



Fact Sheets

Developmental Disabilities Administration

Fact Sheets on Programs and Services

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Adult Family Homes (AFH)

AFH are community-based, privately operated neighborhood homes contracted with DSHS' Aging and Long-Term Support Administration. They are licensed to care for two to six residents.

AFHs provide a room, meals, laundry, supervision, and varying levels of assistance with support needs. Some AFHs provide occasional nursing care. They may also provide specialized care for people with developmental disabilities, mental health issues, and dementia.



Eligibility Criteria

Individuals:

- Enrolled and eligible Developmental Disabilities Administration (DDA) clients
- 18 years of age or older
- Diagnosed with a functional or intellectual disability that requires support and supervision
- Assessed with a need for Community First Choice (Personal Care) and residential services through DSHS
- Authorized by DSHS to receive AFH services
- Financially eligible for Medicaid and able to pay participation, or have the ability to privately pay for services

Quality Assurance Oversight

- Licensing inspections by DSHS' Residential Care Services Division
- DDA Case Resource Management
- DDA Performance and Quality Improvement Specialists

Stakeholders

- Individuals receiving services
- Families and/or legal representatives of DDA participants
- Advocacy organizations
- Adult Family Home providers
- Adult Family Home Council

Contact

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AFH/Meaningful Day Program Manager
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Approximately 1400 participants enrolled with the Developmental Disabilities Administration receive supports in an adult family home.

Adult Family Home Meaningful Day Adult Family Home (AFH) Meaningful Day program serves eligible clients who live in an AFH and also experience behaviors of significant frequency and intensity. AFH providers create individualized, proactive strategies such as person-centered activity plans, to engage clients in activities designed to refocus behavior, improve health, and reduce challenging behaviors.

Meaningful Day provides service planning and activity inclusion to improve peoples' quality of life and continuity



Eligibility Criteria

Meaningful Day is limited to clients of the Developmental Disabilities Administration (DDA) who:

- Live in an adult family home, and;
- Have a CARE-assessed behavior point score of 12 or higher; or
- Have a diagnosis of dementia, such as Alzheimer's Disease, with an assessed need for activities offered under Meaningful Day

Qualified Providers

AFH providers who complete required training and are contracted with DSHS may provide Meaningful Day services.

Quality Assurance Oversight

- DDA Case Resource Managers and Meaningful Day specialists
- DDA Office of Residential Services
- DSHS's Aging and Long-Term Supports Administration

Stakeholders

- Individuals receiving services
- Families and/or legal representatives of DDA participants
- Advocacy organizations
- Adult Family Home providers
- Adult Family Home Council

Contact

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Approximately 1400 participants enrolled with the Developmental Disabilities Administration receive supports in an adult family home.

DID YOU KNOW?

Learning about services you can receive in an Adult Family Home



Did you know that if you reside in an Adult Family Home you may be eligible to receive a number other services?

When you reside in an Adult Family Home, your provider delivers personal care, which is assistance with bathing, personal hygiene, meals, and other basic care tasks. Other services exist that your Adult Family Home provider may be able to supply or that you can access from other providers. Read below to learn more about these services and how to access them.

How do I know what services I am eligible for?

To see what program(s) you are eligible for, or if you are interested in any of the programs listed below, review your most recent service plan or contact your case manager.

Most people residing in an Adult Family Home are eligible for the Community First Choice program.

- Many people residing in an Adult Family Home are also eligible for a waiver.

Services available through your Adult Family Home provider	Program
Community Integration is provided by your Adult Family Home. It offers opportunities to engage in the local community through participation in relationships, activities, and organizations.	Community First Choice
Meaningful Day is available from an eligible Adult Family Home provider. It offers individualized activities to eligible clients. The Adult Family Home provider uses person-centered planning to develop proactive individualized, strategies to engage individuals in activities designed to refocus behavior, improve health, and reduce challenging behaviors.	Community First Choice
Medical Escort is payment to your Adult Family Home provider to transport and accompany you to medical appointments when other means of transportation are not available.	Community First Choice

Additional services available through other DSHS contracted providers	Program
Assistive technology is equipment and other items which can help you complete tasks more independently. Some examples of are modified utensils, plate guards, non-skid surfaces, door openers, dressing sticks, reachers, and wrist cuffs to hold items like a toothbrush.	Community First Choice
Skills Acquisition Training is available for a provider to help you become more independent with your daily personal care tasks.	Community First Choice
Community Transition Services can help you move from a hospital-like setting or nursing facility into the community. These are non-recurring set-up expenses necessary outside of what is covered under room and board. It is used to help relocate a person to a less restrictive setting. Examples of this service include moving expenses or basic household items like linens or furniture.	Community First Choice
Supported employment provides intensive, ongoing individual and group support to obtain and sustain employment.	Waiver
Community guide/engagement services increase access to informal community supports. Community guide services are short-term services designed to develop creative, flexible, and supportive community resources for individuals with developmental disabilities. The services are designed to meet a goal identified in the waiver participant's person-centered service plan.	Waiver
Community inclusion is individualized supports that connect people in their local community to build relationships with others who share similar interests.	Waiver

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Additional services available through other DSHS contracted providers	Program
Staff/family consultation and training provides professional services for family/direct service staff to meet individualized and specific needs of participants and to help improve their independence and inclusion in their community, including a wide range of specialties. Wide ranges of specialties are qualified to provide this service in order to meet a large variety of individual needs.	Waiver
Other professional services can meet a variety of therapeutic or stabilization needs.	Waiver
Specialized equipment and supplies provide items that are medically necessary, but not otherwise covered under the Medicaid benefit.	Waiver
Wellness education is a monthly, individualized, printed educational letter designed to assist in managing health-related issues and achieving wellness goals.	Waiver

How do I get these services?

Contact your case resource manager (CRM) and talk about your goals and care needs. Your CRM will add the service and your chosen provider to your person-centered service plan. You or your legal representative will need to sign your updated person-centered service plan before services start.

How do I find a provider?

Your case resource manager can provide you with a list of providers in your area.

What do I do when I find a provider?

Interview the provider to make sure they are a good fit. Talk about your goals and needs. Give your provider your CRM contact information and/or let your CRM know which provider you have chosen.s.

When can my provider start?

Your case resource manager will let you know when your provider can start. You will need to sign an updated person-centered service plan and the case resource manager will need to begin a service authorization.

What should I expect from my provider?

You should expect your provider to schedule a time to meet with you, identify your needs and goals, and set up a plan or schedule of work. Equipment providers will need documentation of the recommended items.

How many hours or dollars can the client receive in the plan year?

The approved hours and/or dollar amount is determined by your annual assessment. Your case resource manager will help you understand the size of benefit amounts.

Interested in becoming a DDA provider?

