



REPORT TO THE LEGISLATURE

No-Paid Services Client Caseload

ESSB 5819
Chapter 247, 2022 Laws
ESSB 5693 Sec. 203 (1)(w)
Chapter 297, 2022 Laws PV

December 1, 2024

Developmental Disabilities Administration
Office of the Secretary
PO Box 45310
Olympia, WA 98504-5310
(360) 407-1500
www.dshs.wa.gov/dda

Contents

Executive Summary	3
Background	4
Program Updates	5
Outreach Efforts and Methodology	12
Data Analysis	13
Summary	17

Executive Summary

ESSB 5819 *Concerning the Developmental Disabilities Administration's No-Paid Services Caseload* was enacted in 2022. The bill directs the Department of Social and Health Services' Developmental Disabilities Administration to:

- 1) Hire two permanent full-time staff to review, maintain, and update the No-Paid Services caseload.
- 2) Provide case management to people on the No-Paid Services caseload.
- 3) Submit an annual report to the Legislature starting December 1, 2022.



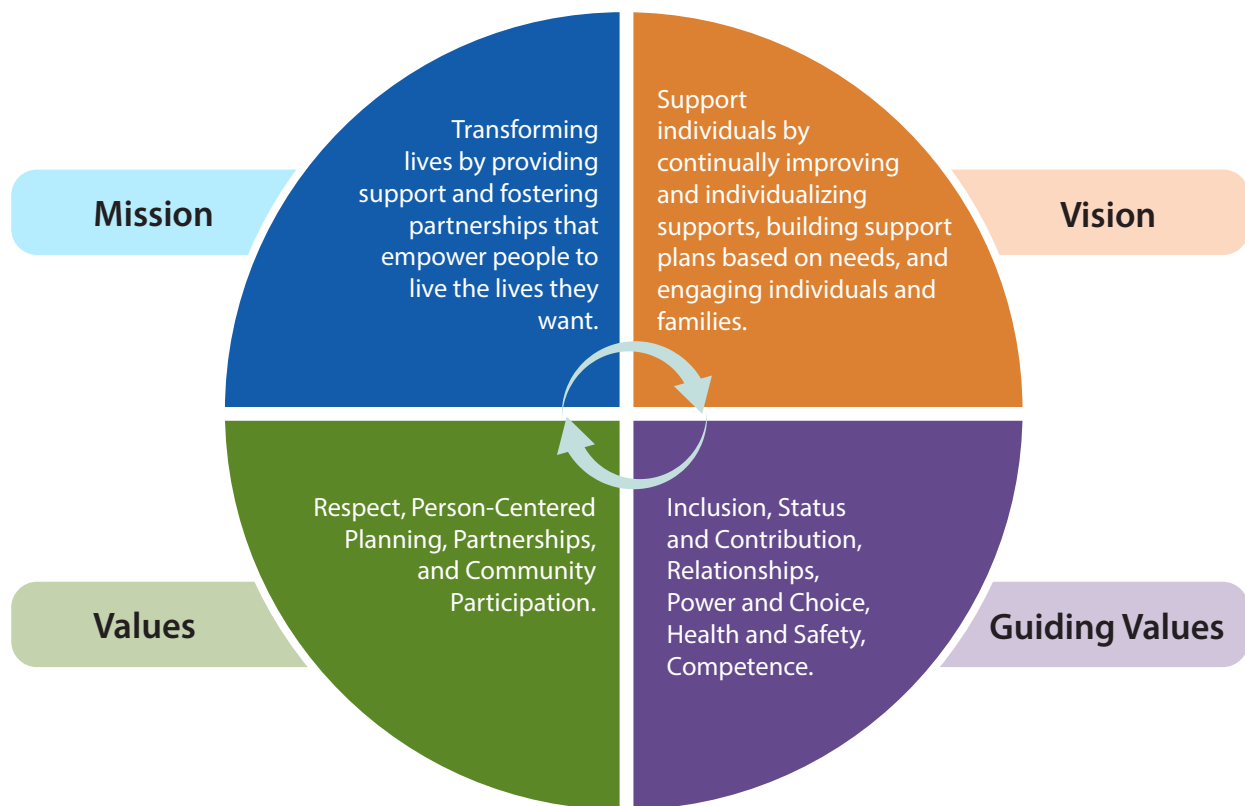
"Thank you for getting back to me and being available for questions."

To meet the directives of ESSB 5819, DSHS DDA took the following steps:

In July 2022, two permanent full-time positions were created and filled. These staff review, maintain and update the No-Paid Services caseload and track service interests. They conduct outreach and gather and analyze data for annual legislative reports. To direct this work and draft program policy, procedure, and annual reporting, a Service Request and Referral Program Manager was hired.

In 2023, DSHS DDA began providing case management to people on the NPS caseload. Across the state, NPS Case Managers have been assigned caseloads at a ratio of 1:300. They conduct outreach to each person at least annually to ask about support needs and service interests. NPS Case Managers then make referrals for services if requested, conduct support needs assessments and provide ongoing case management.

This marks the fourth annual NPS report and focuses on work accomplished in 2023 and 2024. The report describes ongoing efforts to update the NPS caseload. It details case manager contacts, including how many people are currently interested in services, and provides Service Request and Referral program updates and next steps.



Background

DSHS DDA offers a wide range of programs and services for people in Washington state with intellectual and developmental disabilities. These programs and services may include case management, personal care, respite, employment support, community engagement, stabilization and residential supports.

Prior to 2011, people on the NPS caseload received case management. Due to budget reductions during the Great Recession, NPS case management was discontinued. From 2011 to 2023, when a person on the NPS caseload needed a service, their options were to send an email, call, or visit a DSHS DDA office.

