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3.2.B: Supplemental - Increase the percentage of developmental disabilities administration clients served in home and community based settings from 96.4% to 96.8% by July 2017



SUPPORTED PEOPLE

3.2.B: INCREASE THE PERCENTAGE OF DEVELOPMENTAL  
DISABILITIES ADMINISTRATION CLIENTS SERVED IN HOME AND  
COMMUNITY-BASED SETTINGS FROM 96.4% TO 96.8% BY JULY 2017

**Department of Social and Health Services  
(DSHS)**

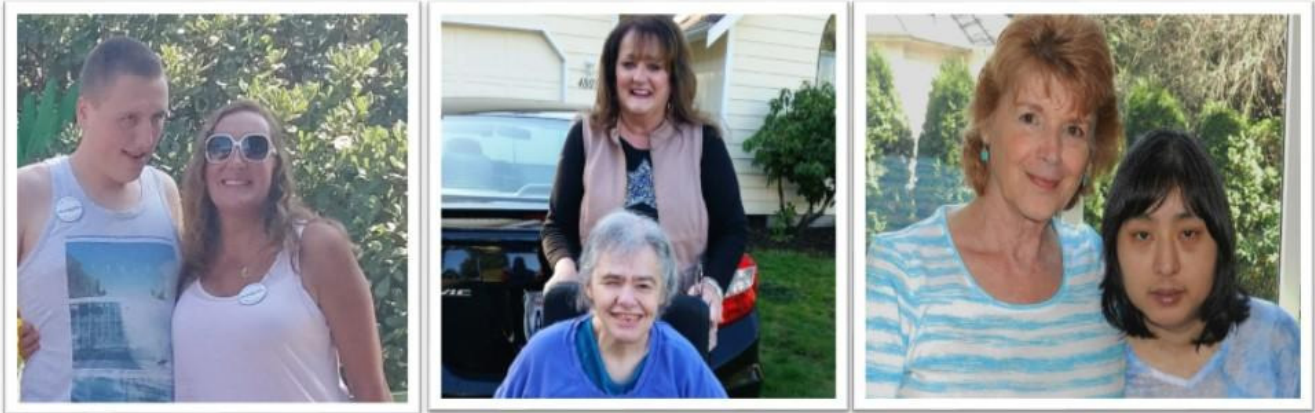
**Developmental Disabilities Administration  
(DDA)**