If you are interested in becoming a contracted provider for a DDA Medicaid service, please call your local DDA office and ask for the contracts department. Or go the DDA [homepage](#) to learn more.

Office Location	Phone Number
Everett	425-740-6500
Seattle	206-568-5685
Spokane	509-329-2900
Tacoma	253-404-5500
Tumwater	360-725-4250
Yakima	509-225-7970

Select an image to learn more



Adult Home Care Aide Specialist Program (AHCAS)

The AHCAS Program is an advanced training for in-home care providers. The training focuses on developing new skills to provide specialized support. The goal is to improve health, provide behavioral intervention supports, and assist people to maintain and/or attain the highest quality of life while receiving in-home services. This training is in partnership with DSHS' Aging and Long Term Support Administration.



Eligibility Requirements for Clients

- Individuals receiving in-home services from an individual provider (IP), and:
- Possess a PRISM Risk Score 1.5 or higher, or;
- A Behavior Points score of 12 or higher
- Provider meets eligibility criteria described below

Eligibility Requirements for Providers

- Currently certified as a Home Care Aide or equivalent; or have completed basic training requirements
- Currently providing in-home services to an eligible client
- Have worked at least 600 cumulative hours
- Completion of AHCAS 70-hour training
- Passing of skills test

Benefits for Clients and Providers

- Support proactive interventions to promote positive behavior
- Enhanced person-centered practices to support individual goals
- An increased provider knowledge-base of individual care needs
- AHCAS providers will receive a \$0.75 hourly increase after passing the class and test

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Over 1600 care providers have completed the AHCAS training as of the end of 2019. Approximately 4,800 people receiving DDA in-home services are currently eligible for the [AHCAS training](#).

Adult Residential Care (ARC)

ARC provides adult residential care through assisted living facilities that contract with DSHS' Aging and Long-Term Support Administration (ALTSA). ARCs arrange a supervised living arrangement in a home-like environment for seven or more clients. ARC services include housing, housekeeping services, meals, snacks, laundry, personal care, and activities.



Enhanced Adult Residential Care (EARC)

In addition to the services above, assisted living facilities that have EARC contract with ALTSA provide intermittent nursing and medication administration services.

Eligibility Requirements

Individuals:

- 18 years of age or older
- Financially eligible for Medicaid
- Assessed by DSHS and authorized to receive Community First Choice services
- Who requested ARC or EARC supports to meet their needs

Quality Assurance Oversight

- Licensing inspections by ALTSA's Residential Care Services Division
- DDA Case Resource Management
- DDA Quality Assurance

Stakeholders

- DDA participants
- Family members and legal representatives
- Self-advocates and advocacy groups
- Contracted providers

Contact

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ARC/EARC Program Manager
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Approximately 150 enrolled participants receive supports in Adult Residential Care settings.

Alternative Living (AL) Services

AL services help individuals acquire the skills necessary to live as independently as possible with minimal residential services. Services are offered in integrated settings and support personal power, choice, and full access to the greater community.

Contracted AL providers may be authorized to support an individual's Person-Centered Service plan for up to 40 hours per week. Support options include training to establish a residence, home living, community living, health and safety, social activities, protection and advocacy, and more as needed.



Eligibility Requirements

Individuals:

- Enrolled and eligible clients of Developmental Disabilities Administration (DDA)
- 18 years of age or older
- On the Home and Community Based Services core waiver
- DSHS-assessed as requiring residential habilitation services to meet their health and welfare needs
- Living outside their parent's home or transitioning to their own home within six months
- Able to pay for daily living expenses using personal, financial resources

Quality Assurance Oversight

- DDA contracted evaluators
- DDA Case Resource Management
- DSHS Adult Protective Services

Stakeholders

- DDA participants
- Family members and legal representatives
- Self-advocates and advocacy groups
- Contracted providers

Contact

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Community Services Unit Manager
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Approximately 115 participants receive Alternative Living services.

Assistive Technology can make life easier

Assistive Technology can help you be more independent and live the life you want to live.

Assistive Technology is equipment, devices or systems that are used to help a person live a more independent life. This could include items such as tablets, switches, electronic reminders, automatic shut-off stoves or specialized utensils.

It is available for people with developmental disabilities and currently enrolled or receiving:

- Individual and Family Services (IFS) Waiver
- Children's Intensive In-Home Behavior Supports (CIIBS) Waiver
- Community First Choice (CFC)
- Pre-Admission Screening and Resident Review (PASRR)
- Roads to Community Living (RCL)



Ask your case manager for more information about assistive technology.
If you do not have a case manager, request information on-line at:
www.dshs.wa.gov/dda

DID YOU KNOW?

Learning about back-up caregivers and personal emergency response systems



Do you have a plan if your caregiver is not able to provide care?

Now is the time to make a plan. Contact your case manager if you need help. They can help you identify a home care agency or help find an individual provider.

- Identify a caregiver who could step in on short notice:
 - Family member
 - Friend
 - Neighbor
 - Member of church, club, or other social activity
 - An agency or individual provider from whom you currently receive services
- Create contact list
 - This is a list of people who are important such as your family, friends, doctor, or other providers. Include phone numbers and email addresses
- Share the plan with important people in your life

For some people, the plan might include the use of a personal emergency response system (PERS).

What is PERS?

PERS is an electronic device you wear to get in touch with people who can help you in the event of an emergency. There are a variety of PERS with features that might be helpful, including:

- Standard PERS can help contact emergency services simply by pressing a button if an emergency occurs.
- A fall detection system will contact emergency services if it detects you have fallen.
- A global positioning system tracking device with locator capabilities if you have memory loss, sometimes get lost, leave your residence, or wander away.
- Medication reminders help you remember to take medications.

Who can receive this service?

PERS is available to individuals enrolled in the Community First Choice Program.

How do I get this service?

Contact your case resource manager to see if you are enrolled in the Community First Choice Program, and to see if you are eligible for a personal emergency response system. Your case resource manager will discuss the eligibility requirements with you and help you request this service.

How do I find a provider?

Your case manager can provide you with a list of providers.

When can my provider start?

Your case resource manager will let you know when your new PERS can start.

What statutes, WACs, policies and management bulletins are applicable?

[388-106-0270](tel:388-106-0270)

January 2020

Basic Plus Waiver

The Basic Plus Waiver offers supports to up to 9,924 individuals who require waiver services to meet their health and welfare needs in their own home, family's home, or other settings.



Home and Community Based Services waiver services may only supplement services otherwise available through the Medicaid state plan.

