

REPORT TO THE LEGISLATURE

No-Paid Services Client Caseload

SSB 5819
Chapter 247, 2022 Laws
ESSB 5693 Sec. 203 (1)(w)
Chapter 297, 2022 Laws PV

December 1, 2022

Developmental Disabilities Administration
Office of the Secretary
PO Box 45310
Olympia, WA 98504-5310
(360) 407-1500
www.dshs.wa.gov/dda

Executive Summary

In 2022, ESSB 5819 *Concerning the Developmental Disabilities Administration's No-Paid Services Caseload* was enacted which directed the Department of Social and Health Services' Developmental Disabilities Administration to:

- 1) Hire two permanent full-time staff to review, maintain, and update the No-Paid Services caseload, including an inquiry on whether individuals would like a paid service from DDA now or within the next year.
- 2) Provide clients on the No-Paid Services caseload with case management services. Case management services include contact with, and response to, clients regarding service needs and sharing DDA service and community resource options.
- 3) Submit a report to the Legislature by December 1, 2022 and annually thereafter.



In response to ESSB 5819, DDA took the following steps:

- Retained two permanent full-time employee positions to continue outreach and update the No-Paid Services caseload.
- Hired a Service Request and Referral Program Manager to write program policy and rules, and engage with stakeholders, regional subject matter experts and Case Managers.
- Established No-Paid Services Case Manager positions, and hiring was initiated.

DDA is hiring Case Managers for individuals on the No-Paid Services caseload. These positions are now called “Service Request and Referral Case Resource Managers” and will provide case management to individuals not receiving a paid service. Each Case Manager will have a caseload of 300 clients. They will be responsible for conducting outreach to clients and making referrals to community resources and to unpaid supports. They will also complete an initial assessment for paid services, as needed.

This report details work accomplished from [ESSB 6040](#) and continues with [ESSB 5819](#). The work has included updating the No-Paid Services caseload to reflect a current and accurate headcount of eligible individuals. It also includes comprehensive outreach efforts to identify the number of individuals who are currently interested in receiving a paid service from the Developmental Disabilities Administration. Individuals and families are also asked if they would like services now or within the next year. Additionally, the report presents the background and history of the No-Paid Services caseload, provides updates on the program work and data collected in the past year, and discusses next steps for the Service Request and Referral program.



“Thank you so much! You know when you feel like you are drowning, and someone reaches out, it feels like someone just threw me a life preserver! You get us in touch with the person who can pull it back.”

Background

The Department of Social and Health Services' Developmental Disabilities Administration provides a broad range of programs and services for eligible people with intellectual and developmental disabilities in Washington state. These services and programs may include case management, personal care, respite, employment support, community engagement, crisis stabilization and residential supports.

All individuals requesting services from the Developmental Disabilities Administration must first undergo an Intake and Eligibility process which requires proof of an intellectual disability, per RCW 71A.10.020(5). Once a client is determined to be statutorily eligible, they are offered paid services. When services are requested, a case manager conducts an assessment to determine functional eligibility and will assist the person to apply for Medicaid eligibility if they are not currently eligible. If a person is requesting enrollment in a waiver program, the person must also meet Social Security disability standards. If a person is not requesting paid services, they continue to be DDA eligible and are placed on the No-Paid Services caseload. When they need a paid service, they can contact DDA to make a request.

There are primarily two programs for which DDA eligible clients may obtain Medicaid paid services in community settings through DDA: the Community First Choice program, and Home and Community Based Services waivers.



