Introduction to DD Ombuds & DDA Eligibility
Who are we and what do the DD Ombuds do?
HISTORY

- In 2011, people found out Laura was being abused and neglected by her caregiver that was paid by the state.
- Laura’s DDA Case Manager wasn’t checking on her enough to make sure she was okay.
- Washington legislature passed “Laura’s Law.”
- Laura’s Law created...
  - Enhanced Case Management in DDA
  - Office of Developmental Disabilities Ombuds
DD OMBUDS...

• Is contracted through the state, Department of Commerce
• Are run by a private, non-profit organization (Disability Rights Washington)
• Work in Washington state
• Are independent of the service system
• Protect confidentiality
WHO DO WE HELP?

• Anyone with an intellectual or developmental disability who gets state services
• We can help people anywhere, but especially...
  • Own home
  • Supported-living
  • Assisted-living
  • Adult Family Home
  • State institutions
HOW DO WE HELP?

- Protect ability to make your own choices
- Take direction from the disabled person
- Private (we are not mandatory-reporters!)
- Low level solutions
- The service-system is complicated!
- Advocate with you and help you advocate for yourself
- Encourage system to work how it should
- We can’t
  - Give you legal advice or help
  - Fill out forms for you, but we can do it with you!
  - Make DDA do what you need them to do
INFORMATION & REFERRAL

• Suggest local organizations that could help you better than we can

• Example:
  • Bob’s landlord is discriminating against him because he is disabled
  • Bob’s landlord doesn’t want him to live in his apartment anymore
  • Bob needs someone who can help him advocate with his landlord
  • DD Ombuds talks with Bob to find out what type of help he needs, then send Bob some resources like...
    • Free/low-cost legal organization
    • Tenants’ rights organization
COMPLAINT RESOLUTION

• Work with individuals w/developmental disabilities, families, or legal representatives to try and resolve complaints about services

• Example
  • Sarah applied for DDA-services for her 8-year-old-daughter
  • Sarah was told by her daughter’s Case Resource Manager (CRM) that they would schedule a “Functional Assessment” in two weeks
  • It has been two months and Sarah hasn’t heard from her CRM
  • Sarah contacts the DD Ombuds and submits a complaint
  • The DD Ombuds call the CRM’s Supervisor and ask for a Functional Assessment to be scheduled
  • Sarah get a Functional Assessment scheduled for her daughter
  • If Sarah wants, the Ombuds can attend and support her and her daughter to help it go well
MONITORING

• We visit places where people get services

• Example:
  • DD Ombuds is told by someone they are helping with a complaint, Lucy, that her supported-living provider isn’t treating her and her housemates well.
  • DD Ombuds schedules a time to visit Lucy at her house so that they can check on her and her housemates.
  • When the DD Ombuds visit, they see problems with the way the supported-living provider is treating Lucy.
  • The DD Ombuds work with the supported-living provider and Lucy to help resolve her concerns so she is treated well
IMPROVING SYSTEMS

• Recommendations to service providers, the State, and the Legislature on how to improve services

• Example:
  • *Diverting Crisis: Maintaining housing and supports for people with developmental disabilities* (May 2018)
  • *Stuck in the Hospital* (December 2018)
  • *Improving Services for Youth with Intellectual/Developmental Disabilities in Foster Care* (September 2019)
  • *No Way Out: An Introduction to the Community Protection Program* (June 2021)
DDA Home and Community Based Services (HCBS)
WAIVERS

• More help when Medicaid and other supports aren’t enough
• Federally funded Medicaid programs
• “Waive” choice to get services in an institutional setting
• Choose to get services in your home and community (Home and Community Based Services)

• Types of waivers
  • Individual and Family Services (IFS)
  • Basic Plus
  • Children’s Intensive In-Home Behavioral Supports (CIIBS)
  • Core Waiver
  • Community Protection
INDIVIDUAL & FAMILY SERVICES

• For children and adults living in their family’s home

• Services include
  • Assistive technology
  • Environmental adaptations
  • Specialized equipment/supplies
  • OT/PT/Speech/Hearing & Language (age 21+)
  • Person-Centered Planning Facilitation
  • Specialized habilitation
  • Community engagement
  • Therapeutic adaptations
  • Respite
  • Funding levels: $1,200, $1,800, $2,400, $3,600
BASIC PLUS

• For children and adults living in their family’s home or other community-based setting,
• Disabled person’s ability to be supported in that setting is at risk w/out more services

• Service
  • Specialized habilitation
  • Community Engagement
  • Community Inclusion
  • Skilled Nursing (age 21+)
  • Risk Assessment
  • Stabilization Services
  • Therapeutic Adaptations
  • Environmental Adaptations
  • Specialized Equipment/Supplies
  • OT/PT/Speech/Hearing & Language Services (age 21+)
  • Staff/Family Consultation
  • Positive Behavior Support (under age 21)
  • Supported Employment
CHILDREN’S INTENSIVE IN-HOME BEHAVIORAL SUPPORTS (CIIBS)

• For children (age 8-20) living in the family home who are at risk of “out-of-home placement” because of their behavioral challenges

• Based on “positive behavior supports”

• Team planning that builds on strengths and works toward outcomes driven by family