Eligibility Requirements

- Determined an eligible client by the Developmental Disabilities Administration
- Meet social security disability criteria
- Meet institutional level of care criteria
- Income less than \$2,250 per month and resources less than \$2,000
- Accept home and community-based services rather than institutional care

Services

- Behavior health stabilization services
- Chemical bedbug extermination
- Community guide
- Community inclusion
- Emergency Assistance
- Individualized Technical Assistance
- Individual/Group Supported Employment
- Environmental adaptations
- Occupational, speech and physical therapies
- Positive behavior support and consultation

- Respite care
- Risk assessment
- Skilled nursing
- Specialized medical equipment and supplies
- Specialized psychiatric services
- Staff and family consultation and training
- Transportation
- Wellness education

Stakeholders

- Individual receiving services
- Families of program participants
- Counties and service providers
- The Arc of Washington
- Washington State Developmental Disabilities Council
- DSHS Aging and Long-Term Support Administration

Contact

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In January 2020, 9,177 DDA clients were approved to receive Basic Plus services to help them remain in the community.

January 2020

Children's Intensive In-Home Behavioral Support (CIIBS)

The CIIBS program is one of Developmental Disabilities Administration's (DDA) federal Home and Community Based Services (HCBS) waivers. It supports high-risk youths at high risk of out-of-home placement. This can be due to challenging behaviors that make it difficult for them to live successfully at home with their

HCBS waiver services may only supplement services otherwise available through the Medicaid state plan.



Individual Eligibility Requirements

- Be an eligible DDA client;
- Be 8-17 years old for initial enrollment (served until 21);
- Determined CIIBS eligible in the Comprehensive Assessment Reporting Evaluation;
- Exhibit behaviors that significantly impact the caregiver's ability to provide care in the home
- Youth lives in the family home; and
- Family agrees to participate fully in the program.

Services

- Assistive technology
- Behavior health stabilization services
- Environmental adaptations
- Nurse delegation
- Positive behavior support and consultation
- Respite
- Risk assessment
- Specialized clothing
- Specialized medical equipment and supplies
- Staff and family consultation and training
- Therapeutic equipment and supplies
- Vehicle modifications

Quality Assurance Oversight External

- Centers for Medicare and Medicaid Services
- Washington State Auditor's Office
- Washington State Department of Health

Internal

- DDA Office of Quality Assurance and Communications
- DDA Office of Compliance, Monitoring, and Training

Stakeholders

- Washington State Health Care Authority
- DSHS Home and Community Services Division
- DSHS Behavioral Health Administration

Contact

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Waiver Services Unit Manager

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In 2019, 87 individuals were approved to receive Children's Intensive In-Home Behavior Support services to help them remain in the community.

Community Engagement and Community Guide

Community Engagement

Services are designed to develop creative, flexible and supportive community resources and relationships. This service helps connect individuals to resources in their community, and supports them to participate, engage, and integrate into the community. This service is available in the Individual and Family Services waiver.

A community guide or community engagement provider will:

- Meet with you to discuss goals stated in the Person-Centered service plan developed by you and your case manager and help you develop specific goals related to engaging with the community.
- Develop strategies with you to connect with community resources, based on your interests and needs.
- Help you develop healthy relationships with local community members.
- Support you with participating in community activities within your budget.

Community Guide

Short-term services designed to increase access to informal community supports by developing creative, flexible, and helpful resources. This service is available in the Basic Plus and Core waivers.

The Department of Social and Health Services assists more than 32,000 clients through the Developmental Disabilities Administration. As part of our mission of transforming lives, we need people to serve in the role as Community Guide and Engagement provider.
www.dshs.wa.gov/dda



Community First Choice

Community First Choice is a state plan that supports individuals to remain living in the community. Services are provided to children or adults in their own home, an adult family home, or an assisted living facility.



Services

- Personal Care**
Provides assistance with everyday tasks like bathing, dressing, or managing medication
- Relief Care**
Can be used if the regular caregiver is unavailable
- Skills Acquisition Training**
Training to become more independent with daily personal care tasks
- Assistive Technology**
Items that can help complete personal care tasks more independently
- Personal Emergency Response System**
An electronic device connected to a phone that calls for help in an emergency
- Caregiver Management Training**
Training to help hire, manage, and dismiss caregivers
- Community Transition Services**
Help with moves from an institutional setting to the community
- Nurse Delegation**
Training and nursing oversight for caregivers to perform certain tasks in the home

Eligibility Requirements

Individuals:

- Enrolled and eligible clients of Developmental Disabilities Administration (DDA)(Children do not have to be DDA-eligible)
- Financially eligible for 'categorically needy' or an alternate benefit plan
- Have functional limitations due to a disability and unmet needs for personal care
- Meet institutional level-of-care
- Agree to accept home- and community-based services rather than institutional services

Contact

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Approximately 18,000 DDA enrolled individuals are receiving supports through the Community First Choice Program.

Washington State Department of Social and Health Services

Community Inclusion

The Community Inclusion Program supports citizens to thrive in their home communities by learning how to actively and independently engage. The ideal outcome is that natural relationships with other community members develop so paid supports are no longer needed.

Community Inclusion services are individualized and provided in typical integrated community settings. Paid supports provide opportunities to learn, practice, and apply skills that promote greater independence and inclusion. These supports can be complemented by individual support, technical assistance and community information and education.



Quality Assurance Oversight

External

- Centers for Medicare and Medicaid Services
- Commission for Accreditation of Rehabilitation Facility
- Washington State Auditor's Office

Internal

- DDA monitoring and evaluation process of counties and client service
- County monitoring of subcontracted providers and client service

Contact

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Office of Residential, Employment, and Day Programs

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Eligibility Requirements

Developmental Disabilities Administration (DDA) clients:

- Age 62 and over;
- Who participated in a DDA employment program for nine consecutive months; or
- With a DDA-approved exception to the nine month rule

Stakeholders

- Individuals and their families
- Counties
- Qualified service providers
- Advocacy organizations
- Employers and volunteer sites

DDA supports community inclusion through contractual partnerships with Washington State's 39 counties. Counties collaborate with multiple local agencies to provide community inclusion services to approximately 1,400 individuals statewide.

Community Intermediate Care Facilities for Individuals with Intellectual Disabilities

There is one Community Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) contracted with DDA. This facility is located in Gig Harbor and has capacity to support 16 individuals.

The facility is federally-certified as an ICF/IID and must meet state nursing facility licensing requirements.



Eligibility Requirements

Individuals:

- Who meet Medicaid eligibility and need active treatment as defined in the Code of Federal Regulations; and
- With a functional or intellectual disability that requires ICF/IID level of support and supervision

Services

- 24-hour support
- Active treatment
- Habilitation training
- Nursing services
- Training in daily living skills
- Physician services
- Dental services
- Community integration support
- Employment services
- School collaboration
- Therapies (physical, occupational, speech)
- Behavioral support

Stakeholders

- Self-advocates
- Families of individuals with intellectual and developmental disabilities
- The Arc of the United States
- Developmental Disabilities Council
- Developmental Disabilities Ombudsmen

Contact

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DDA provides oversight and regularly monitors the facility and each person's program. DSHS's Residential Care Services monitors for regulatory compliance with state and federal ICF/IID standards.