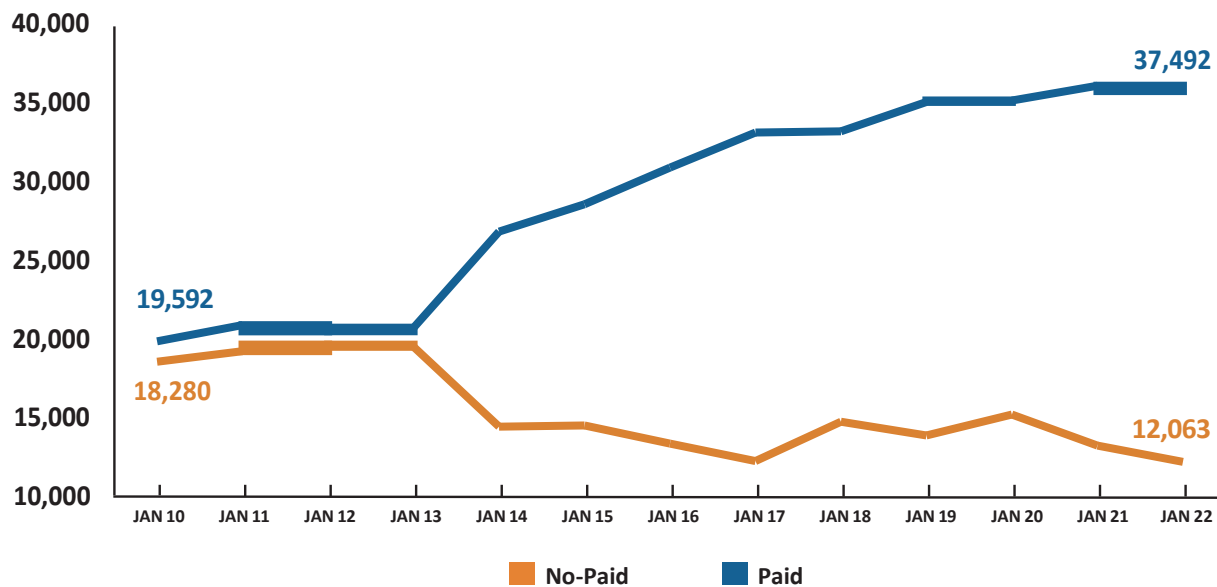
"I'm starting to get an idea of the scope of your services, thank you!"

Prior to 2011, individuals on the No-Paid Services caseload had assigned case managers. Due to budget reductions following the Great Recession, case management services to clients on that caseload were discontinued. Since then, when clients need a service, they have multiple options to make a request including an online webform, or by calling or by visiting a DDA Office. Through a contract with the Developmental Disabilities Council, Informing Families communicates with the community about DDA supports and services. Informing Families partners with DDA to send a quarterly newsletter to all individuals on the No-Paid Services caseload. We include important information including how to request paid services. See past newsletters at <https://informingfamilies.org/topic/newsletters/>.

In 2010, there were 18,280 individuals on the No-Paid Services caseload. In 2015, the new Individual and Family Services waiver and the Community First Choice option began. Additional waiver service capacity has been funded since 2015. However, 12,063 individuals remain on the No-Paid Services caseload as of Sept. 30, 2022, which is about 25% of clients enrolled with DDA. Beginning in November 2022, the caseload forecast council will forecast waiver enrollment for the Individual and Family Services waiver and the Basic Plus waiver. These steps will assist DDA in continuing to ensure availability of services for those who are interested.

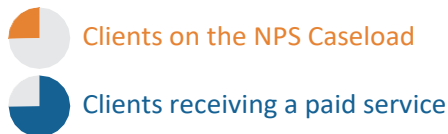
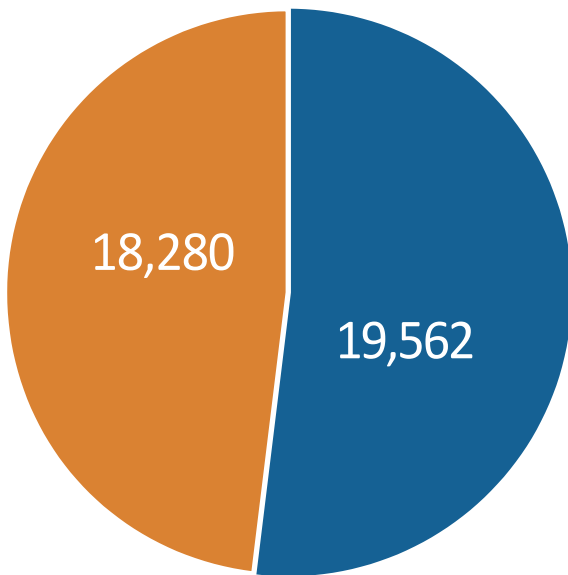
DDA Enrolled Paid vs. No-Paid Clients