• Services include
  • Specialized habilitation
  • Respite
  • Assistive technology
  • Risk assessment
  • Stabilization services
  • Specialized clothing
  • Music & equine therapies
  • Therapeutic adaptations
  • Environmental adaptations
  • Vehicle modifications
  • Specialized equipment & supplies
CORE WAIVER

• For children and adults at risk of out-of-home placement, have a need that can’t be met by Basic Plus waiver
• May need up to 24-hour residential services that include training and education
• Require daily to weekly one-on-one support for physical or health needs
• Services
  • Most services under Basic Plus
  • Supported-living
  • Community transition services
  • More funding than Basic Plus, based on need
COMMUNITY PROTECTION PROGRAM (CPP)

• For adults who need 24-hour on-site awake staff supervision and therapies
• DD Ombuds has concerns about CPP and the restrictions it places on participants
• DDDA says CPP is supposed to be structured and therapeutic for people with community protection issues All services under CORE Waiver except...
  • Community engagement
  • Respite
  • Wellness education
  • Community inclusion
How to apply for DDA-Services
HOW TO APPLY FOR DDA SERVICES

1. Apply for eligibility determination
2. Request services
3. Waiver eligibility determination
Are you a DDA client?

Yes

Let’s talk more on the next slide!

No

Service and information request

Were you determined eligible?

No

Appeal!

Yes

Application w/required documentation

Contact DDA to request services

Adapted from Informing Families DDA Eligibility Chart
ELIGIBILITY APPLICATION

• To apply, you have to...
  • Live in Washington
  • Have a qualifying condition
• Request determination of eligibility
• Documents you need to apply
  • Identity verification
  • Residency
  • Consent
  • Guardianship or adoption records
  • Documents that prove you have a developmental disability
STEPS TO APPLY FOR A DDA WAIVER

1. Service request
2. Functional Assessment and Person-Center-Planning process
3. Review of functional eligibility
4. Determination of financial eligibility
5. Service planning and statement of participation
6. Signing the plan
STEP 1: SERVICE REQUEST

• After you receive an eligibility determination, you still need to request services
• Call or submit form to DDA Service Request & Information Line

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chelan, Douglas, Ferry, Lincoln, Okanogan, Pend, Oreille, Spokane, Stevens</td>
<td>(800)-319-7116</td>
</tr>
<tr>
<td>Adams, Asotin, Benton, Columbia, Franklin, Garfield, Grant, Kittitas Klickitat, Walla Walla, Whitman, Yakima</td>
<td>866-715-3646</td>
</tr>
<tr>
<td>Island, San Juan, Skagit, Snohomish, Whatcom</td>
<td>800-567-5582</td>
</tr>
<tr>
<td>King</td>
<td>800-974-4428</td>
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<tr>
<td>Kitsap, Pierce</td>
<td>800-735-6740</td>
</tr>
<tr>
<td>Clallam, Clark, Cowlitz, Grays Harbor, Jefferson, Lewis, Mason, Pacific, Skamania, Thurston, Wahkiakum</td>
<td>888-707-1202</td>
</tr>
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STEP 2: FUNCTIONAL ASSESSMENT AND PERSON CENTERED PLANNING PROCESS

• DDA Case Resource Manager (CRM) will schedule a time to meet with you
• Will talk about interests, needs, goals and how services/supports could help
• During the Functional Assessment, CRM will ask a lot of questions to determine “Functional Eligibility”
STEP 3: REVIEW OF FUNCTIONAL ELIGIBILITY

• DDA Case Resource Manager (CRM) submits Waiver Enrollment Request to DDA’s review committee
• Review committee decides if request and functional assessment meet waiver eligibility criteria
STEP 4: DETERMINATION OF FINANCIAL ELIGIBILITY

• If you’re approved by the waiver review committee, DDA Case Resource Manager (CRM) will contact you about financial eligibility

• Medicaid eligible
  • DSHS sends health care coverage forms to determine financial assets or resources

• If you aren’t Medicaid enrolled, need to apply for Medicaid

• If you don’t receive SSI or have Disability Determination from (SSA)
  • Submit determination to Disability Determination Services (DDS) for review
  • Notify you and DDA CRM of the outcome
STEP 5: SERVICE PLANNING AND STATEMENT OF PARTICIPATION

• Meet with DDA Case Resource Manager (CRM) to make Individual Instruction and Support Plan (IISP)/Person Centered Service Plan (PCSP)

• Explore opportunities in your community

• DDA CRM will ask you to sign Voluntary Participation Statement
STEP 6: SIGNING THE PLAN

• You agree to waiver services by signing and returning the plan
• This is the spot where you can talk with your Case Resource Manager (CRM), if there are services that you need that aren’t included in your plan
• Now, you’re enrolled on a waiver!
CONTACT INFORMATION

Submit a complaint!

LEIGH WALTERS
leigh@ddombuds.org
833-727-8900 ext 212
Region 2:
• Whatcom
• Skagit
• Snohomish
• King
• Island
• San Juan

NOAH SEIDEL
noah@ddombuds.org
833-727-8900 ext 116
Region 3
• Clallam
• Jefferson
• Grays Harbor
• Mason
• Kitsap
• Thurston
• Pierce
• Pacific
• Lewis
• Wahkiakum
• Cowlitz
• Clark
• Skamania