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# A Guide to Residential Service Levels of Support

Supported Living, Group Homes, Group Training Homes

## What are the residential service levels of support?

Residential service levels of support describe the amount and type of assistance a client needs to live on his/her own in the community. Six residential service levels exist, level 3 is divided into two sub-levels. Details about the residential service levels of support are located on the back of this sheet.

## How are residential service levels determined?

Residential service levels are determined by responses to questions in the Developmental Disabilities Administration (DDA) Assessment.

## What if there is a disagreement about the residential service level?

If the client or his/her legal representative disagrees with the residential service level, contact the client's case manager. If a disagreement continues, follow the DDA appeal process.

## How are client service rates determined?

A client's individual service rate is determined by DDA rates assessment. The assessment is completed in consultation with the residential service provider. Factors considered in the rate assessment include specific support needs listed in the assessment, supports provided by others, and number of clients sharing supports. Typically people living in a home share support and living expenses.

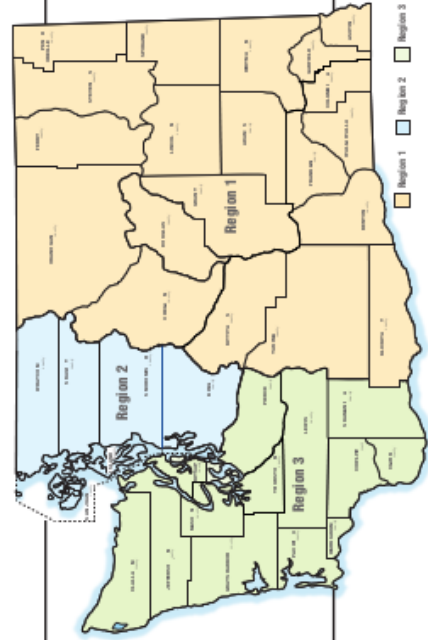
## What happens if support needs change?

If the client has a significant change in support needs and the change is expected to be ongoing, contact the case manager for a revised assessment. If the change is temporary (e.g., the client had surgery and needs extra support for a few weeks), the provider can request a temporary increase in support hours.

## What if an emergency occurs?

All clients receiving residential services have 24-hour access to service providers when needed, regardless of residential service level.

If you have questions about residential services or residential rates, please call and ask to speak to a Resource Manager for your region. Questions about clients residential service level should be directed to the client's case manager.



Spokane	1-800-462-0624
Yakima	1-800-822-7840
Everett	1-800-788-2053
Seattle	1-800-314-3296
Tacoma	1-800-248-0949
Olympia	1-800-339-8227

 Washington State  
Department of Social  
& Health Services

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## Residential Service Levels of Support

SUPPORT NEED	CHARACTERISTICS	EXPECTED LEVEL OF SERVICE <sup>1</sup>
<b>Weekly or Less</b> (Support Level 1)	Requires supervision, training, or physical assistance in areas that typically occur weekly or less often, such as shopping, paying bills, or medical appointments. Generally independent in support areas that typically occur daily or every couple of days.	Clients assessed to need this level receive support on a weekly basis or less frequently.
<b>Multiple Times per Week</b> (Support Level 2)	Is able to maintain health and safety for a full day or more at a time AND needs supervision, training, or physical assistance with tasks that typically occur every few days, such as light housekeeping, menu planning, or guidance and support with relationships. Generally independent in support areas that must occur daily.	Clients assessed to need this level receive support multiple times per week.
<b>Intermittent Daily - Low</b> (Support Level 3A)	Is able to maintain health and safety for short periods of time (hours, but not days) OR needs supervision, training, or physical assistance with activities that typically occur daily, such as bathing, dressing, or taking medications.	Clients assessed to need this level receive daily support.
<b>Intermittent Daily - Moderate</b> (Support Level 3B)	Requires supervision, training, or physical assistance with multiple tasks that typically occur daily OR requires frequent checks for health and safety or due to disruptions in routine.	Clients assessed to need this level receive daily support and may receive checks during nighttime hours, as needed.
<b>Close Proximity</b> (Support Level 4)	Requires support with a large number of activities that typically occur daily OR is able to maintain health and safety for very short periods of time (less than 2 hours, if at all) AND requires occasional health and safety checks or support during night time hours.	Clients assessed to need this level receive supports in close proximity 24 hours per day. Support hours may be shared with neighboring households.
<b>Continuous Day + Continuous Night</b> (Support Level 5)	Is generally unable to maintain health and safety OR requires support with a large number of activities that occur daily or almost every day AND typically requires nighttime staff continuously in the home.	Clients assessed to need this level receive support 24 hours per day.
<b>Community Protection</b> (Support Level 6)	Is enrolled in the Community Protection Program.	Clients assessed to need this level of support will receive 24 hour per day supervision per Community Protection Program policy.