SOURCE: Assessment Activity Reports, 2010 -2021;
Assessment Activity Report, Sept. 30, 2022



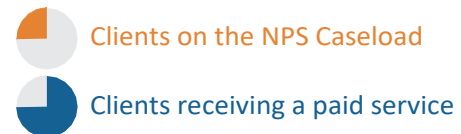
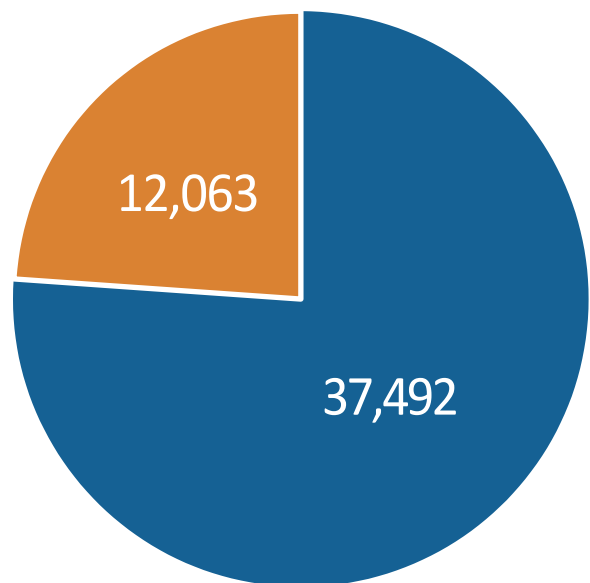
Number of Paid vs. No-Paid DDA Enrolled Individuals in 2010

Source: Assessment Activity Report, July 2010



Number of Paid vs. No-Paid DDA Enrolled Individuals in 2022

Source: Assessment Activity Report, Sept. 30, 2022



As ESSB 5819 legislation is phased in, individuals on the No-Paid Services caseload will be assigned to a Service Request and Referral Case Resource Manager and the case manager’s direct contact information will be provided to clients. Outreach will occur to each person at least once every 365 days. In addition, two non-case carrying employees will continue to provide outreach, build, and maintain a robust resource list and maintain the No-Paid Services caseload information.



Outreach Efforts and Data Collection

From May 13, 2022, through Sept. 30, 2022, DDA staff attempted to contact 3,622 individuals by phone to achieve a comprehensive outreach. A call list of 5,513 people was generated starting in May 2022 by drawing a random sample of the No-Paid Services caseload at that time. The sample size was generated from a weighted data pull, based on regional client population, and resources available to complete the calls. Data was collected and analyzed by direct outreach through phone calls.

Methodology

The project gathered both quantitative and qualitative data.

Quantitative data was gathered to determine:

- The number of people successfully contacted by phone outreach.
- The number of people interested in a paid service.
- What type of service (whether DDA or non-DDA services).
- The number of service requests facilitated.
- When service was desired (either now or in the future).
- Ages of individuals wanting or needing services.
- Regional residency.
- Whether we reached the client or their representative.

Qualitative data was gathered to determine:

- Perception of connection with DDA.
- Verification that people on the No-Paid Services caseload or their representative know how to request future services.
- Additional resources desired if any.



“As she is getting older her behaviors are more of a concern. I wish I could have a service that was more helpful with her schooling. I was told I was not eligible to receive services. But she does need them.”

Qualitative Data

Out of the 12,063 individuals on the No-Paid Services caseload, DDA staff attempted to contact 3,622 clients or their legal guardian or representative by phone. This effort represents 30% of all the clients. DDA successfully reached 1,271 people and facilitated 409 requests for assessments for those who asked for services.

Individuals were asked if they would like to receive services now, or within one year. They were also given information about available services and how to request services in the future.

Many respondents expressed thanks and interest in receiving services. Some reported that they were interested but did not know what services were available or where to start. Others stated that they might be interested in services in the future, but not at this time. Quotes and feedback from phone outreach respondents are included throughout this report.

Some challenges in reaching individuals included out of date or missing phone numbers in DDA's records, people not answering the phone or returning messages and call screening apps that may identify the staff calling as spam. Some individuals did not realize that they are enrolled with DDA and did not understand what services were available or how to request a service.