To enroll with DSHS DDA, a person or family starts by completing an application, sharing documentation of an intellectual or developmental disability per RCW [71A.10.020\(6\)](#). Once enrolled, a person can request services whenever they would like them. When a service request is made, a case manager conducts an assessment to determine unmet needs. If waiver services are requested, the person must also meet Social Security disability standards.

When a person does not request or need DSHS DDA services, they remain DSHS DDA enrolled, and are assigned to the NPS caseload.

Service Request and Referral Management Analysts conducted outreach to people on the NPS caseload from 2021 to 2023 to determine their interest in services. People were asked if they wanted services now or within one year. Two permanent full-time positions were funded in 2022 to design and analyze this outreach, and update NPS files for accuracy. The results of past outreach and efforts to update NPS records are detailed in the 2021, 2022, and 2023 No-Paid Services Reports to the Legislature.

With increased legislative funding, designated NPS case managers were hired and provide case management support to NPS clients. They reach out annually to see what each person's needs are, determine their interest in DSHS DDA services now or in the future, and refer or conduct an assessment if services are requested. People are informed that they can request programs and services at any time. They are encouraged to contact their case manager when they have questions or need resources. This report includes program updates regarding case manager assignment, caseload accuracy and the results of case managers' contact to NPS clients within the last year.

Program Updates

NPS Case Manager Assignments

DSHS DDA began hiring NPS case managers statewide in late 2022. After completing specialized training, they assisted with the backlog of assessment requests created during the public health emergency wind down. NPS case managers completed assessments and facilitated access to services. Starting in 2023, these case managers began to work directly with people on the NPS caseload. As caseloads of 1:300 were assigned, people received a welcome letter introducing their case manager and providing contact information.

People enrolled with DSHS DDA do not always request a service right away. These people are assigned to the NPS caseload and now have a case manager, who contacts them to talk about DDA services. When someone requests a service, an assessment is conducted and they move off the NPS caseload. If people do not want a service now, the case manager ensures they know how ask for services in the future.

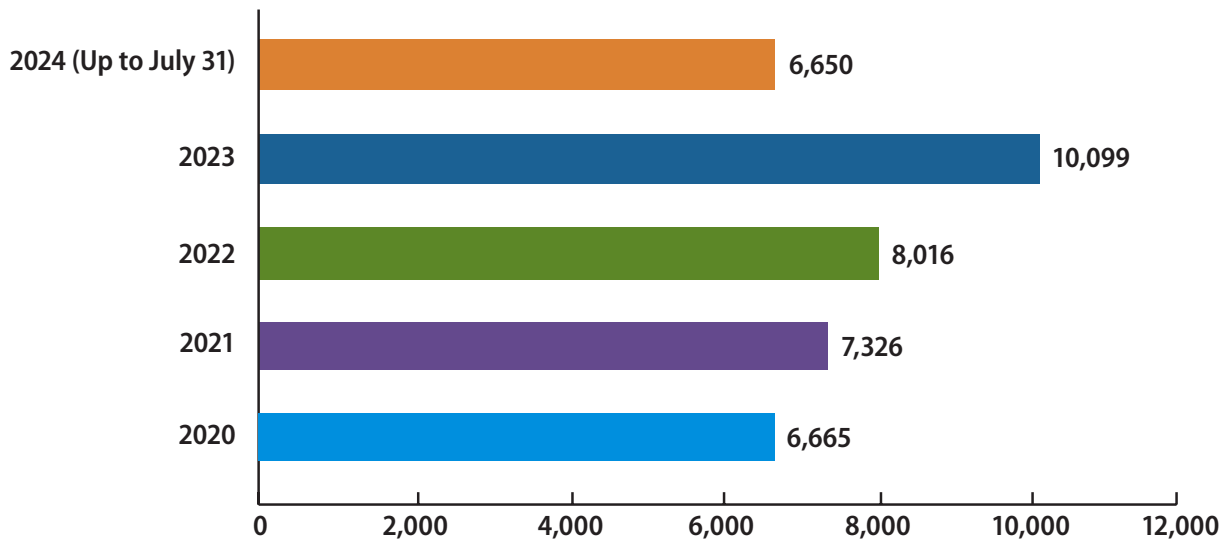
NPS case managers conduct ongoing outreach to discuss service needs. They respond to questions or requests and support applying for Medicaid or Social Security, they conduct assessments and make referrals for services. They are people's main point of contact. The NPS caseload is intended for those who are aware of DSHS DDA services but have not asked for them. The NPS caseload is not a waiting list for people who want paid services.

The qualitative data shared in the form of quotes throughout this report showcases the positive impact case management provides people on the NPS caseload. However, with increasing rates of enrollment, NPS case managers are challenged to provide high quality case management at the current ratios of 1 to 300.

DSHS DDA has made 38,756 initial eligible decisions from January 2020 through July 2024. The graph below displays the annual increase in initial enrollments.

DSHS DDA Initial Eligible Decisions 2020-2024

SOURCE: CARE, Fiscal Year



"You've just made my day. I had no idea what kind of supports my son was eligible for."



Caseload Accuracy

Program staff continue to analyze the NPS caseload to identify people who are no longer DSHS DDA eligible because they moved out of state or are deceased. This task continues as case managers make regular contact. Program staff review eligibility and update contact information as needed. They check multiple systems for the latest data that may not have been received in the period without NPS case managers.



People accurately on the NPS caseload include those who:

- Are informed of DSHS DDA service options, and do not currently want them (including those unsure what services they want from DSHS DDA or need more time to decide).
- Do not qualify for federally funded DSHS DDA services or programs.
- Have voluntarily withdrawn from paid services.