Developmental Disabilities Administration

January 2020

Community Protection Program (CPP)

The CPP provides intensive, voluntary services and 24-hour supervision for those identified as significant risks to the community because of criminal or behavioral history. CPP supports enable participants to live successfully in the community and remain out of prison or other justice-system settings.

Environmental and programmatic safeguards protect the community (to the extent possible) from behaviors that endanger people or interfere with the rights of others. The structured, specialized environment allows participants to make positive choices and develop skills to manage behaviors that require intensive intervention and supervision.

Eligibility Requirements

Individuals:

- Enrolled and eligible clients of the Developmental Disabilities Administration (DDA)
- 18 years of age or older
- Assessed as meeting criteria for CPP
- On the Home and Community Based Services Community Protection Waiver
- Able to pay their daily living expenses from personal financial resources

Quality Assurance Oversight

- DSHS Residential Care Services Division certification process
- DDA Case Resource Management
- DDA Quality Assurance and Communications

Stakeholders

- DDA participants
- Family members and/or legal representatives
- Self-advocates/advocacy groups
- Contracted providers

Contact

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Approximately 410 participants are supported in DDA's [Community Protection Program](#).

Washington State Department of Social and Health Services

Companion Home (CH) Services

CH services are offered in a typical family residence to no more than one Developmental Disabilities Administration (DDA)-funded adult client. CH participants reside in the contracted provider's home, where 24-hour supervision is available. Supports assist the individual to acquire, retain, and improve upon the skills necessary to live successfully in the community.

CH services are offered in integrated settings and support personal power, choice; and full access to engage in the greater community life.



Eligibility Requirements

Individuals:

- Enrolled and eligible clients of DDA
- 18 years of age or older
- On the Home and Community Based Services, Core Waiver or have a written agreement with the provider to purchase CH residential services using the individual's personal financial resources
- Assessed as needing residential habilitation services to meet their needs
- Authorized by DDA for CH services
- Able to pay room and board with their personal financial resources

Quality Assurance Oversight

- DDA contracted CH certification evaluations process
- DDA Case Resource Management
- DSHS Adult Protective Services

Stakeholders

- DDA participants
- Family members and legal representatives
- Self-advocates and advocacy groups
- Contracted providers

Contact

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Approximately 75 DDA clients are supported in Companion Homes.

January 2020

Core Waiver

The Core Waiver offers services for up to 5,000 individuals who require residential habilitation services, or are living at home and are at immediate risk of out-of-home placement.



Home and Community Based Services waiver services may only supplement services otherwise available through the Medicaid state plan.

Eligibility Requirements

- Determined an eligible client by the Developmental Disabilities Administration
- Meet social security disability criteria
- Meet institutional level of care criteria
- Income less than \$2,250 per month and resources less than \$2,000
- Accept home and community-based services rather than institutional care

Services

- Behavior health stabilization services
- Chemical extermination of bedbugs
- Community guide
- Community Inclusion
- Community transition
- Individual/Group Supported Employment
- Individualized Technical Assistance
- Environmental adaptations
- Occupational, physical, and speech therapies
- Positive behavior support and consultation
- Residential habilitation
- Respite care
- Risk assessment

- Skilled nursing
- Specialized medical equipment and supplies
- Specialized psychiatric services
- Staff and family consultation and training
- Transportation
- Wellness education

Stakeholders

- Individuals receiving services
- Families of program participants
- Counties and service providers
- The Arc of Washington
- Washington State Developmental Disabilities Council
- DSHS's Aging and Long-Term Support Administration

Contact

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In January 2020, 4,607 DDA clients were approved to receive the Core waiver to help them remain in the community.



Employment and Day Programs

Washington State Department of Social and Health Services

Program Description:

Developmental Disabilities Administration

Developmental Disabilities Administration (DDA) supports employment and day services, including child development services, through contracts and partnerships with county governments and local districts. The counties contract with service providers or directly provide many of the support services that strengthen the availability and integrity of these programs.

- **Employment Services**

Ongoing support services and training for eligible clients with paid jobs, including individual or group options, in the community.

- **Individual Supported Employment**

Placement and follow-up services necessary to assist clients to obtain and maintain jobs in an integrated environment. The goal is to support clients to achieve a living wage and their desired number of work hours. This may include job development, support to the employee's supervisors and/or peer workers, on-the-job training, modification of work site or tasks, employment retention and follow along support, and development of career and promotional opportunities.

- **Group Supported Employment**

These services are a part of a pathway to individual employment. These are supervised employment and training activities in regular business and industry settings for groups of no more than eight workers with disabilities. Examples include enclaves, mobile crews and other business-based programs employing small groups of workers with disabilities in integrated employment.

- **Community Inclusion**

Community Inclusion provides opportunities to learn, practice and apply skills that promote greater independence and inclusion in the community. These services are individualized and provided in typical community settings. The ideal outcome is skill development and natural relationships with other community members.

- **Child Development Services**

Emphasize early intervention services designed to meet the needs of a specific child. They include therapy, education, family counseling, and training, and are provided to children until age three when they become eligible for services through public schools or other community programs.

- **Technical Assistance**

Provides assessment and consultation to the service provider, client and their support system to identify and address existing barriers to employment to help find and maintain jobs for individuals.

Highlights in 2019 – Selected to receive technical assistance from Centers for Medicare and Medicaid (CMS) to design a value-based payment project, discontinuation of Prevocational services to comply with the CMS settings requirements, continued increase in the percentage of clients working and continue to rank #1 nationally in integrated and competitive employment.