**Evelyn Perez, Assistant Secretary**

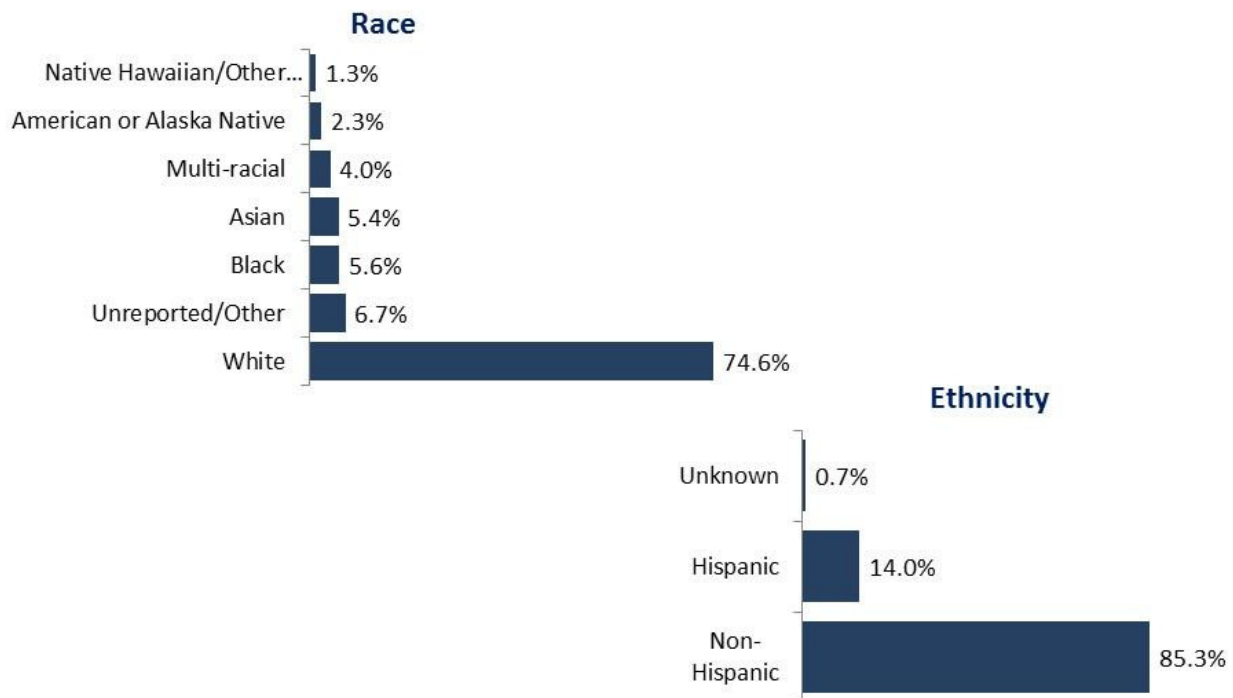
**June 19, 2017**



## **Background:** We all want choice, control and autonomy in how and where we live



### **DDA Client Demographics**

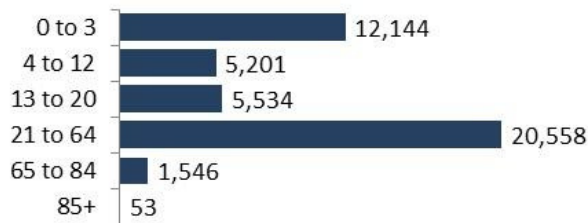


## DDA Client Demographics

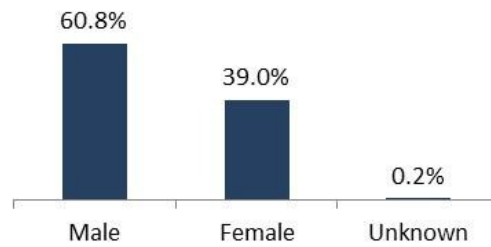
### Where Residing



### Age

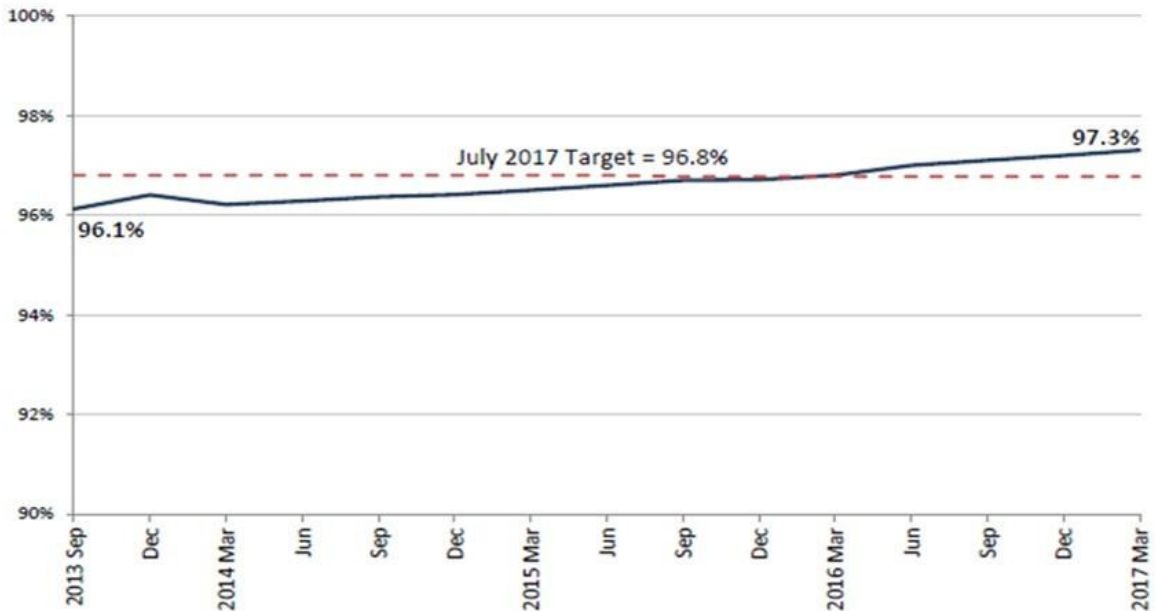