*"We are very interested,
we just don't know
what you offer."*



Quantitative Data

The Developmental Disabilities Administration is separated into three geographic regions. Of the 1,271 successful contacts:

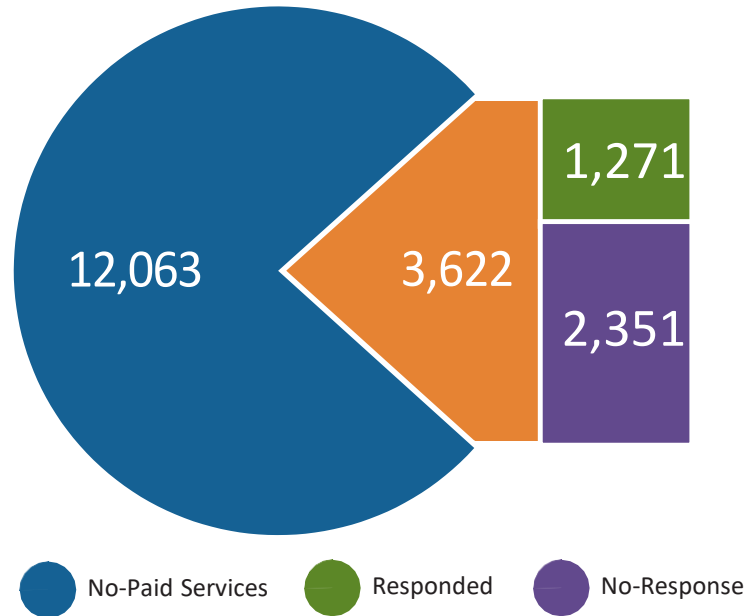
- 354 were made in Region 1.
- 479 were made in Region 2.
- 438 were made in Region 3.

The new Service Request and Referral case managers will be located throughout each of the three regions, and will be resource advisors that provide local referrals, discuss informal support options, and refer for paid services when requested.