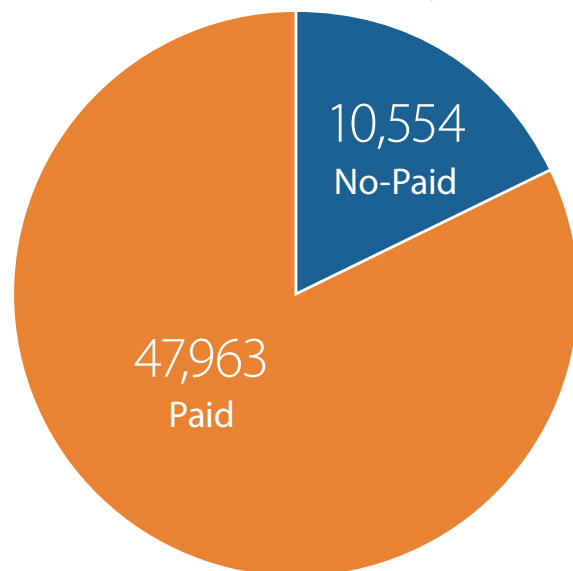
All DSHS DDA programs and services are voluntary, and individuals have the right to withdraw from programs and services at any time. However, case managers are asked to explain the benefits of staying in paid services, discuss timelines for future services and provide information to assist individuals in making an informed choice about withdrawing.

No-Paid Services Demographics

As of July 2024, there are 10,554 people on the No-Paid Services caseload. They represent 18% of the 58,517 individuals currently enrolled with DSHS DDA.

DSHS DDA's Paid vs. No-Paid Clients

*Out of 58,517 Total DDA-enrolled Individuals
Source: CARE, Point in Time July 2024*



People on the NPS caseload live across Washington state. The below graph represents the regional breakdown of the NPS caseload.

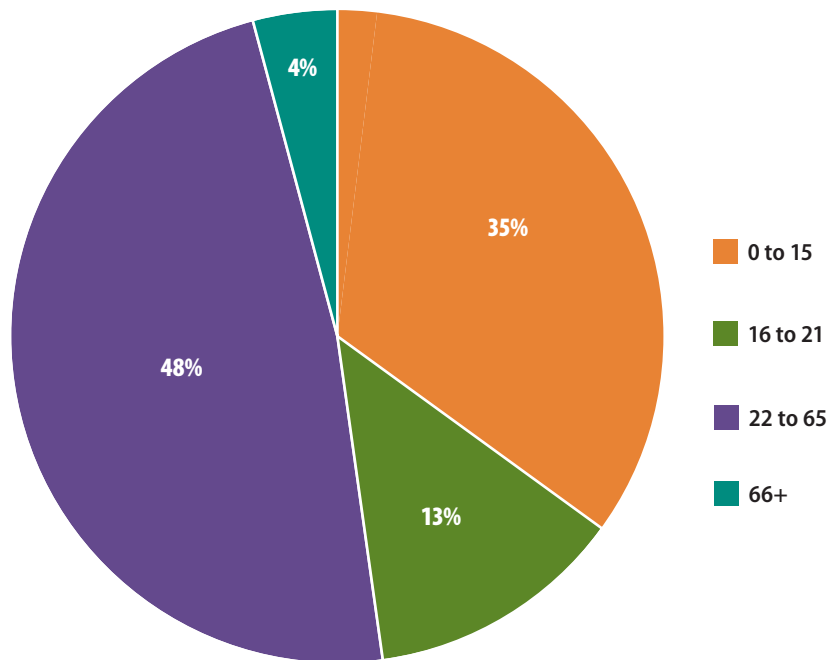


Source: CARE, Point in Time July 2024

All ages are served on the NPS caseload. The below graph displays the percentage of age ranges on the NPS caseload.

NPS Caseload Age Ranges

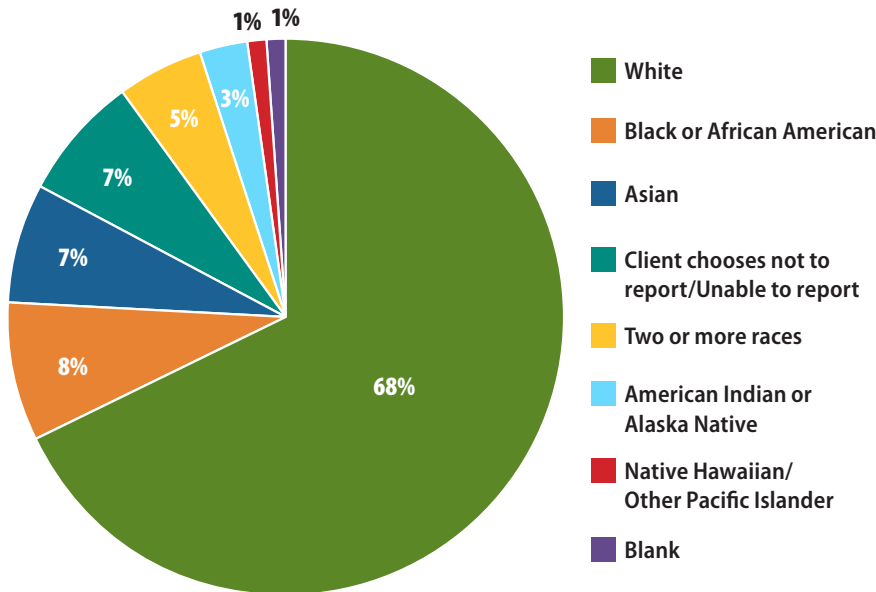
Source: CARE, Point in Time July 2024



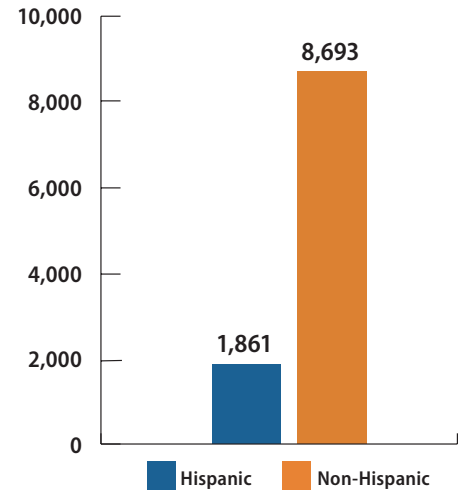
DSHS DDA supports people of many different ethnicities. The below graphs display self-reported racial demographic information of the people on the NPS caseload and provides a comparison with people receiving a paid service.