Quality Assurance Oversight – Centers for Medicare and Medicaid Services, Commission for Accreditation of Rehabilitation Facilities, Office of the State Auditor, DDA and County Contract Monitoring

Stakeholders – Clients and families, Counties, Service providers, Advocacy organizations, State Department Children, Youth and Families, DSHS Division of Vocational Rehabilitation, School districts, State Office of the Superintendent of Public Instruction, Employers

Contact:

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Office Chief

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Washington State Department of Social and Health Services



Developmental Disabilities Administration

January 2020

Enhanced Case Management Program (ECMP)

The ECMP can support up to 689 clients who may be at high risk for abuse and neglect. The program provides funding for specialized caseloads of 40 clients each, allowing case managers to visit clients at least every four months to:

- Promote a person-centered, holistic approach to service
- Ensure quality of care
- Assist clients, families, and providers to access available resources
- Promote community integration through use of paid and non-paid supports

Eligibility Requirements

When capacity allows, Developmental Disabilities Administration (DDA) may add clients to the program. To do this, the client must live with a paid caregiver and:

- Be assessed with a limited ability to supervise their caregiver
- Be assessed to have communication barriers and few community contacts
- No independent paid or unpaid supports exist to assist the client with supervising care in the home

Or

Client lives with their paid caregiver or is largely dependent on a paid provider in the client's home and one of the following apply:

- Client is a minor
- Client is an adult with referrals to Adult Protective Services which were screened in for action, or
- DDA has documented concerns regarding the home environment and how it pertains to the client's health, safety, or quality of life

Goals

- Promote resources that reduce risk factors for abuse and neglect
- Provide clients and families with assistance:
 - ✓ Peer connections
 - ✓ Personal health and safety
 - ✓ Safe living environments
 - ✓ Other DDA services

Stakeholders

- DDA clients
- Family members
- Legal representatives
- Contracted providers

Contact

Heather Lum
Enhanced Case Management Program
Manager

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www.dshs.wa.gov/dda

DDA developed the Enhanced Case Management Program in (year) as a response to Senate Bill 6564, Protecting Persons with Developmental Disabilities.

January 2020

Enhanced Respite Services (ERS)

ERS enable Developmental Disabilities Administration (DDA)-enrolled children access to short-term respite in a state-contracted and licensed, staffed-residential setting. Services assist with behavioral stabilization; data summary reports and recommendations to address challenging behaviors; and a break in caregiving for the families/caregivers.

A child may access ERS up to thirty days per calendar year.



Eligibility Requirements

- The child is determined eligible for DDA services per RCW 71A.10.020(3)
- The child is at high risk of institutionalization and/or out-of-home placement
- The parents/caregivers demonstrated they have accessed other appropriate available services to meet the unmet need
- The child must be at least eight years of age, or between ages 18 and 20 and enrolled in school

Quality Assurance Oversight

- Center for Medicare and Medicaid Services
- Department of Children, Youth, and Families
- Washington State Department of Health
- DDA Office of Compliance, Monitoring, and Training
- DDA Office of Quality Assurance and Communications

Stakeholders

- Individuals receiving services
- Families of program participants
- Advocacy organizations
- Contracted Enhanced Respite Service providers
- Department of Children, Youth, and Families
- DSHS' Behavioral Health Administration
- Washington State Health Care Authority
- Pediatric hospitals

Contact

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January 2020

Group Homes

Group Homes are community-based, residential facilities that typically serve 5- to twelve adults. The homes provide 24-hour instruction and support services for individuals with developmental and/or intellectual disabilities. The services are based on individual need and shared support within a household. Services are offered in an integrated setting and support personal power, choice and full access to the community. Individuals pay monthly based on their income, which covers food and shelter.

Group homes are licensed as assisted living facilities or adult family homes in addition to being certified by DSHS' Residential Care Services Division. The license identifies the number of people allowed in each home.



Eligibility Requirements

Individuals:

- Enrolled and eligible Developmental Disabilities Administration (DDA) clients
- 18 years of age or older
- On or approved for the Home and Community Based Services Core Waiver
- Determined to need this level of service in their person-centered plan

Quality Assurance Oversight

- DSHS' Residential Care Services Division
- Centers for Medicare and Medicaid Services
- Washington State Department of Health
- DDA Office of Compliance, Monitoring, and Training
- DDA Office of Quality Assurance and Communications
- DSHS' Enterprise Risk Management Office

Stakeholders

- Individuals receiving services
- Families of program participants
- Self-advocates
- Advocacy organizations
- Counties
- Service providers

Contact

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Licensed group homes supported approximately 170 individuals statewide in 2019.

January 2020

Group Training Homes

Group training homes are community-based, residential facilities that typically serve 5-12 adults. The homes provide 24-hour instruction and support services. This includes services based on individual need and shared support within a household. Services are offered in an integrated setting and support personal power, choice and full access to the greater community. Individuals pay monthly based on their income which covers food and shelter.



Group Training Homes are certified by DSHS Residential Care Services Division as community residential service.

Eligibility Requirements

Individuals:

- Enrolled and eligible Developmental Disabilities Administration (DDA) clients
- 18 years of age or older
- On or approved for the Home and Community Based Services Core Waiver
- Determined to need this level of service in their person-centered plan

Quality Assurance Oversight

- DSHS Residential Care Services Division
- Centers for Medicare and Medicaid Services
- Washington State Department of Health
- DDA Office of Compliance, Monitoring, and Training
- DDA Office of Quality Assurance and Communications
- DSHS' Enterprise Risk Management Office

Stakeholders

- Individuals receiving services
- Families of program participants
- Self-advocates
- Advocacy organizations
- Counties
- Service providers

Contact

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In 2019, Group Training Homes supported approximately 20 individuals.

[Washington State Department of Social and Health Services](http://www.dshs.wa.gov)

January 2020

Individual and Family Services Waiver

The Individual and Family Services (IFS) Waiver is one of Developmental Disabilities Administration's (DDA) five federal Home and Community Based Services (HCBS) waivers. It helps support individuals by awarding an annual allocation to pay for a variety of services.



HCBS waiver services may only supplement benefits already available through the Medicaid state plan.

Eligibility Requirements

Individuals:

- Must be eligible DDA clients; and
- Live with a family member

Services

- Assistive technology
- Behavior health stabilization services
- Community engagement
- Environmental adaptations
- Occupational, speech and physical therapies
- Peer mentoring
- Person-centered plan facilitation
- Positive behavior support and consultation
- Respite
- Risk assessment
- Skilled nursing and nurse delegation
- Specialized clothing
- Specialized medical equipment and supplies
- Specialized psychiatric services
- Staff and family consultation
- Supported parenting services
- Transportation services
- Vehicle modifications
- Wellness education

Stakeholders

- Self-advocates
- Families of individuals with intellectual and developmental disabilities
- Parent to parent advocacy group
- The Arc of Washington
- Washington State Developmental Disabilities Council

Contact

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360-407-1551

Award Levels

Level Annual Award

1	\$1,200/year
2	\$1,800/year
3	\$2,400/year
4	\$3,600/year

The Individual and Family Services Waiver Program has the capacity to support 6,500 individuals throughout Washington State.

Medically Intensive Children's Program (MICP)

The Medically Intensive Children's Program (MICP) provides skilled nursing services to children ages 17 and younger. These children have complex medical needs that require a registered nurse for support. Nursing services may be provided in the family home, foster homes, and in contracted medically intensive children's group and staffed residential homes.