<sup>1</sup> The service hours received from a residential provider may vary. This is based on whether some supports are being provided by non-residential staff or natural supports, the client is refusing some services, or the intensity of the client's support needs at a particular point in time. Emergency access to residential staff is available to all clients, 24 hours per day, regardless of residential service level.

DSHS 22-1184 Rev. 2/18

## Supported Living

### Overview

Supported Living offers person-centered instruction and supports to help adults live in their own homes with one to three other residents. Individuals pay their own rent, food and other personal expenses. Services can vary from a few hours a month to up to 24 hours per day and support personal power, choice and full access to the community.

Community residential providers are contracted statewide with the Developmental Disabilities Administration to provide SL services. These services are based on an individual's need and the household's shared supports. Supported Living is also offered by the State-Operated Living Alternatives programs.



### Eligibility Requirements

Individuals who are:

- Enrolled and eligible clients of DDA.
- 18 years of age or older.
- Currently on or approved for the Home and Community Based Services (HCBS) Core waiver.
- Assessed to need SL services to meet their health and welfare needs in their person-centered service plan.

### Budget

The annual cost for Supported Living in 2020 was approximately \$625 million.

### Rates

Supported Living rates are based on the client's assessment and a tiered rate is determined. The reimbursement for each tier can be found at [DDA Rates](#).

### Partners

- Individuals receiving services
- Families of individuals with intellectual and developmental disabilities
- Self-advocates
- Advocacy organizations
- Counties
- Service providers
- Service Employees International Union (SEIU)
- Aging and Long Term Care Services Administration Residential Care Services Division

### Authority

[Chapter 71A RCW, Developmental Disabilities](#)

[Chapter 388-825 WAC, DDA Services Rules](#)

[Chapter 388-828 WAC, DDA Assessment](#)

[Chapter 388-101 WAC, Certified Residential Services and Supports](#)

[Chapter 388-101D WAC, Requirements for Providers of Residential Services and Supports](#)

Contact: **Megan Kwak**, Community Residential Services Program Manager • [megan.kwak@dshs.wa.gov](mailto:megan.kwak@dshs.wa.gov) • 360-764-9909  
**Valerie Kindschy**, Community Residential Services Unit Manager • [valerie.kindschy@dshs.wa.gov](mailto:valerie.kindschy@dshs.wa.gov) • 253-341-2044

Washington State Department of Social and Health Services

## Oversight

The Department of Social and Health Services uses a formal review and evaluation process to determine whether a service provider has complied with certification requirements described in [Chapter 388-101 WAC](#), [Chapter 388-101D WAC](#), and DDA policies, and the DDA contract. The Aging and Long Term Care Services Administration RCS Division conducts certification evaluation of the contracted agencies at least every two years.

Investigation of any complaints regarding abuse, neglect, exploitation, financial exploitation or mistreatment of clients is conducted by the RCS Division.



