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Supported Living: Who, What, When, Where, and How

Presented by:

Robin Tatsuda

Executive Director

The Arc of King County

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Agenda

- Introductions
- WHAT is Supported Living?
- WHERE are Supported Living service delivered?
- WHO is eligible?
- HOW do I become eligible?
- WHERE do I find a provider?
- HOW does behavior support work?
- HOW do I trouble-shoot with my provider?



Introductions

Robin Tatsuda

- Executive Director at The Arc of King County
- The Arc has a Supported Living Program
<https://arcofkingcounty.org/services/supported-living.html>
- Robin will talk about Supported Living serves in general and will use The Arc's programs for certain examples.

Who are you?

- Name
- Where do you live?
- Age of person(s) with IDD
- Are you currently utilizing Supported Living services?
- If no, do you have a DDA Waiver?
- If no, are you in the DDA system?





WHAT is Supported Living?

- Watch Video: <https://youtu.be/D2sy0IBcs00>
- “Residential Services” for adults with IDD no longer living with their family.
- Supported Living is usually paid for by DSHS-DDA. Private pay is also an option.
- Services can include:
 - Caregiving support
 - Medical coordination
 - Financial Management
 - Support to achieve individual goals
- The exact details of the service are defined in DDA’s Individual Service Plan (ISP).
 - Some people get 24/7 care, other only get a few hours a week.



WHERE are Supported Living services delivered?

- The individual cannot live with their family caregivers.
- They CAN live
 - On their own
 - With roommates with or without disabilities
 - With a spouse
 - With their own children
- Most Supported Living providers run a house with up to 4 roommates. This reduces cost and is often easier to staff.
 - New clients move into a house.
 - If the client and the provider decide to part ways, the client must move.
- Some Supported Living providers let the individual select their own home.
 - The new client chooses where they want to live.
 - If the client and the provider decide to part ways, the client can stay in their home.
 - Fewer providers deliver services this way, as it can be more expensive and more difficult to staff.

WHERE are Supported Living services delivered?

- The provider should help the individual get out into the community.
- The individual can spend time with family including spending the night or traveling if it is coordinated with the provider.
- In many cases, the provider will accompany the individual to medical appointments to make sure the person gets the care they need from the doctor and when at home.





WHO is eligible for Supported Living?

You must meet all three criteria:

1. Be an adult with IDD age 18 or older
2. Be a client of DDA
3. Qualify for the Core Waiver

HOW do I become eligible for Supported Living?

You must meet all three criteria:

1. Be an adult with IDD age 18 or older
2. Be a client of DDA
 - Apply to DDA using materials found here: <https://www.dshs.wa.gov/dda/consumers-and-families/eligibility>
 - The Arc can help you with this! Call 206-829-7053 or email ask@arcofkingcounty.org
3. Qualify for the Core Waiver



HOW do I qualify for a Core Waiver?

Making a request

1. Explicitly tell your DDA Case Manager to submit a request for the Core Waiver. DDA must submit a request when asked.
2. Ask to review their written request BEFORE they submit to DDA Headquarters.
3. When reviewing the request ensure it focuses on these things:
 - Any behavior or medical condition that jeopardizes their health and safety and could lead to institutionalization, long-term hospitalization, or jail.
 - Give specific examples of injuries or life-threatening situations.
 - Give specific examples of losing services or not being able to access services because of behavior or medical needs.
 - If the individual had one-on-one support at school or in any DDA service, explain.



The Core Waiver is very difficult to get. It is reserved for the people most at risk of institutionalization, long-term hospitalization, or jail.

HOW do I qualify for a Core Waiver?

Request Reviews and Next Steps

1. DDA Headquarters reviews Core Waiver requests monthly.
2. DDA prioritizes people at greatest risk of institutionalization, long-term hospitalization, or jail.
3. Sometimes DDA has very few Core Waivers available for new people. Currently, DDA has Core Waivers to give, so it is a good time to ask.
4. If you are denied, DDA will provide a written explanation. You can make a request again.
 - Robin recommends you talk to The Arc to strategize.



The Core Waiver is very difficult to get. It is reserved for the people most at risk of institutionalization, long-term hospitalization, or jail.



WHERE do I find a provider?

1. Your DDA Case Manager will send a “Referral Packet” out to a few providers based on the location you are interested in.
 - Providers review this packet. They notify DDA if they want to learn more about the individual.
 - The provider will ask to meet the individual and family to learn more about each other.
 - If the provider agrees to serve the individual, they will work with DDA, the individual, and family to create a timeline.
2. Families can contact providers on their own. Sometimes it helps if the family gives more detail about the individual.
 - If the provider is interested, the family can ask their DDA Case Manager to send the “Referral Packet” to that provider
 - Supported Living Program Locator:
<https://fortress.wa.gov/dshs/adsaapps/lookup/ResCareInfo/>

HOW does behavior support work?

- Some providers have more experience and stronger systems in place to support complex behavior.
 - It is important to be honest about the individual's behavior support needs to find the right provider match.
- The provider will develop a Positive Behavior Support Plan.
 - Families should be involved in this process but should work collaboratively with the provider.
 - Other professionals such as medical, mental health, behavioral, or school can also support this process.
- Providers are limited in certain behavior interventions that families might use at home or schools have used.
Examples:
 - Corporal punishment is forbidden
 - Restraints and other physical intervention require DDA approval and are rarely approved
 - Withholding food or other personal items require DDA approval and are rarely approved
 - Forcing an action or activity against the individual's will cannot occur, even if guardians want it
- Individuals with higher behavior support needs likely qualify for a higher rate paid by DDA to the provider to ensure this support is provided.
- If the provider feels they need more funding or resources from DDA to ensure the individual's health and safety due to behavior, the provider must request such support from DDA. The family cannot request it.

HOW do I trouble-shoot with my provider?

Supported Living is NOT like school!

- Providers do NOT have to serve you. If they feel they cannot serve the individual or work with the family, they can end services.
- Families MUST work as a team with the provider.

Supported Living is not perfect.

- The care will never be exactly what you want.
- Families must pick their battles; decide what is so urgent that you must speak up versus what is annoying, but you can live with.

Common individual or family concerns are due to the Supported Living system, not the provider such as funding or laws governing supported living services.

- As the provider how you can support systems-level advocacy to make the supported living system better.



HOW do I trouble-shoot with my provider?

Communicate concerns with the supervisors NOT the Direct Support Professionals.

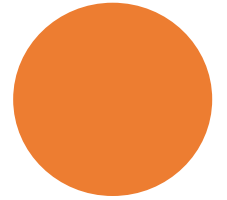
- Do NOT give directions or criticism to the DSPs. Discuss concerns with the supervisor or leadership ONLY.
- A common reason providers stop serving individuals is because DSPs refuse to work with families.
- Share praise and gratitude often with DSPs.

Be willing to negotiate with the provider to find solutions that work for everyone.

Ask The Arc our perspective if you are challenged by your provider.

Ask your DDA Case Manager their perspective.

Utilize the DD Ombuds if you feel like you are unsuccessful in collaborating with your provider: <https://ddombuds.org/>



Need Help?

Contact The Arc

Phone: 206-829-7011

Email: ask@arcofkingcounty.org



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King County