

Assessing the No Paid Services Clients



When a person with a developmental disability applies for services to the Developmental Disabilities Administration (DDA), they fill out an application, and if eligible, they're put on the **No Paid Services (NPS) caseload**. An assessment is done, when requested, to determine what services the person may qualify.

Community First Choice is an entitlement service and people can receive that, if they have a need and meet the income criteria. Waiver services have caps on capacity. When a person requests a waiver, a decision is made based on need and availability of funding.

People on the No Paid Services caseload have no case resource managers (CRM) assigned to them to do any type of assessment of their needs, to explain what services they could request or what community resources might be available. Due to funding cuts in 2011, DDA eliminated the NPS case resource managers that served as a point of contact for questions or help if a crisis developed. The NPS case managers were overwhelmed, even at that time, as their caseload ratios were 500 to 1. Prior to 2011, when a client applied for services and was found eligible, they completed a mini assessment to determine what supports and services were needed. Those case managers were at least able to provide connections to informal community supports that could help prevent crisis.

Although legislators may know the number of clients who are on the NPS caseload, they have no idea what services they need. We assume they need something or they would not have applied for services. With no case management staff available to complete an assessment of each client's needs, one option other states have implemented is a self assessment. Alaska has a **Developmental Disabilities (DD) Registration and Review** form, asking questions about Community Participation Concerns, Living Situation Concerns, and Caregiver Concerns. Clients (or their representative) are given a guide to help decide the level of need:

- 1 = **No need/Not applicable**: no services needed at this time, but possible need in the future.
- 2 = **Minor need**: manageable problems, but additional supports and services would help.
- 3 = **Moderate need**: some problems needing supports and services to manage.
- 4 = **Major need**: difficult problems needing extensive supports and services.

They then consider service descriptions and determine which services are needed now, and which might be needed in the future by checking either the "Now" box or a multi-year box (1-2, 3-4, or 5-10 years) following the description. Our services could include Respite, Employment, Residential, Specialized Medical Equipment, Environmental Modifications and other supports. Completing this self assessment would help our state plan for current needs and those in our future, especially helpful if DDA services were forecasted. With self-assessments in place, the Legislature would know how many case managers are needed for the NPS caseload.

Create a self-assessment for clients on the NPS caseload Restore case manager positions for the NPS list

For more information contact The Arc of Washington State
Diana Stadden at Diana@arcwa.org