### Gender



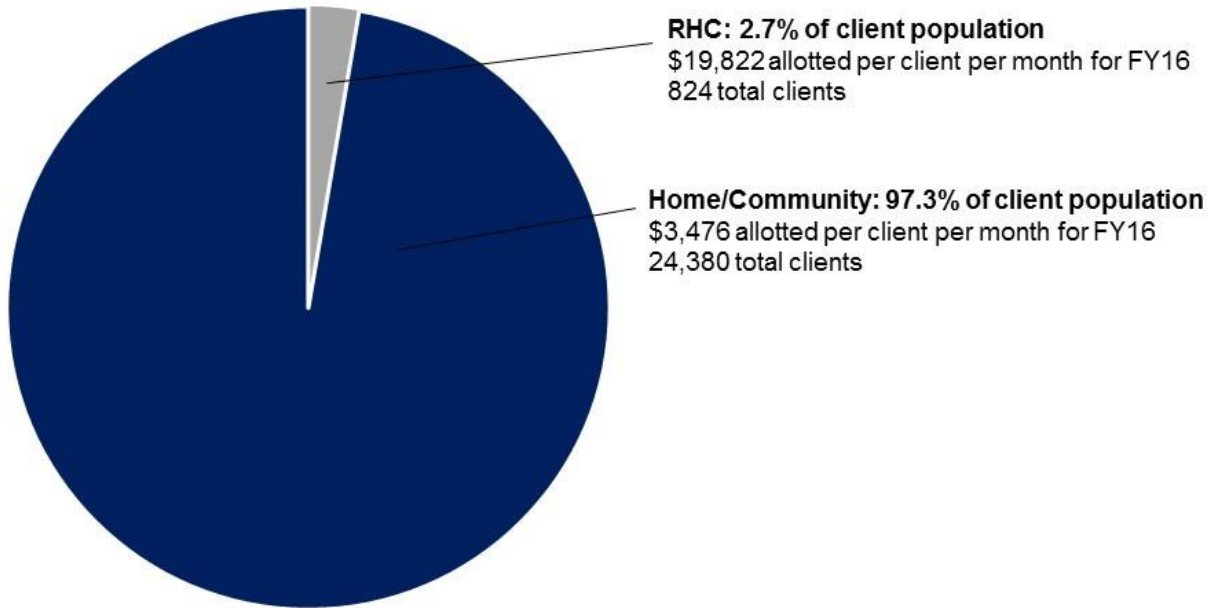
Data Source: CARE System on 6/1/2017

## Current State: We have exceeded our target



Data Source: CARE data from the Assessment Activity Report March 2017

## Expanding home and community-based services meets consumer demand and is cost effective



Prepared by: Developmental Disabilities Administration Data Source: CARE and Executive Management Information System