Eligibility Requirements

Individuals:

- Age 17 or younger;
- With complex medical needs i.e., ventilator-dependent, tracheostomy care);
- Enrolled in Washington Apple Health (Medicaid) under the categorically needy scope of care; and
- Requiring at least four hours of continuous skilled nursing care per day.

Services

- In-Home Skilled Nursing

Stakeholders

- Department of Children, Youth and Families
- DSHS Home and Community Services Division
- Washington State Health Care Authority
- Service providers
- Families of clients
- Community organizations
- Hospitals

Contact

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This program helps keep families together. It greatly reduces the cost of in-patient hospital care where children would reside without this program. The MICP supports approximately 200 children.

Nursing Services

Nursing Services under the Developmental Disabilities Administration (DDA) includes skilled nursing services, nurse delegation, skin observation protocol, private-duty nursing (PDN); which includes medically intensive children's program (MICP) and PDN for adults. Nursing care consultants assess clients and make recommendations to DDA Case Resource Managers and Social Workers to develop safe plans of care.



Eligibility Requirements

- Current DDA clients
- Individual meets Social Security disability criteria
- Individual has a functional or intellectual disability that requires support and supervision

Services

- Private-duty nursing for adults and medically intensive children
- Skilled nursing
- Nurse delegation
- Consultation

Stakeholders

- Clients
- Families
- Hospitals
- Children residential service providers
- Department of Children, Youth and Families
- Manage Care organizations
- Nursing agencies
- Washington State Department of Health

Contact

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For more information:
www.dshs.wa.gov/dda/consumers-and-families/services-and-programs-non-residential

Overnight Planned Respite Services (OPRS)

OPRS is a community-based service for Developmental Disabilities Administration (DDA)-enrolled adults living with caregivers. The services offer a break in caregiving and provide individualized activities and support to the client. Services are received in a community setting (home or duplex) and are staffed by contracted, certified providers. Each respite setting serves one person at a time, using a person-centered plan developed with the individual and family to create a schedule with activities that meet the person's needs. Clients are able to access up to fourteen days in a calendar year.



Eligibility Requirements

- The individual is determined eligible for DDA services per RCW 71A.10.020(3) and WAC 388-823
- The individual is eighteen years of age or older
- The individual lives in the family home or with a non-paid caregiver
- The individual has been approved for the service by the statewide adult respite service committee

Quality Assurance Oversight

- DDA Office of Compliance, Monitoring, and Training
- DDA Office of Quality Assurance and Communications
- DSHS's Adult Protective Services
- Washington State Department of Health

Stakeholders

- Individuals receiving services
- Families of program participants
- Advocacy organizations
- Certified overnight planned respite service providers

Contact

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Overnight Planned Respite locations exist statewide with a current total of ten beds. Locations include: Spokane, Yakima, Bellingham, Shoreline, Lynnwood, and Olympia. Approximately 85 overnight planned respite stays occurred in 2019.

January 2020

Pre-admission Screening and Resident Review (PASRR)

PASRR is a federally-required screening process for every person referred to a Medicaid-licensed nursing facility (NF). Before anyone is admitted to an NF, the referring professional must screen the individual for a possible intellectual disability or related condition (ID/RC). This is called a Level I screening. If indicators of ID/RC exist, Developmental Disabilities Administration (DDA) staff will conduct the PASRR Level II assessment.

The PASRR Level II assessment determines whether ID/RC is present; whether an NF is the best setting to meet the person's needs; and whether the person will need specialized services while in the nursing facility. If specialized services are recommended, the DDA PASRR assessor assists the person in finding supports to meet the need and will implement the start of that assistance.

Eligibility Requirements

PASRR specialized services are available to individuals who have an ID/RC and are assessed to need such services while in nursing facility care.

Quality Assurance Oversight

Centers for Medicare and Medicaid Services.



Stakeholders

- People referred for nursing facility care
- Families
- Hospitals
- Nursing facilities
- Service providers
- Numerous state and federal agencies

Contact

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Approximately 150 enrolled participants receive supports in adult residential care settings.

January 2020

Residential Habilitation Centers (RHC)/Intermediate Care Facility (ICF)

Three RHC Intermediate Care Facilities for individuals with intellectual disabilities (ICF/IID) operate in Washington:

- Region 1 – Lakeland Village at Medical Lake
- Region 2 – Fircrest School in Shoreline
- Region 3 – Rainier School in Buckley, Program Area Team (PAT) C in Buckley
- Region 3 – Rainier School PAT E in Buckley

The RHC/ICFs are federally certified.



Eligibility Requirements

Individuals:

- Who meet Medicaid eligibility and need active treatment as defined in the Code of Federal Regulations
- Diagnosed with a functional or intellectual disability that requires ICF/IID level-of-support and supervision

Services

- 24-hour support
- Active treatment (training to transition into the community)
- Habilitative services
- Nursing services
- Training in daily-living skills
- Physician services
- Dental services
- Employment services
- School collaboration
- Physical, occupational and speech therapies
- Behavioral support

Stakeholders

- Self-advocates
- Families of individuals with intellectual and developmental disabilities
- Friends of Fircrest
- Friends of Rainier
- Friends of Yakima Valley School
- Lakeland Village Associates
- The Arc of the United States (The Arc)
- Developmental Disabilities Council (DDC)
- Developmental Disabilities Ombudsmen

Contact

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Charlie Weedin, Special Assistant

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Each [RHC](#) offers habilitative support to allow individuals to be as independent as possible. This includes daily living skills, money management, employment services, self-medication, and other individualized training based on the unique needs of the person.

Residential Habilitation Centers (RHC)/Nursing Facility (NF)

Three RHC state-operated nursing facilities (SONF) operate in Washington:

- Region 1 – Lakeland Village at Medical Lake
- Region 1 – Yakima Valley School in Selah
- Region 2 – Fircrest School in Shoreline

The RHCs are federally licensed.



Eligibility Requirements

Individuals:

- Who meet Medicaid eligibility and nursing facility eligibility determination, with
- A completed Pre-Admission Screening and Resident Review as required in the Code of Federal Regulations, and
- Need 24/7 nursing home level-of-care

Services

- 24-hour support
- Habilitative services
- Nursing services
- Training in daily living skills
- Physician services
- Dental services
- Community integration support
- Employment services
- School collaboration
- Physical, occupational and speech therapies
- Behavioral support

Each RHC SONF offers habilitative instruction and support. This includes daily living skills, money management, employment services, self-medication, and other individualized services based on the unique needs of the person.