Race Reported by NPS Clients

Source: CARE, Point in Time July 2024

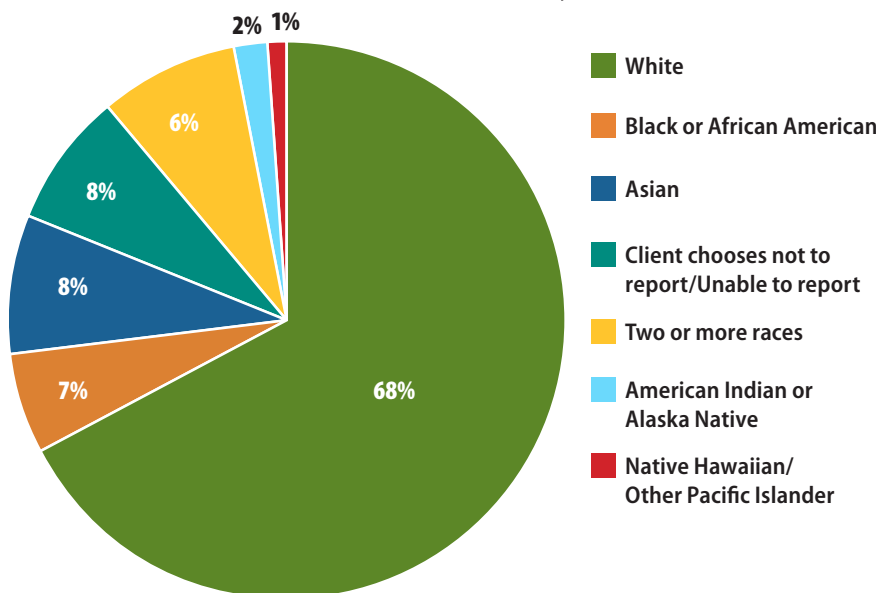


Ethnicity Reported by NPS Clients

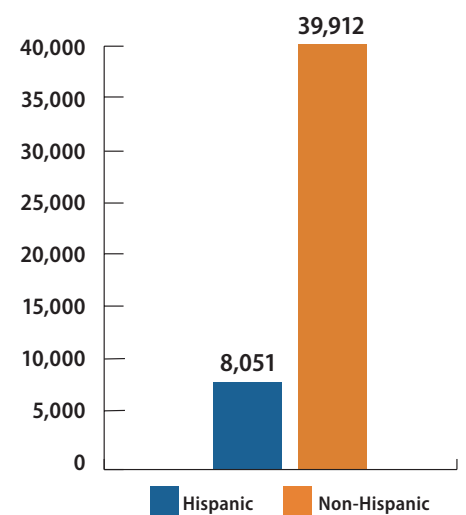


Race Reported by DSHS DDA Paid Services Clients

Source: CARE, Point in Time July 2024

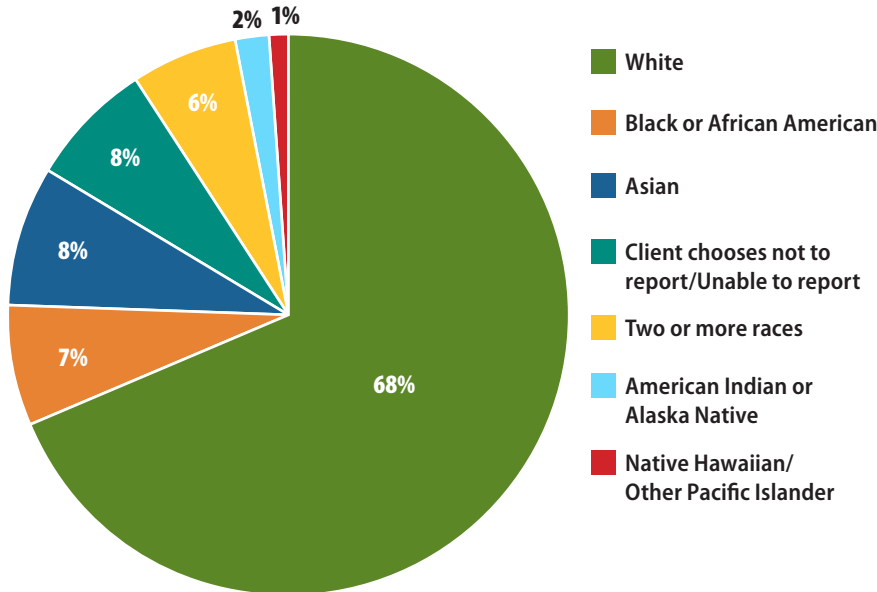


Ethnicity Reported by DSHS DDA Paid Services Clients

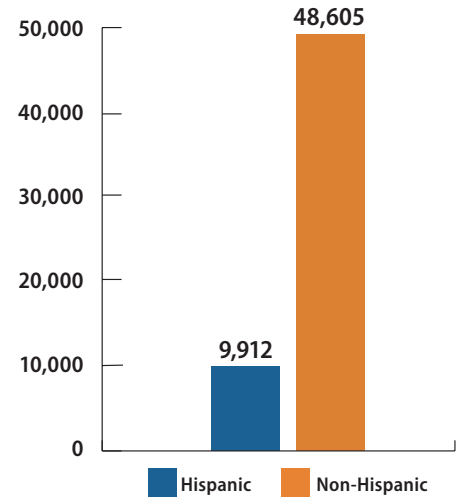


Race Reported by all DSHS DDA Clients

Source: CARE, Point in Time July 2024



Ethnicity Reported by all DSHS DDA Clients

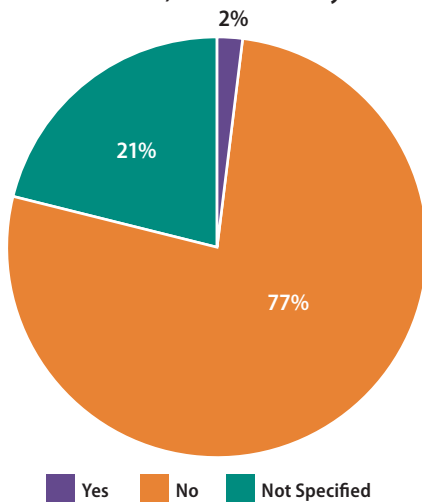


DSHS DDA partners with Tribal Governments to provide support to tribal members. The below graphs display tribal enrollment percentages for people on the NPS caseload and provide a comparison with people receiving paid services.