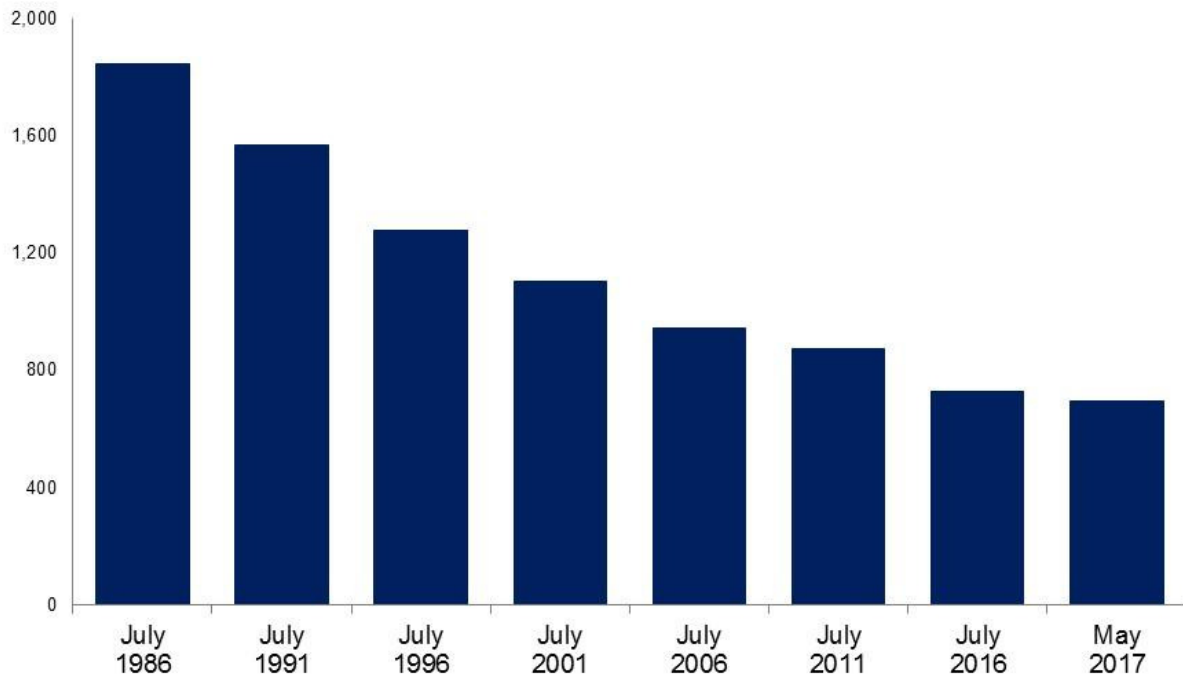
## Washington ranks first in the nation to transition individuals from institutions to the community





## ***Residential Habilitation Centers (RHCs)***

Steady reduction in people living in DDA operated institutions



Prepared by: Developmental Disabilities Administration Data Source: CARE Database

### ***Stakeholder/Partner***



*Rosemary Krueger  
Family Mentor Coordinator*

## Customer satisfaction is high

What do clients say after they moved out of a facility?

	Positive Response Rate
<b>Satisfaction with Services and Providers</b>	
Service of provider	98%
Dependability of service provider	97%
Services	97%
<b>Health and Wellness</b>	
Seen primary doctor in last year	100%
Health appointments up-to-date	98%
Seen dentist in last year	90%
<b>Safety</b>	
Do you live in a safe neighborhood?	98%
Do you feel safe?	95%
<b>Independence and Choice</b>	
Good food and food choices	100%
Go out and have fun	98%
Adequate clothes and clothing choices	98%
Go shopping	97%

Source: DSHS DDA Movers Survey Final Report for 2015 (client survey data)