No-Paid Services Caseload Phone Outreach Responses

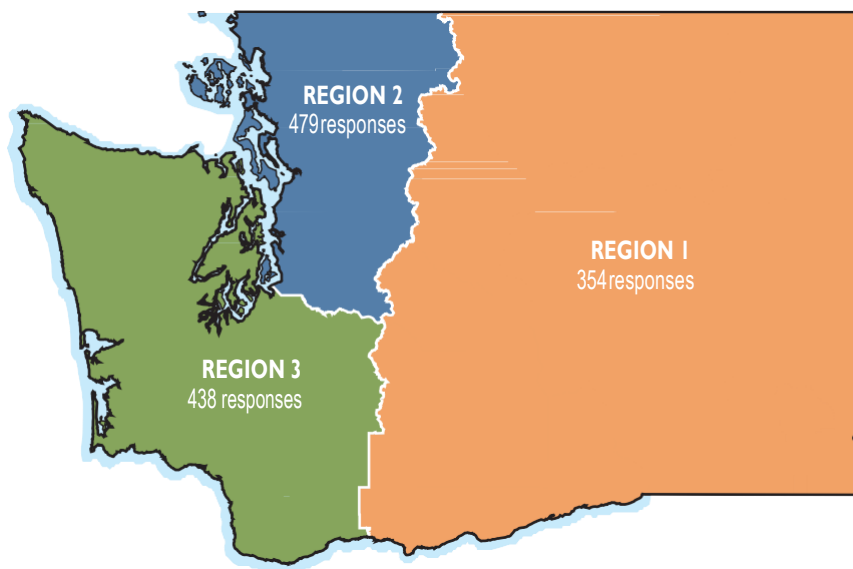
3,622 Phone Outreach Attempts

SOURCE: Phone Outreach, Sept. 30, 2022



Outreach by Region

SOURCE: Phone Outreach, Sept. 30, 2022

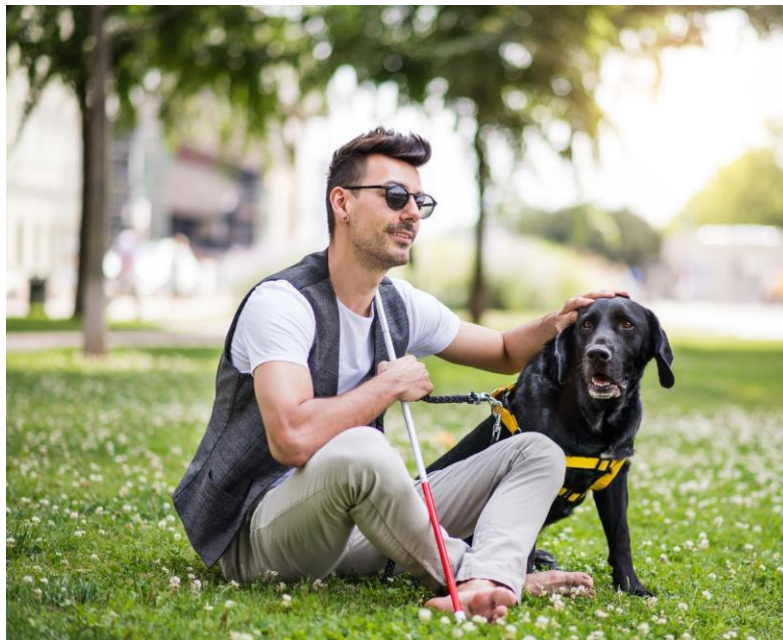
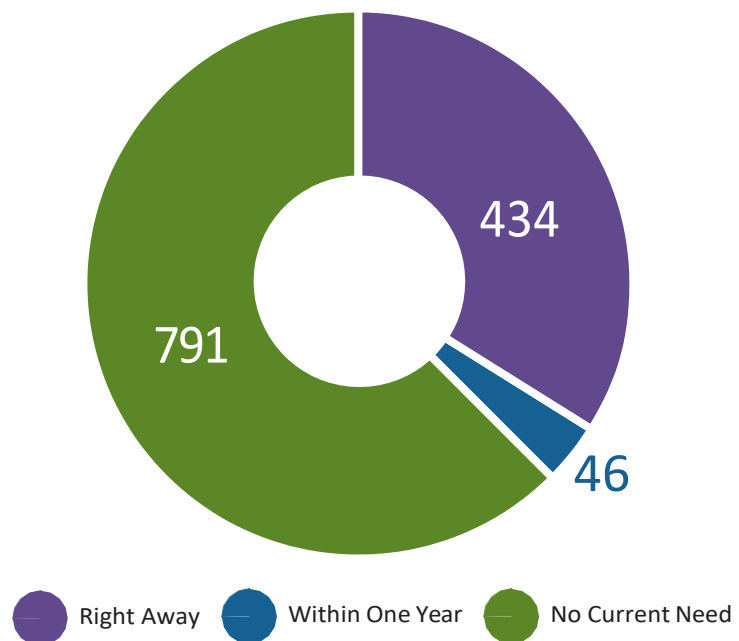


If services were requested during phone outreach, DDA services were explained to the caller. Their local regional office was contacted to schedule an initial assessment to identify any need for paid services. In addition, 480 individuals, or their representatives, indicated that they would like services now or within one year.

Others did not have a current interest or need for services or stated that they might want services in one to three years. This graph shows how many respondents wanted services right away, within one year, or had no current need for services.