DSHS DDA requests and collects data on people's preferred languages and utilizes interpreter and translation services to communicate effectively and accurately. The below graphs display spoken and written language preferences of people on the NPS caseload and provide a comparison with people receiving paid services.

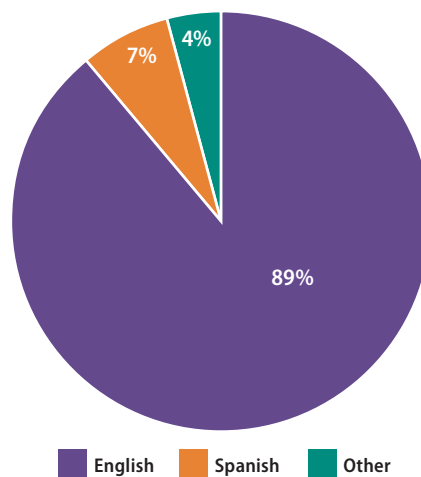
Tribal Enrollment Reported by NPS Clients

Source: CARE, Point in Time July 2024



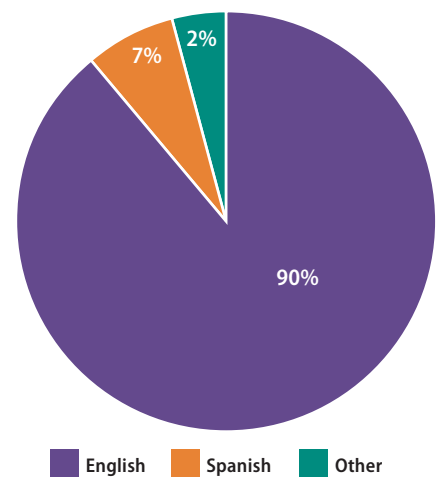
Spoken Language of NPS Clients

Source: CARE, Point in Time July 2024



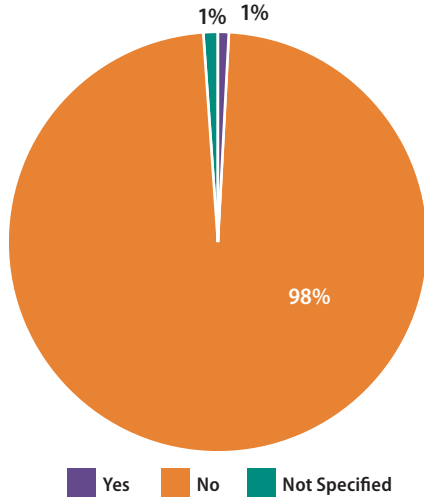
Written Language of NPS Clients

Source: CARE, Point in Time July 2024



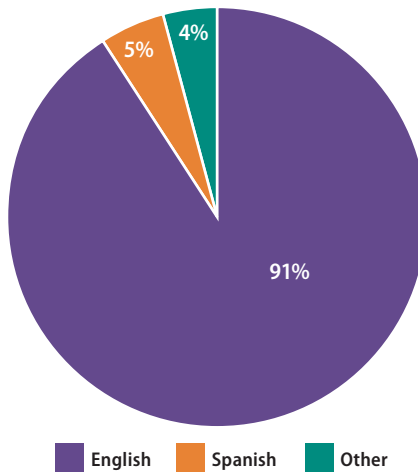
Tribal Enrollment Reported by DSHS DDA Paid Services Clients

Source: CARE, Point in Time July 2024



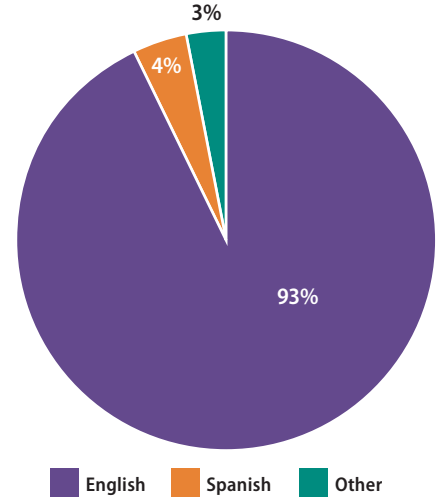
Spoken Language of DSHS DDA Paid Services Clients

Source: CARE, Point in Time July 2024



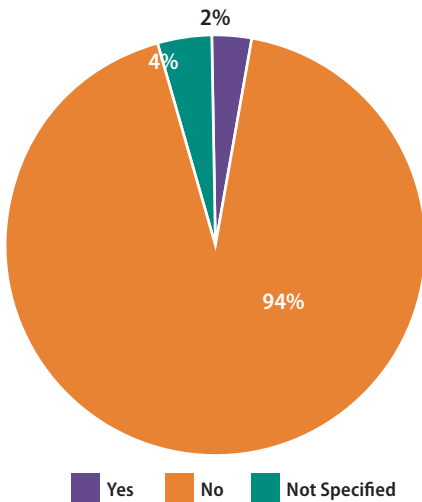
Written Language of DSHS DDA Paid Services Clients