### External

- DSHS' ALISA Residential Care Services Division
- Centers for Medicare and Medicaid Services
- Washington State Department of Children, Youth and Families
- Washington State Auditor's Office
- Washington State Department of Health

### Internal

- DDA Office of Compliance and Monitoring
- DDA Office of Quality Programs and Stakeholder Involvement

Washington State Department of Social and Health Services



## Adult Family Homes (AFH)

Adult Family Homes are community-based, privately operated neighborhood homes that are licensed to care for two to eight residents. AFHs must have a DSHS contract to provide supports to clients of the Developmental Disabilities Administration.

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

Kelly Hampton  
State Plan Residential Unit Manager  
[Kelly.Hampton@dshs.wa.gov](mailto:Kelly.Hampton@dshs.wa.gov)  
360-407-1514

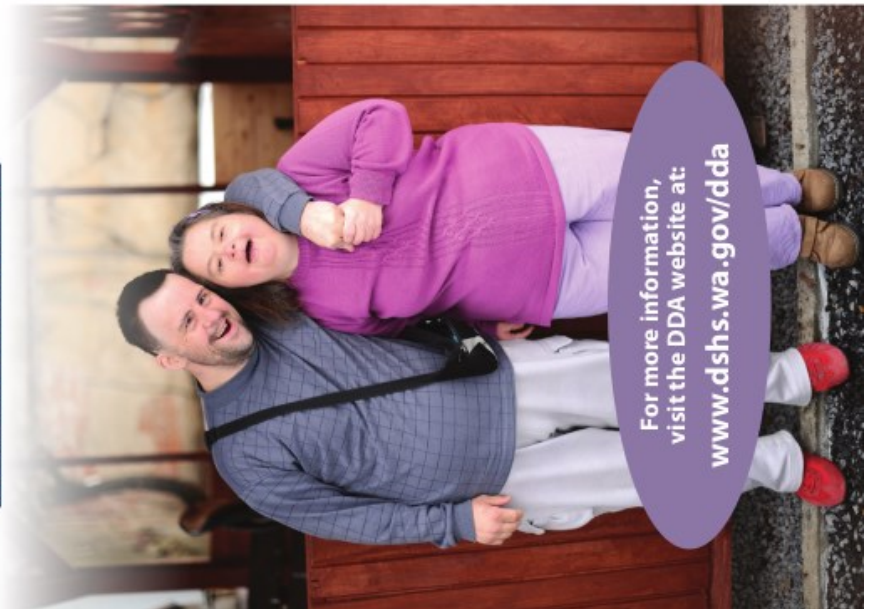
Approximately 1400 participants enrolled with the Developmental Disabilities Administration receive supports in an Adult Family Home.

## How do I choose an AFH?

The person and their family or legal representative select the provider. The provider must be designated as a DD Specialty Home and licensed by DSHS. DDA must authorize the placement before you move in.

## Where can I get further information about AFHs?

- You can call your regional DDA office and ask to speak with your Case Resource Manager.
- You can consult the Long Term Care Ombudsman Program at 1-800-562-6028 or visit their website: [www.ltcop.org](http://www.ltcop.org)
- You can visit the ALTSA website at [www.dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options#AFH](http://www.dshs.wa.gov/altsa/residential-care-services/long-term-care-residential-options#AFH)



## Where is DDA located?



### Region 1

**1-800-462-0624**  
TTY (509) 568-3038  
1611 W. Indiana Ave.  
Spokane, WA 99205-4221  
Phone (509) 329-2900

### Region 2

**1-800-788-2053**  
TTY (360) 714-5002  
840 N. Broadway  
Bldg. A, Suite 100  
Everett, WA 98201-1288  
Phone (425) 339-4833

### Region 3

**1-800-248-0949**  
TTY (253) 572-7381  
1305 Tacoma Ave. S.  
Suite 300  
Tacoma, WA 98402  
Phone (253) 404-5500

### Region 1

**1-800-822-7840**  
TTY (509) 454-4321  
3700 Fruitvale Blvd.  
Suite 200  
Yakima, WA 98909-2500  
Phone (509) 225-4620

### Region 2

**1-800-314-3296**  
TTY (206) 720-3325  
1700 E. Cherry St. #200  
Seattle, WA 98122  
Phone (206) 568-5700

### Region 3

**1-800-339-8227**  
TTY (360) 586-4719  
Point Plaza East  
Bldg. 2, 3rd Floor  
6860 Capitol Blvd. SE  
Olympia, WA 98504-5315  
Phone (360) 725-4250



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DSHS 22-442 (Rev. 8/17)

# Adult Family Homes (AFH)

## Developmental Disabilities Administration Supports and Services



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## What is an Adult Family Home (AFH)?