Stakeholders

- Self-advocates
- Families of individuals with intellectual and developmental disabilities
- Friends of Fircrest
- Friends of Rainier
- Friends of Yakima Valley School
- Lakeland Village Associates
- The Arc of the United States
- Developmental Disabilities Council
- Developmental Disabilities Ombudsmen

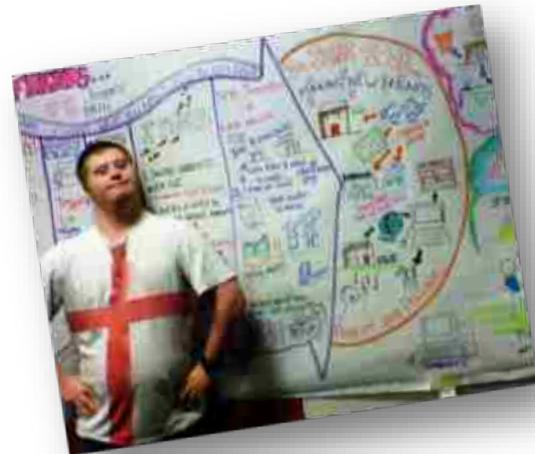
Contact

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Roads to Community Living (RCL)

Roads to Community Living (RCL) is a program designed for adults and children who want to move back into the community from qualifying institutions. RCL provides supports while the person is still in the institution and for one year after a move into the community. RCL team members are community transition experts and provide supports to people and their families who decide to make this move. After their RCL year, the person's support services are provided through a federal Home and Community Based waiver.



Eligibility

Project participants must be clients of DDA and live in a qualifying institutional setting for 90 consecutive days or longer. Qualifying facilities include the state Residential Habilitation Centers (RHC), Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), medical hospitals, Children's Long Term Inpatient Program (CLIP) residences, and skilled nursing facilities. Participants must be Medicaid eligible within 30 days of discharge and be moving to a community home with four or fewer unrelated residents.

Quality Assurance Oversight

- DDA Regional Quality Assurance/Improvement visits and reports are completed 3 times during the first year.
- The DDA RCL headquarters team follows the person's transition from the institution and through their first year in the community.

Stakeholders

- Clients
- Families
- DSHS' Home and Community Services Division
- Supported Living providers
- Washington State Developmental Disabilities Council
- The Arc of Washington
- County human services

Contact

Tom Farrow

Community Transition Unit Manager

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360-407-1562

Website: www.dshs.wa.gov/dda/consumers-and-families/roads-community-living-0

Since the grant began in year, DDA Roads to Community Living staff have helped transform lives by supporting almost 700 people successfully move from facilities to new lives in the community. Of those, 277 are from the state RHCs.

DID YOU KNOW?

Service Request Process

**I am a Developmental Disabilities Administration (DDA) client. When can I expect services to begin?**

Applying for DDA eligibility and requesting DDA services are two separate steps. Once determined DDA-eligible, you must contact DDA to request services.

To request services:

- 1) Submit a request online: www.dshs.wa.gov/dda/service-and-information-request
- 2) Apply by phone.

Call to request services in your county	Phone Number
Asotin, Chelan, Douglas, Ferry, Lincoln, Okanogan, Pend Oreille, Spokane, Stevens, Whitman	800-319-7116
Adams, Benton, Columbia, Franklin, Garfield, Grant, Kittitas, Klickitat, Walla Walla, 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

If you already receive other DDA services and have a case manager, you can contact them to request additional services.

Why is requesting services beneficial?

DSHS provides many DDA services through its Home and Community Based Waiver and its Community First Choice programs.

The agency offers a variety of services to help individuals gain greater independence and accessibility at home and in the community. Services can help make your life easier.

For more information about available services, visit: <https://informingfamilies.org/topic/dda-services/>

What should I expect after I request services?

A DDA case manager will contact you for an assessment that identifies your needs. This helps DDA determine which services will meet those needs. After the case manager conducts an assessment, they will discuss services. Once approved, the case manager will help you get started and locate a provider.

This process can take up to 90 days.

External resources:

<https://informingfamilies.org/topic/dda-services/>



Developmental Disabilities Administration

January 2020

State Operated Living Alternative (SOLA)

Supported Living Services

SOLA offers supported living services to individuals so they can live in their own homes with up to three others. State employees tailor supports based on need and preferences of the individuals. The services are offered in a community setting with up to 24 hours support. Individuals pay for their own rent, food, and other personal expenses with assistance from staff to manage their finances as needed. SOLA empowers clients to express their individual choice and achieve their personal goals.

State Operated Children's Program

The children's SOLA provides temporary residential supports outside their regular home setting for individuals who are 20 years and younger and are approved for Voluntary Placement Services. Parents retain custody, and work in partnership with the SOLA staff to through a shared parenting plan that supports the child and their individualized support needs. Supports focus on habilitation, independent skill development, individualized care, shared parenting, and community integration.

Eligibility Requirements

Individuals:

- Enrolled and eligible for Developmental Disabilities Administration services
- On or approved for the Home and Community Based Services, Core or Community Protection Waiver; and
- Determined to need this level of service in their person-centered plan

Quality Assurance Oversight

- DSHS Residential Care Services Division
- Center for Medicare and Medicaid Services
- Washington State Department of Health
- Enterprise Risk Management Office

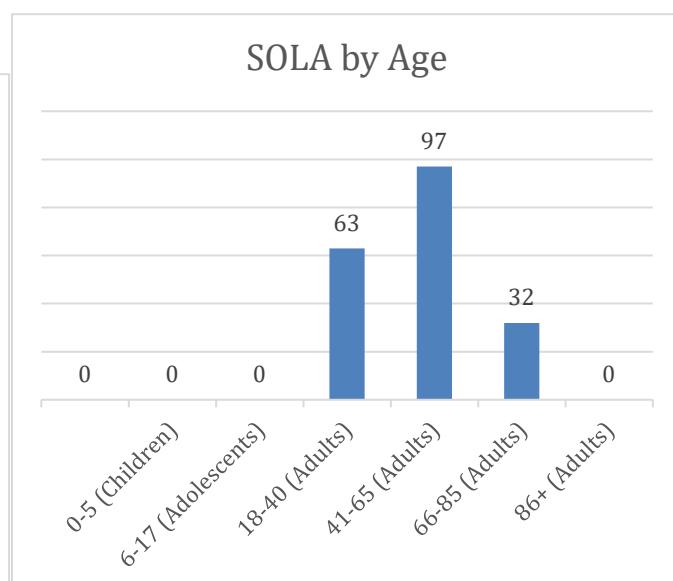
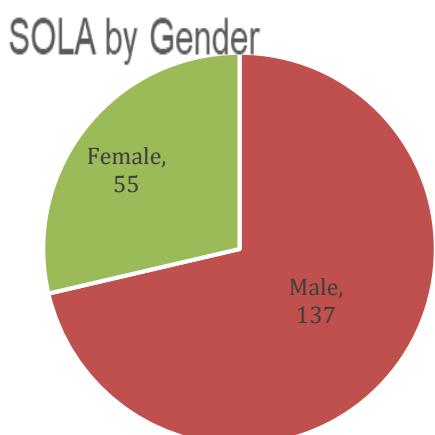
Contact:

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Stakeholders

- Individuals receiving services
- Families of program participants
- Self-advocates
- Advocacy organizations
- Counties
- Service providers

January 2020



State Supplementary Payment Program

The State Supplementary Payment (SSP) program provides state-funded cash awards in monthly payments. Clients have the flexibility to spend the money based on their needs. DDA currently offers five types of SSP: Children's Legacy Care, Home and Community Based Services (HCBS) waiver, Prevocational Legacy, Residential Habilitation, and SSP in lieu of Individual and Family Services.