Source: CARE, Point in Time July 2024



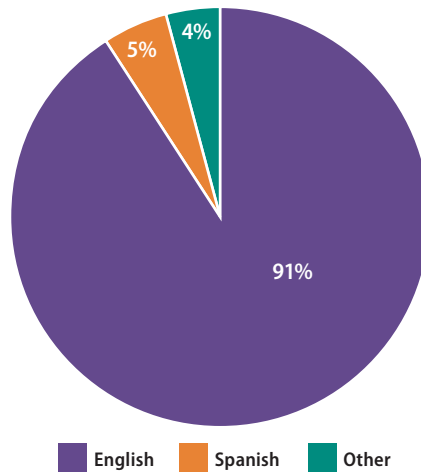
Tribal Enrollment Reported by all DSHS DDA Clients

Source: CARE, Point in Time July 2024



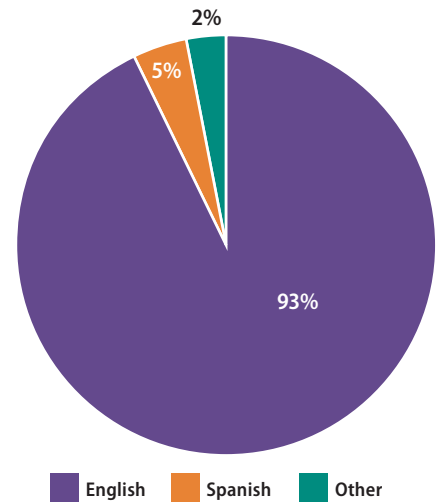
Spoken Language of all DSHS DDA Clients

Source: CARE, Point in Time July 2024



Written Language of all DSHS DDA Clients

Source: CARE, Point in Time July 2024

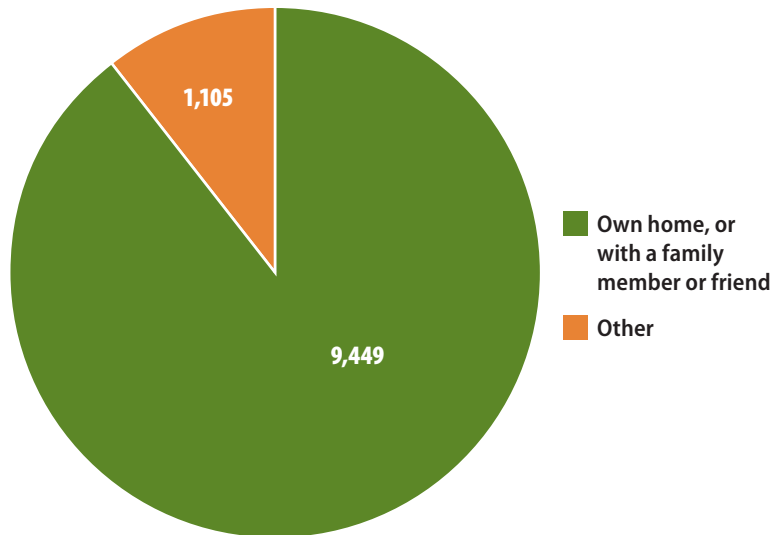


The chart below shows that most individuals on the No-Paid Services caseload live in their own home, or with a friend or family member.



NPS Residence Types

Source: CARE, Point in Time July 2024



Outreach Efforts and Methodology

Since 2021, DSHS DDA has conducted outreach to people on the No-Paid Services caseload. This data is included in past reports to the Legislature. Previous outreach attempts were a combination of online surveys, direct mailings, and phone calls. With the recent inclusion of NPS case managers, data from direct case management outreach is demonstrated in this report.

Before making annual contact, NPS case managers review the person’s support history and check for past service requests. During annual contact, they discuss the person’s needs and ask if they want a service. Information about DSHS DDA services and community resources is offered and any corresponding referrals are made. When someone doesn’t want services, case managers ensure people know how to request them if needed. Information and technology systems changes in development will improve data collection of the unique needs of people on the NPS caseload.

NPS case managers manually recorded outreach and service interests while we update our online system. This data is compiled and shared in this report. It is important to note that the information NPS case managers documented does not capture every aspect of their case management. A single line of data on a report may be the result of many hours of conversations about needs, system research, attempts to contact, and work to update information. This year’s annual outreach includes both qualitative and quantitative data.

Quantitative Data

- The number of people who case managers attempted to contact and the outcome.
- The number of people interested in a paid service.
- What type of program or service an individual is interested in.
- When the service is desired (either now or within one year).
- Why the person is not currently receiving a paid service.

Qualitative Data

- The person's understanding of receiving a paid service
- People's perspective of the NPS caseload