An Adult Family Home (AFH) is a residence owned or rented by a licensed provider. It offers room and board, 24-hour supervision, and personal care for 2 to 6 adults, age 18 or older. Homes are licensed and regulated by the Residential Care Services (RCS) Division of the DSHS Aging and Long Term Support Administration (ALTSa).

## Who lives in Adult Family Homes?

AFHs are available to Developmental Disabilities Administration (DDA) eligible persons age 18 and older who require care, support, and supervision. Residents can be funded through DSHS (Medicaid) or private pay. Over 1,600 people with developmental disabilities live in AFHs in Washington.

## What training is required for AFH providers and caregivers?

All AFH providers must meet licensing and training requirements (Chapter 388-76 WAC). The licensed provider and the resident manager must complete the Developmental Disabilities Specialty Training course before working with residents with developmental disabilities (<https://www.dshs.wa.gov/dda/events-and-training/events-and-training>).

- DDA provides the specialty training and in-home technical assistance.
- DDA regional staff provide quality assurance oversight for the homes.

All AFH providers and caregivers are required to complete

- The training requirements under Chapter 388-112 WAC.
- 12 hours of continuing education each year.

## What additional training is offered to AFH providers and caregivers?

Continuing education is required for all AFH providers and caregivers. DDA offers a number of trainings specific to disability issues, positive behavior support, and other topics. These trainings are free of charge to the AFH and are available on the DDA Provider Training Opportunities webpage:

<https://www.dshs.wa.gov/dda/events-and-training/events-and-training>

## What does DDA expect from AFH providers and caregivers?

DDA expects all AFH providers and caregivers to ensure that each resident experiences:

- Health and safety;
- Competence to manage daily activities and pursue personal goals;
- Power and choice;
- Status and contribution by self and others;
- Inclusion in the physical and social life of their communities; and
- Relationships with friends and relatives.

## What services are provided in an AFH?

AFH providers and caregivers are required to provide:

- Room and board;
- 24-hour supervision; and
- Assistance with personal care as identified in the resident's CARE assessment.

Each resident must have a Comprehensive Assessment and Reporting Evaluation (CARE) completed by the DDA Case Resource Manager prior to admission. This assessment is done with the person and his or her family or legal representative. The assessment details the person's support needs and preferences for services, and also determines the level of care and rate for services. This assessment and service plan must be reviewed annually with an in-person interview by the DDA Case Resource Manager. The DDA Case Resource Manager must visit the home at another time if the assessment is not completed in the home.

In addition, the AFH provider is required to complete a Negotiated Care Plan. This is a personalized care plan developed with the person and the person's family or legal representative. The Negotiated Care Plan includes services and activities negotiated between the person and the provider, such as:

- Assistance with delivery of personal care tasks; and
- Access to community activities, medical appointments, and transportation.

## Who pays for AFH services?

Residents must participate toward the cost of their room and board from their own income. DSHS pays the remainder based on each person's assessed level of need.

## Who oversees AFH services?

### DDA provides:

- Case Management, including an annual in-person CARE assessment.
- Regional Performance and Quality Improvement Specialists visit AFHs to assess the quality of the services and to provide consultation and training.
- A Registered Nurse may visit the AFH to assess the service plan and provide consultation and training to providers and caregivers.