Service Interest and Timeliness

Source: Phone Outreach, Sept. 30, 2022

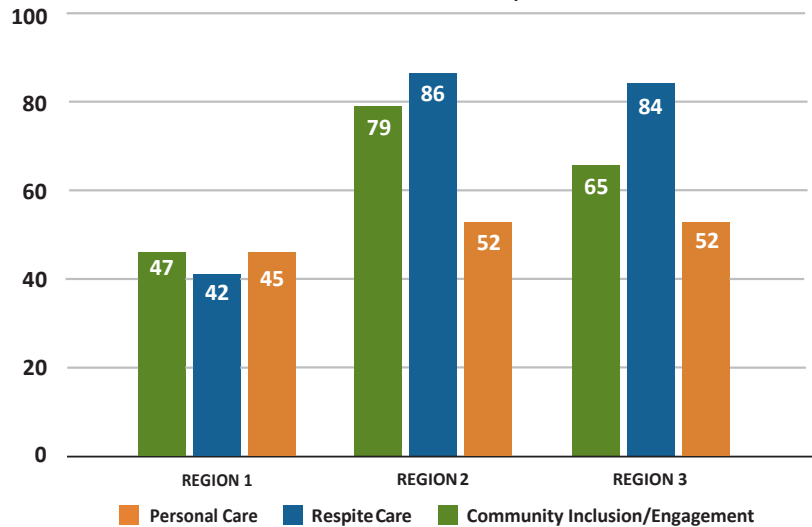


“I want a job, but in the pandemic, I want a virtual job. Can you get me a virtual job?”

Phone outreach staff used a script to read off descriptions of available DDA services. Staff were also able to email this list to individuals who requested more information or needed more time to decide. Having data about the most requested services by location is very helpful for DDA for training and planning purposes. The three most requested services throughout the state were Respite Care, Personal Care, and Community Inclusion/Engagement.

Most Requested Services by Region

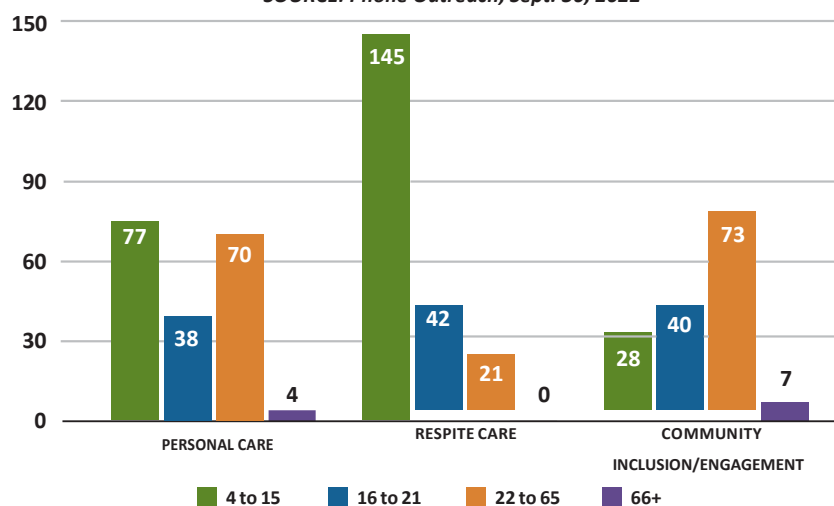
SOURCE: Phone Outreach, Sept. 30, 2022



Phone outreach also captured demographic information such as the age range of the individual enrolled in DDA services and their service interests.