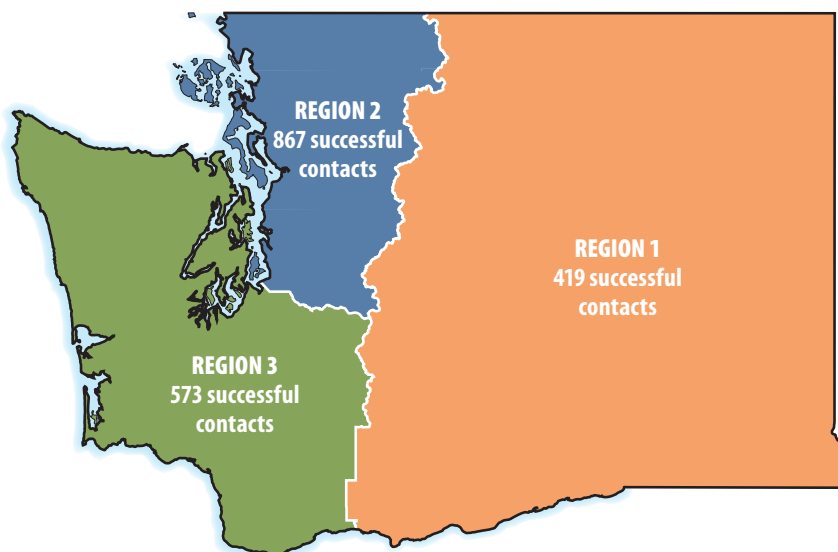
It is important to note that case manager's work with clients was phased in across DSHS DDA's three geographic regions. As they began this work, they created their own organizational tools to decide in what order to contact people. The information shared represents some of the work completed as case managers were phased in. It should not be considered a full record of case management provided nor a statistically significant sample of NPS as a whole. The work is ongoing; outreach continues as of the writing of this report and will occur annually.

Data Analysis

From 8/2023 to 6/2024, NPS case managers attempted to contact 2,767 individuals and were able to speak to 1,859 of them. These successful contacts represents 17.6% of the people on NPS. Through this outreach, case managers also discovered that eighty-four (84) individuals no longer live in Washington state, and that forty (40) people had passed away. The chart below shows the number of successful contacts by each of DSHS DDA's three geographic regions.

Geographic Region of Annual Contacts Shared in this Report

Based on 1,859 Successful Contacts
Source: Case Manager Outreach Data, 8/1/2023-6/30/2024

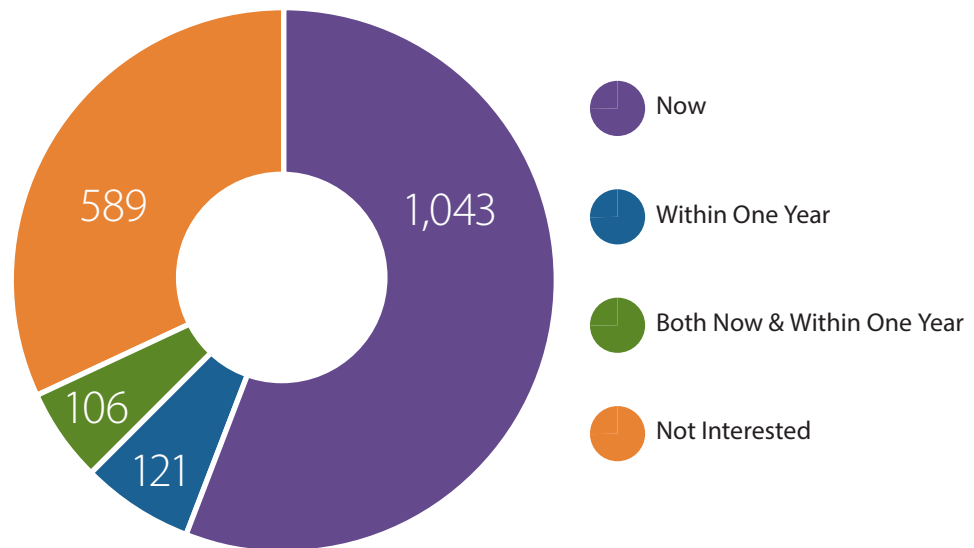


Case managers were able to speak to 1,859 people about their interest in DSHS DDA services. During these contacts, 1,043 individuals expressed interest in accessing a service now and 121 wanted a service within a year. One hundred and six (106) people were interested in a service both now and within one year. Five hundred and eighty-nine (589) individuals indicated they were not interested in services.

The chart below presents the service access interests from this year's successful NPS contacts.

Service Interest and Timeliness

Based on 1,859 Responses
Source: Case Manager Outreach Data, 8/1/23-6/30/24



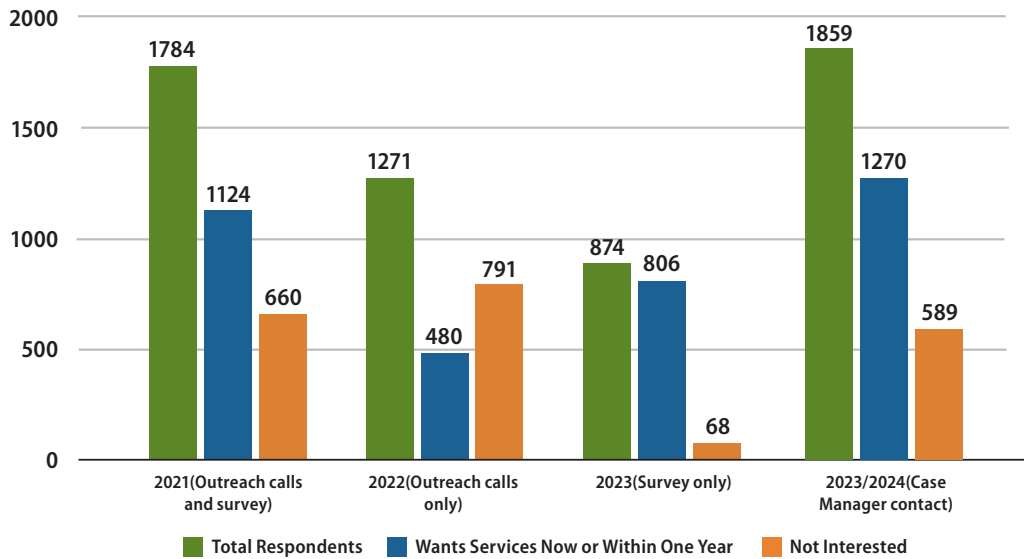
DSHS DDA has reached out to individuals on the NPS caseload in a variety of ways over the past four years. Outreach has consisted of a combination of phone calls, mailings, and surveys. Now this contact is completed by dedicated NPS case managers.