### RCS provides:

- Licensing and oversight for all AFHs.
- The licenser makes an unannounced visit to each licensed AFH at least every 18 months.
- Follow-up on violations of licensing regulations, which may result in additional training, consultation, fines, stop placements, or license termination, revocation, or suspension.
- Abuse allegations are referred to the Complaint Resolution Unit (CRU) and RCS staff are assigned to investigate as needed. RCS also investigates all complaints of resident abuse called into the CRU Hotline at 1-800-562-6078.





## Adult Family Home Meaningful Day

Adult Family Home (AFH) Meaningful Day provides support for eligible clients living in Adult Family Homes who experience behaviors of significant frequency and intensity. Adult Family Home providers create individualized, proactive strategies such as person-centered activity plans and individualized calendars to engage clients in activities that are important to them. Activities are designed to refocus behavior, improve health, and overall reduce the frequency and intensity of challenging behaviors.

Meaningful Day provides service planning and activity inclusion to improve the quality of life and continuity of care for people living in Adult Family Homes.



## Eligibility Criteria

Meaningful Day is available 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.

## 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

Kelly Hampton  
State Plan Residential Unit Manager  
[Kelly.Hampton@dshs.wa.gov](mailto:Kelly.Hampton@dshs.wa.gov)  
360-407-1514

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

## 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

Olga Lutsyk  
Community Residential Services  
Program Manager  
[olga.lutsyk@dshs.wa.gov](mailto:olga.lutsyk@dshs.wa.gov)  
360-407-1518

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360-407-1550

Licensed group homes supported approximately 66 individuals statewide in 2021.

Washington State Department of Social and Health Services

## 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

Olga Lutsyk  
Community Residential Services Program  
Manager

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360-407-1518

Valerie Kindschy, Community Residential  
Services Unit Manager

[valerie.kindschy@dshs.wa.gov](mailto:valerie.kindschy@dshs.wa.gov)  
360-407-1550

Washington State Department of Social and Health Services

In 2021, Group Training Homes supported approximately 160 individuals.



## Companion Home Services

CH services are offered in a typical family residence to no more than one Developmental Disabilities Administration-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

Olga Lutsyk  
Companion Home Program Manager  
[olga.lutsyk@dshs.wa.gov](mailto:olga.lutsyk@dshs.wa.gov)  
360-407-1518

Valerie Kindschy  
Community Residential Services  
Unit Manager  
[valerie.kindschy@dshs.wa.gov](mailto:valerie.kindschy@dshs.wa.gov)  
360-407-1550

Approximately 70 DDA clients are supported in Companion Homes.

Washington State Department of Social and Health Services

## Adult Residential Care (ARC)

Licensed Assisted Living Facilities that have an Adult Residential Care contract with DSHS provide a supervised living arrangement in a home-like environment for seven or more individuals. 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 a DSHS Enhanced Adult Residential Care contract provide intermittent nursing, medication administration, and supportive services that promote independence and self-sufficiency.



### 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

Kelly Hampton  
State Plan Residential Unit Manager  
[Kelly.Hampton@dshs.wa.gov](mailto:Kelly.Hampton@dshs.wa.gov)  
360-407-1514

Approximately 150 enrolled participants receive supports in Adult Residential Care settings.

Washington State Department of Social and Health Services

## Alternative Living 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
- 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

Olga Lutsyk  
Alternative Living Program Manager  
olga.lutsyk@dshs.wa.gov  
360-407-1518

Valerie Kindschy  
Community Residential Services  
Unit Manager  
valerie.kindschy@dshs.wa.gov  
360-407-1550

Approximately 110 participants receive Alternative Living services.

Washington State Department of Social and Health Services



### 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

#### Contact

Kim Calkins  
Advanced Home Care Aide Specialist  
[kim.calkins@dshs.wa.gov](mailto:kim.calkins@dshs.wa.gov)  
360-407-1552

Jaime Bond, State Plan Services Unit Manager  
[jaime.bond@dshs.wa.gov](mailto:jaime.bond@dshs.wa.gov)  
360-407-1567

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](#).

Washington State Department of Social and Health Services