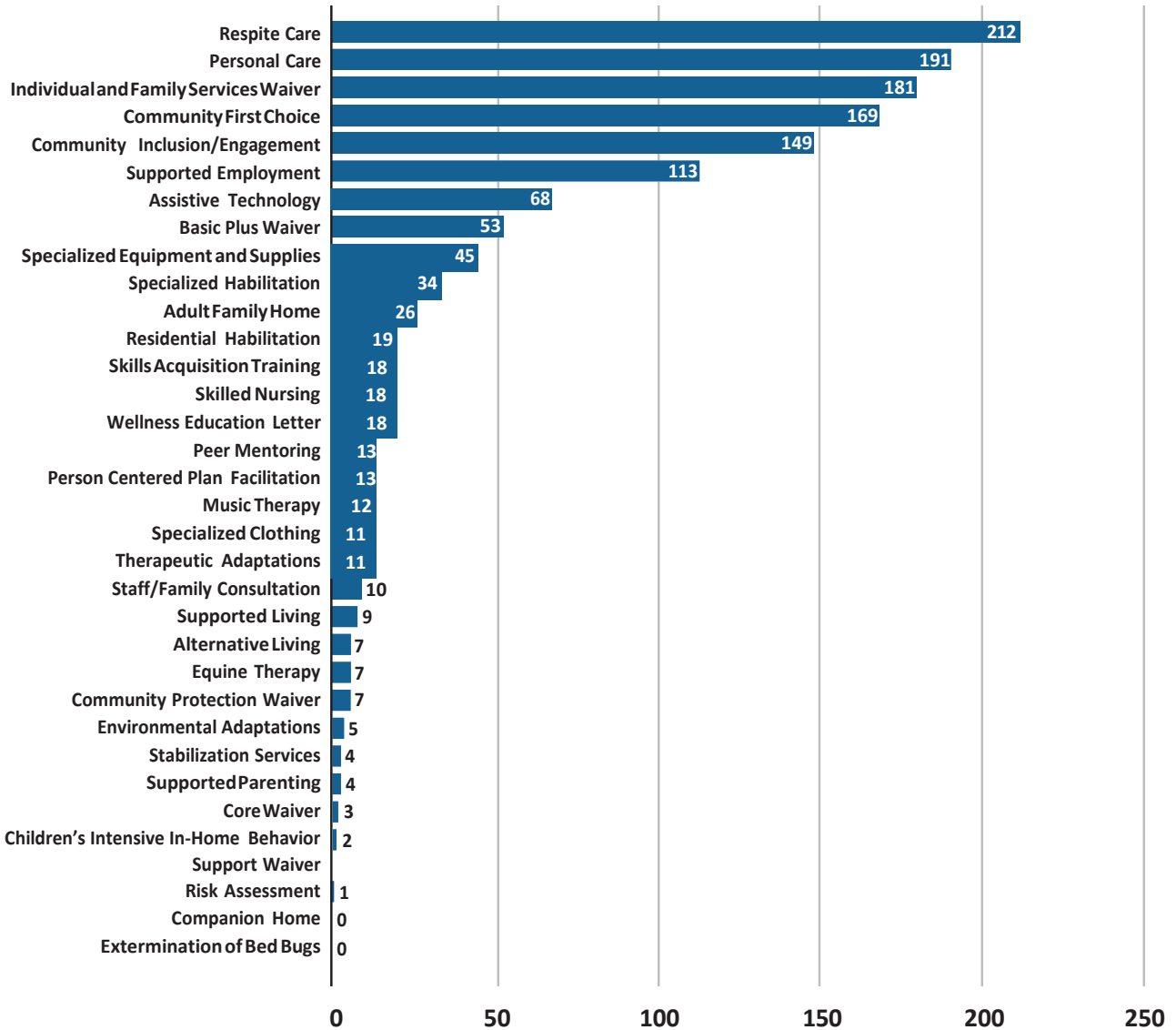
Most Requested Services by Age Range

SOURCE: Phone Outreach, Sept. 30, 2022



Statewide Service Interest

SOURCE: Phone Outreach, September 30, 2022

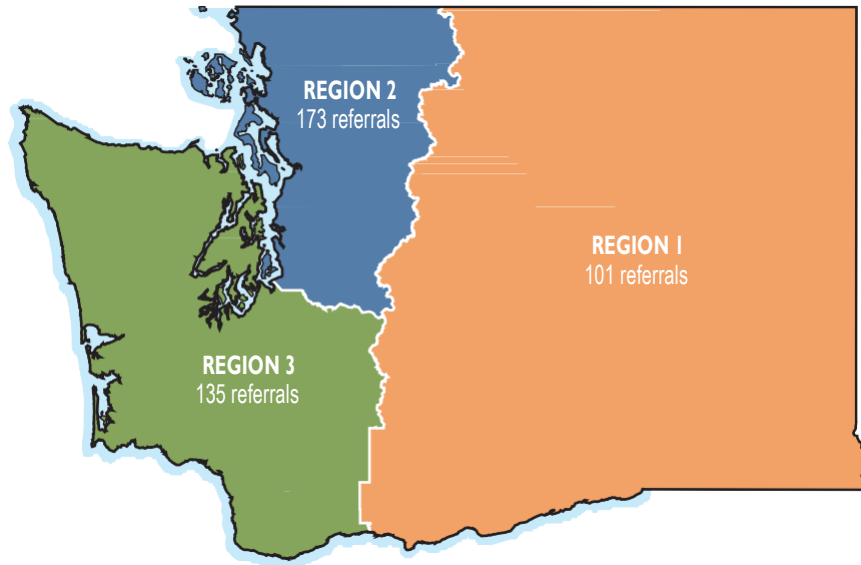


As hiring continues, the assigned Service Request and Referral Case Resource Managers will also be contacting individuals and scheduling assessments for those who requested services during outreach, but who have not yet been scheduled. The chart below shows the number of service referrals for assessment that were completed for each region.