Notably in 2023, most survey respondents expressed interest in services. However, only 874 of the 1,206 people who started the survey answered a question about their service interest. We do not know if the other 332 respondents were not interested in services or stopped the survey for another reason. The number of people interested in services in 2023 may be higher than in other years due to the outreach method of survey only. Those who were not interested in services could have chosen not to participate in the survey or only answer part of it. Phone outreach allows us to capture the service interest of most people who answer the call.

The chart below shows the type of outreach used during each of the past four years and the responses to questions about services.

Service Interests and Timeliness 2021-2024

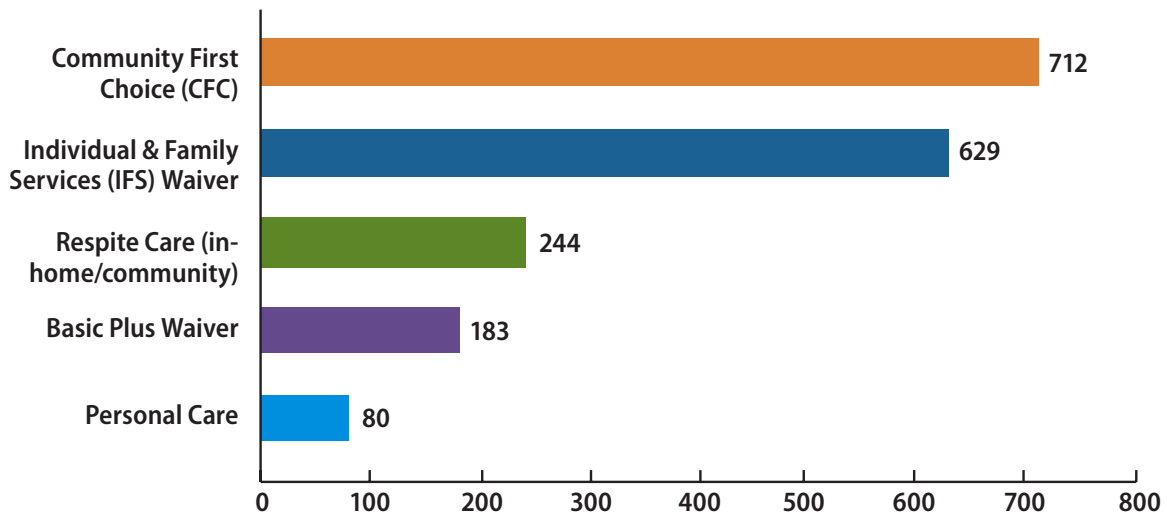
Source: 2021, 2022, & 2023 Reports to the Legislature; Case Manager Outreach Data, 8/1/23-6/30/24



The chart below shows the top five services people are interested in receiving now. Respite continues to remain in the top three requested services. There is little variation between regional and statewide service interests.

Top Five Service Interests “Now” Statewide

Source: Case Manager Outreach Data, 8/1/23-6/30/24



DSHS DDA has determined that most individuals are on the No-Paid Services caseload because they:

- Do not currently want or need a service.
- Have requested a service and have an assessment scheduled or in process.
- Requested services in the past and received an assessment, but weren't eligible because they:
 - Were assessed to not be functionally eligible.
 - Did not meet financial eligibility requirements.
 - Did not meet federal disability requirements for a waiver.
- Were unaware that they can request services at any time.
- Voluntarily withdrew from services or did not complete an annual assessment.
- Prefer to receive services from another DSHS administration or state agency.
- Are unaware that they are enrolled with DSHS DDA.
- Had a service that is no longer needed and has ended.

The chart below quantifies the reasons that people are on the NPS caseload:

NPS Reason	Total Clients
No current need for DSHS DDA services	811
Newly eligible requesting services	429
Were unaware of DSHS DDA services, request process, or eligibility status	418
Did not complete annual assessment or voluntarily withdrew from services	329
Involvement with non-DSHS DDA agency	196
Did not meet financial Medicaid eligibility	180
Withdrew/unable to contact following initial assessment request	131
Did not provide a reason	99
Age 3 and under	61
Did not meet functional eligibility	56
Did not complete program enrollment or ongoing requirement(s)	36
No waiver funding was available	18

Summary

ESSB 5819 directed DSHS DDA to provide case management to everyone on the No-Paid Services caseload, update the caseload for accuracy, and ask if people would like a service now or within one year. This work started in 2022 and continues today with teams of regional NPS case managers.

Individuals on the NPS caseload now benefit from regular contact and case management support. During annual contact, people are informed of DSHS DDA program and service options, asked if they would like services, given an assessment when they request services, and given referrals to community resources as needed. With case managers assigned, individuals now have a direct point of contact at DSHS DDA when they have questions, needs, or concerns. Information received from continued outreach informs us of the needs and service interests of individuals on NPS, which helps planning for service delivery and community resources.

We have developed procedures to assist us in our efforts to assign case managers and have an accurate count of individuals on the NPS caseload. Updates to our assessment and reporting system, CARE, will allow us to better document and report data regarding contact attempts, support needs and service interests of people on the NPS caseload. CARE updates are planned to be operationalized in October of 2024. We believe the reintroduction of case managers and regular contact is increasing the accuracy of the NPS caseload, and, most importantly, furthering DSHS DDA's mission of transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

Report Authors

Department of Social and Health Services'
Developmental Disabilities Administration

William Nichol, Intake and Case Management Unit Manager
william.nichol@dshs.wa.gov

Veronica Herren, NPS Management Analyst
veronica.herren@dshs.wa.gov

Christopher Znak, NPS Management Analyst
christopher.znak@dshs.wa.gov