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**

### Where Residing

- Nursing Facility: 300
- Residential Habilitation Center: 697
- Child Foster home/Group Care: 986
- Other: 1,101
- Relative’s home: 1,699
- Adult Family Home: 1,654
- Supported Living: 3,871
- Own Home: 3,568
- Parent’s Home: 29,308

### Age

- 0 to 3: 12,144
- 4 to 12: 5,201
- 13 to 20: 5,534
- 21 to 64: 20,558
- 65 to 84: 1,546
- 85+: 53

### Gender

- Male: 60.8%
- Female: 39.0%
- Unknown: 0.2%

Data Source: CARE System on 6/1/2017

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### 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

- **RHC**: 2.7% of client population
  - $19,822 allotted per client per month for FY16
  - 824 total clients

- **Home/Community**: 97.3% of client population
  - $3,476 allotted per client per month for FY16
  - 24,380 total clients

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

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

Washington, New Jersey, and Georgia ranked the three highest performing states for transitions from institutions.

Residential Habilitation Centers (RHCs)
Steady reduction in people living in DDA operated institutions

Prepared by: Developmental Disabilities Administration
Data Source: CARE Database

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

Stakeholder/Partner

Family Mentor Project
Rosemary Krueger
Family Mentor Coordinator
Customer satisfaction is high
What do clients say after they moved out of a facility?

<table>
<thead>
<tr>
<th>Satisfaction with Services and Providers</th>
<th>Positive Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service of provider</td>
<td>98%</td>
</tr>
<tr>
<td>Dependability of service provider</td>
<td>97%</td>
</tr>
<tr>
<td>Services</td>
<td>97%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health and Wellness</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Seen primary doctor in last year</td>
<td>100%</td>
</tr>
<tr>
<td>Health appointments up-to-date</td>
<td>98%</td>
</tr>
<tr>
<td>Seen dentist in last year</td>
<td>90%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Safety</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you live in a safe neighborhood?</td>
<td>98%</td>
</tr>
<tr>
<td>Do you feel safe?</td>
<td>95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Independence and Choice</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Good food and food choices</td>
<td>100%</td>
</tr>
<tr>
<td>Go out and have fun</td>
<td>98%</td>
</tr>
<tr>
<td>Adequate clothes and clothing choices</td>
<td>98%</td>
</tr>
<tr>
<td>Go shopping</td>
<td>97%</td>
</tr>
</tbody>
</table>

Source: DISHS DDA Movers Survey Final Report for 2016 (client survey data)

An Individual’s Point of View
Roads to Community Living in Washington State

[Image of individuals using assistive technology]

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

Data Source: CARE
**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

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**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    | 8/30/2017  
| 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 16 per quarter individuals and/or families to discuss the RCL program. | Completed    | 8/30/2017  
| Create list of potential professional service providers, assign Resource Manager and strategize on how to recruit additional providers where there is need. | Felicia 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