



PROPOSED STUDY QUESTIONS

Developmental Disabilities Administration Processes and Staffing

State of Washington Joint Legislative Audit and Review Committee

July 2023

The Developmental Disabilities Administration (DDA) is a division of the Department of Social and Health Services (DSHS). It helps people with intellectual or developmental disabilities access services in their communities. DDA reported serving 37,000 Washingtonians in 2022.

Study will review DDA's processes and staffing

The 2022 Legislature directed JLARC to evaluate the processes that DDA uses to determine eligibility, assess service needs, and ensure its clients can access services. The study also must assess how DDA manages its staffing levels and the list of individuals who are waiting for services.

Individuals must complete DDA's intake process to be eligible for services

The intake process has three parts: determining if the person is eligible based on their disability, confirming they are eligible for Medicaid, and completing a comprehensive needs assessment. For each part, the individual (or their caretaker or guardian) must submit forms and documentation. DDA case managers are responsible for guiding the person through the process and helping them find service providers.

DDA places some individuals on a wait list:

- Those who are eligible based on their disability and have not requested a service.
- Those who have requested a service for which there is insufficient funding available.

This study will address the following questions

1. What are DDA's processes for determining eligibility, assessing needs, and ensuring that eligible individuals can access services?
 - a. Are the processes user-friendly?
 - b. To what degree does DDA implement its processes in a consistent, equitable, culturally responsive, and efficient way?
 - c. How do DDA's processes compare to those in other states?
2. How does DDA manage the list of individuals who are waiting for services?
 - a. What are their characteristics and needs? Do they differ from those who receive service?
 - b. What factors affect the number of individuals waiting for services?
3. How does DDA determine staffing levels for client intake and case management?
 - a. What is DDA's approach to hiring, retaining, and training staff to do this work?
 - b. Is DDA's approach consistent with its goals to promote diversity, equity, and inclusion in its workplace and public outreach?

In accordance with RCW 44.28.076, JLARC staff determined that there are racial equity considerations for this study, and they are included in the study questions above.

Study timeframe

Preliminary Report: December 2024

Proposed Final Report: January 2025





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JLARC Study Process