HCBS waiver services may only supplement services otherwise available through the Medicaid state plan

Individual Eligibility Requirements

- Be an eligible Developmental Disabilities Administration (DDA) client
- Be approved to receive SSP in lieu of a DDA-funded program; and
- Person receives:
 - Supplemental Security Income cash assistance in the month in which the SSP is issued; or
 - Social Security Title II benefits as a Disabled Adult Child (DAC) and SSI was terminated due to the receipt of these benefits.

Quality Assurance Oversight

- Social Security Administration
- State Auditor's Office
- DDA office of Quality Assurance and Communications
- DDA office of Compliance, Monitoring, and Training

In 2019, 9,155 individuals were approved to receive Basic Plus services to help them remain in the community.

Stakeholders

- Social Security Administration
- DSHS's Facilities, Finance, and Analytics Administration
- DSHS's Economic Services Administration
- State Department of Children, Youth, and Families
- Individuals receiving services
- Families of program participants
- Self-advocates
- Service providers

Contact

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Developmental Disabilities Administration

January 2020

Voluntary Placement Services (VPS)

VPS provide residential habilitation services for children outside of a child's family home. The service is voluntary and agreed to by the child's parent, custodian or legal guardian, and service provider. Services are provided in licensed settings integrated within local communities. Parents retain custody, and work in partnership with the licensed provider through a shared parenting plan that supports the child and their individual support needs. VPS engage local communities, licensed providers, schools, the Department of Children, Youth, and Families, and other stakeholders to coordinate services that wrap around the individual.

Eligibility Requirements

The client:

- Is determined eligible for Developmental Disabilities Administration (DDA) services under Chapter 388-825 WAC
- Will receive residential habilitation services before the age of 18
- Has accessed all other available and appropriate DDA services

The child's parent, guardian, or legal custodian:

- Is unable to provide care for the child's needs
- Has determined the child would benefit from residential habilitation services
- Requests residential habilitation services that are based solely on the child's developmental disability
- Complies with the voluntary placement agreement; and DDA:
 - Has available funding;
 - Determines that available and appropriate in-home supports do not meet the child's needs;
 - Determines that residential habilitation

Quality Assurance Oversight

- State Department of Children, Youth and Families - Licensing Division
- Center for Medicare and Medicaid Services
- DDA Office of Compliance, Monitoring, and Training
- DDA Office of Quality Assurance and Communications

Stakeholders

- Individuals receiving services
- Families of program participants
- Advocacy organizations
- Children's residential service providers
- Department of Children, Youth and Families
- DSHS Behavioral Health Administration
- State Health Care Authority
- Pediatric hospitals

Contact

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Approximately 110 children and youth were receiving residential habilitation services under the DDA HCBS Core waiver in 2019. Find out more about how DSHS is transforming lives at www.dshs.wa.gov.



Guidance Relating to Non-Discrimination in Medical Treatment for Novel Coronavirus 2019 (COVID-19)

April 20, 2020

The Washington State Department of Health, the Washington State Department of Social and Health Services, and the Washington State Health Care Authority, along with the Washington State Human Rights Commission and the Governor's Committee on Disability Issues and Employment, are closely monitoring the evolving COVID-19 situation. As part of its oversight and legal enforcement obligations, the state of Washington continues to assess appropriate next steps as well as release guidance to ensure the safety and wellbeing of Apple Health (Medicaid) enrollees, health plan enrollees, health care providers, and all Washington communities.

The state of Washington understands that people with disabilities are concerned that health care providers might consider an individual's disability status when determining which patients to treat if hospitals or other health care facilities experience a surge of patients needing life-saving care. The state of Washington also recognizes that persistent and current inequities in health care access, delivery, and outcomes for many historically marginalized communities are rooted in structural and systemic barriers predating the COVID-19 pandemic. This joint bulletin reminds health care providers and payers that it is unlawful, under both federal and state law, to ration care on the basis of an individual's existing or perceived disability, in addition to other socio-demographic characteristics referenced below.

Recent Federal Guidance:

On March 28, 2020, the Office for Civil Rights at the U.S. Department of Health and Human Services issued [guidance](#) reminding covered entities of their federal legal obligations and responsibilities under **Section 1557 of the Affordable Care Act and Section 504 of the Rehabilitation Act** which "prohibit discrimination on the basis of disability in HHS funded health programs or activities." This guidance further emphasized that "persons with disabilities should not be denied medical care on the basis of stereotypes, assessments of quality of life, or judgments about a person's relative 'worth' based on the presence or absence of disabilities. Decisions by covered entities concerning whether an individual is a candidate for treatment should be based on an individualized assessment of the patient based on the best available objective medical evidence."

Discrimination in Access to Health Care is a Violation of Washington State Law:

In addition to the protections under federal law, the **Washington Law Against Discrimination (Chapter 49.60 RCW)** prohibits discrimination in places of public accommodation, including medical clinics and hospitals, based on a person's race, creed, color, sex, sexual orientation, gender identity, national origin, disability, use of a dog guide or service animal, status as a breastfeeding mother, and honorably discharged veteran or military status. Disability is defined broadly under Washington State law as the presence of a sensory, mental, or physical impairment that is medically cognizable or diagnosable, exists as a record or history, or is perceived to exist.

No person may be denied equal access to testing or medical treatment for COVID-19, or any other medical issue, due to a disability or a perceived disability, in the event of limited hospital or other health care facility resources and/or capacity.

If you have any questions or need additional information about this bulletin, please contact:

Washington State Department of Health
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Resource for Implementing Guidance:

[Accessibility at Drive-Thru Medical Sites from the Northwest ADA Center](#)

Developmental Disabilities Administration Contacts

Mission: Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

Vision: Supporting individuals to live in, contribute to, and participate in their communities;
Continually improving supports to families of both children and adults;
Individualizing supports that will empower individuals with developmental disabilities to realize their greatest potential;
Building support plans based on the needs and the strengths of the individual and the family; and
Engaging individuals, families, local service providers, communities, governmental partners and other stakeholders to continually improve our system of supports.

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