advocacy, social and independent living skills. Explore jobs and post-secondary education. Have work-based learning experiences.



## Age 18

Apply for Supplemental Security Income (SSI).



## Age 20

Eligibility is reviewed. Respond to requests for information.



## Age 3

Children start the transition to the local school system. The school district will determine if your child qualifies for preschool special education services. Special Education and related services will be developed through an Individualized Education Program (IEP) prior to your child's third birthday.



## Age 19 and beyond

Connect with the Division of Vocational Rehabilitation for support with post-secondary education, vocational training, career development and/or job search assistance. DDA provides employment support you in work long-term.

### Children and adults may be eligible for DSHS programs and services. Contact DDA to learn more.

#### Community First Choice

- Personal Care and Relief Care
- Skills Acquisition Training
- Assistive Technology
- Personal Emergency Response
- Caregiver Management Training

#### Home and Community Based Waiver

- Community Transition Services
- Nurse Delegation
- Respite Care
- Architectural and Vehicular modifications
- Equipment and supplies
- Specialized clothing
- Counseling and Behavior Support
- Nursing
- Community Engagement
- Residential Services
- Therapeutic Services, such as occupational, physical or communication therapy
- Crisis prevention, intervention and stabilization services
- Psychiatric services
- Person-Centered Planning
- Supported Parenting for the client
- Peer Mentoring
- Employment Supports
- Community Access