Service Referrals by Region 409 Total Referrals for Assessment

SOURCE: Phone Outreach, Sept. 30, 2022



Follow Up: No-Paid Services 6040 Caseload Updates

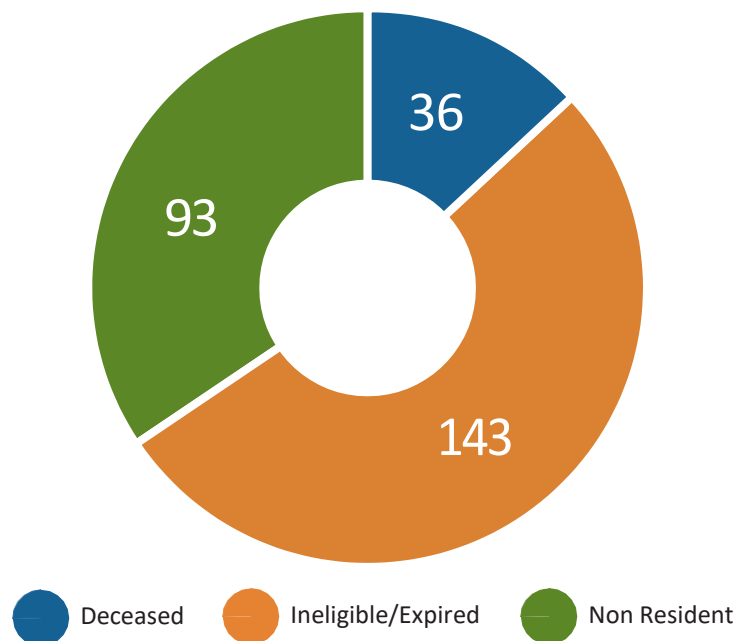
As part of ESSB 6040, two staff also made efforts to ensure DDA has accurate caseload data by closing files for individuals who had moved out of the state, were no longer DDA eligible or were deceased. This work has continued under the implementation of ESSB 5819. In addition to getting information needed to close cases during the outreach calls, in 2021, postcards were mailed to 6,840 clients on the No-Paid Services caseload and their representatives. Of those, 1,013 individuals had their postcards returned because of a mailing address issue. Staff conducted research to update client addresses and contact information and ended up closing 25% of those 1,013. The image below shows why the cases were closed.

DDA is hiring case managers to begin providing services to individuals without paid services. As Case Managers are assigned, letters will be sent to each client providing the name, phone number and email address of the new case manager. Case managers will receive training and have access to a database with local community resources to provide help when requested. They will also provide outreach calls, at least annually, to each of the 300 individuals on their caseload. During these conversations, there will be a discussion about needs, community resources, informal supports and DDA services. If services are not requested, the case managers will make sure that individuals know how to make a future request for services at any time. Clients who request a paid service will be scheduled for an initial assessment with a home visit.

Client information will continue to be updated to reflect accurate addresses, phone numbers and email addresses for each individual and their representative. Files will be closed to better reflect an accurate headcount of the No-Paid Services caseload when people have moved out of the state, are no longer DDA eligible or no longer want to be on the caseload. The hiring of Service Request and Referral Case Managers over the next year will reduce barriers to individuals receiving a timely assessment, provide education and referrals to community resources and address health and safety needs.

Reasons for Client Case Closures

Source: Outreach Staff Data Mapped to Excel, May 5, 2022



Summary

The work begun by DDA under ESSB 6040 continues under ESSB 5819. The Developmental Disabilities Administration continues to work with clients and their representatives, to improve the accuracy of the No-Paid Services caseload, provide clients with community information and refer those interested in services for assessments. For the first time in over a decade, DDA is hiring case managers for people on the No-Paid Services caseload. For some individuals, this will be the first time they have ever had access to a person devoted to helping them navigate community resources and DDA paid services. For many people, these actions have and will continue to transform their lives for the better.

“Yes! We would love some extra support.”