## An Individual's Point of View

Roads to Community Living in Washington State

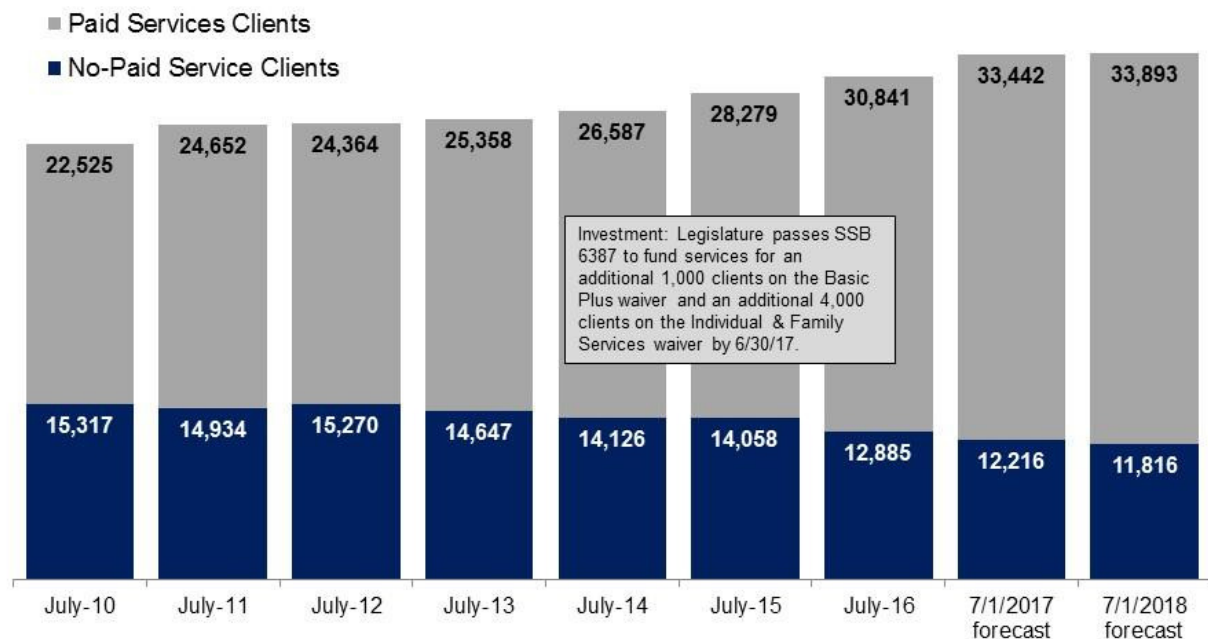


<https://youtu.be/fnxb60eDhOM>

## Problems/Opportunities:

- Growing caseload and lack of adequate funding for community residential services and supports
- Shortage of nurses to provide services in the community
- Innovative thinking

**Problem/Opportunity:** Growing caseload and limited budget  
**Strategy Needed:** Investments to expand community-based services to reduce no-paid services caseload





**Problem/Opportunity:** Shortage of nurses to provide services in the community

**Strategy Needed:** Equalize community nursing rates with private duty nursing rates

- More than 8,200 clients receive nurse delegation services
- Over the last 10 years, clients who receive nurse delegation services has increased by 54 percent
- Retention of nurses has decreased by 25 percent
- Last rate increase for nurses in this program was in 2005
- Private duty nurses received a \$10 per hour increase in 2016 for parity

## Innovations



Person Centered Planning Initiative



Assistive Technology Pilots



Staff Retention for Providers Project



Video Referrals



Mental Health Pilot



## Detailed Action Plan:

Task	Task Lead	Partners	Expected Outcome	Status	Due Date
Continue to meet quarterly with stakeholders to improve the quality of Home and Community Based Services.	Shannon Marion	Home and Community Services Staff	DDA will meet quarterly with DDC stakeholder groups.	Completed	6/30/2017
Family Mentors provide one-on-one consultation RCL supports to at least 18 individuals and/or families.	Tom Farrow	Family Mentor	The Family Mentor meets with 18 per quarter individuals and/or families to discuss the RCL program.	Completed	6/30/2017
Create list of potential professional service providers, assign Resource Manager and strategize on how to recruit additional providers where there is need.	Felichia Schaefer	DDA Regional Resource Manager	Conduct monthly meetings to monitor progress.	In process	6/30/2017
Identify barriers, including client based as well as gaps in resources geographically, including access to service providers.	Ann Whitehall	Other State Agencies	Barriers and gaps identified and plans put in place. Sufficient service provider contracts are in place and communicated.	In process	6/30/2019
Expand the Family Mentor Project.	Tom Farrow	Family Mentor	People will know how to transition from an Institutional to a Community Setting.	In process	6/30/2019

## Assistance Needed:

- Continue to support our commitment to increasing community-based services
- Continued support from our partners at Health Care Authority and the Department of Health
- Sustain Money Follows the Person type of transition funding
- Advocate and support individuals with intellectual and developmental disabilities to live in their homes and communities

*Note: We are reviewing this measure and identifying a 2019 target for it*

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