

Washington State Department of Social and Health Services

Transforming  
Lives

## **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, 2023

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

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## Executive Summary

In 2022, ESSB 5819 *Concerning the Developmental Disabilities Administration's No-Paid Services Caseload* was enacted which directed the Department of Social and Health Services' Developmental Disabilities Administration to:



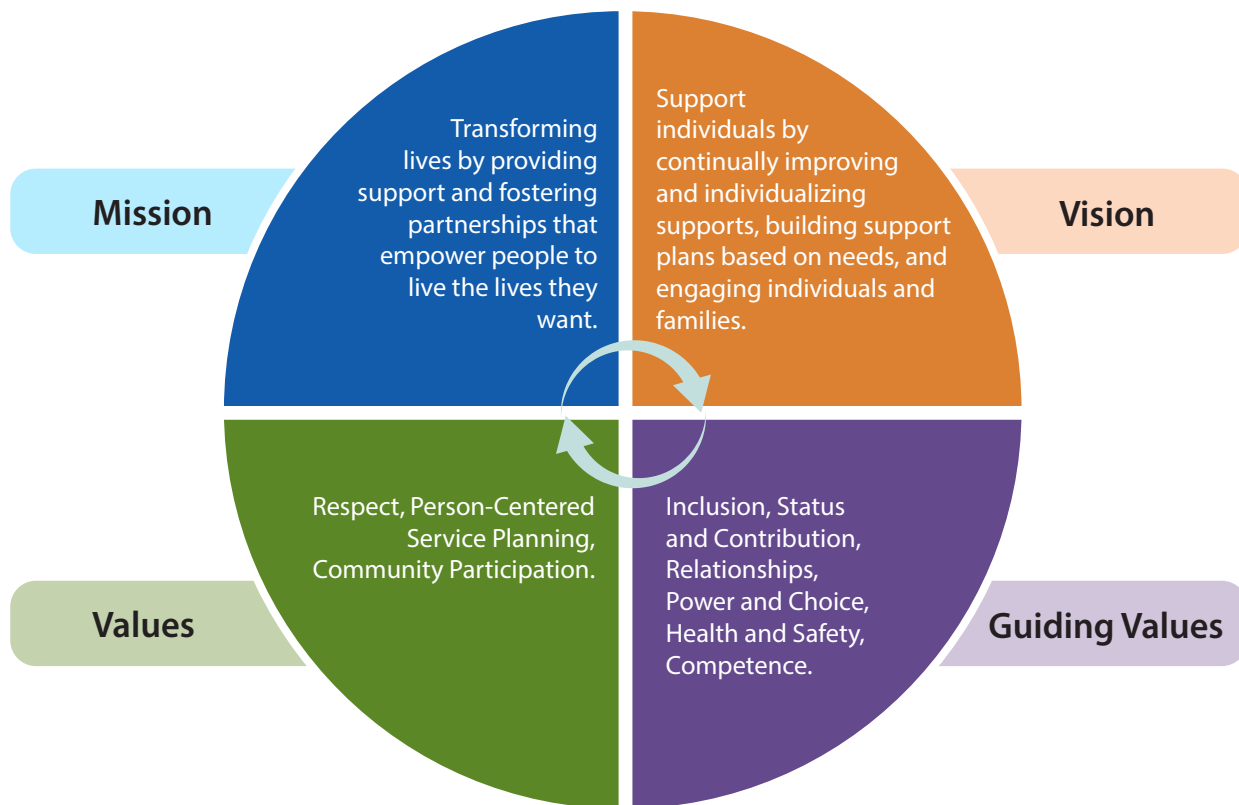
- 1) Hire two permanent full-time staff to review, maintain and update the No-Paid Services caseload, including an inquiry on whether individuals would like a paid service from DDA now or within the next year.
- 2) Provide clients on the No-Paid Services caseload with case management services.
- 3) Submit a report to the Legislature by December 1, 2022, and annually thereafter.

In response to ESSB 5819, DDA has taken the following steps:

- Established two permanent full-time employee positions to assist with outreach efforts and to help update the No-Paid Services caseload.
- Established a Service Request and Referral Program Manager to write program policy and procedures, develop and provide training, and engage with stakeholders, regional subject matter experts and case managers.
- Established No-Paid Services case manager positions and begun caseload assignment and annual contact.

DDA has begun to provide case management to individuals on the No-Paid Services caseload. Each case manager is being assigned a caseload of 300 individuals who do not receive a paid service. The case managers make annual contact with clients to inform them about available programs and services, make referrals to community resources and unpaid supports, and schedule and conduct assessments for paid services when requested.

This report details the work accomplished in 2023. The work includes updating the No-Paid Services caseload to reflect a current and accurate headcount of eligible individuals. It also includes outreach efforts to identify the number of individuals who are currently interested in receiving a paid service from DSHS' Developmental Disabilities Administration. Individuals and their legal representatives, as applicable, are asked if they would like services now or within the next year. Additionally, the report provides updates on program work and data collected in the past year and discusses next steps for the Service Request and Referral program.



## Background

The Department of Social and Health Services' Developmental Disabilities Administration provides a broad range of programs and services for people with intellectual and developmental disabilities in Washington state. These services and programs may include case management, personal care, respite, employment support, community engagement, crisis stabilization and residential supports.

All individuals requesting services from the Developmental Disabilities Administration first apply for enrollment, sharing evidence of an intellectual disability or developmental disability, per RCW 71A.10.020(5). Once a person is enrolled, they may request paid services. When services are requested, a case manager conducts an assessment to determine unmet needs and functional eligibility, and will assist the person to apply for Medicaid if they are not already enrolled. If a person is requesting enrollment in a waiver program, the person must also meet Social Security disability standards. There are primarily two programs for which clients may obtain Medicaid paid services in community settings through DDA: the Community First Choice program, and Home and Community Based Services waivers.

When a person does not request or need paid services, they continue to be DDA eligible, and are placed on the No-Paid Services caseload. Prior to 2011, individuals on the No-Paid Services caseload had assigned case managers. Due to budget reductions following the Great Recession, case management services to clients on the caseload were discontinued. From 2011 to 2023, when clients needed a service, they have had multiple options to make a request including completing an online webform, sending an email, or by calling or visiting a DDA office.

DDA conducted outreach to individuals on the No-Paid Services caseload over the past three years to determine interest in services and whether services were requested now or within one year. Two permanent full-time staff members were hired in 2022 to help conduct and analyze this outreach, and to update files to reflect an accurate headcount of the number of individuals on the No-Paid Services caseload. The results of previous outreach and caseload accuracy efforts are documented in both the 2021 and 2022 No-Paid Services Reports to the Legislature.

Case managers now reach out to individuals on the No-Paid Services caseload at least once per year to see what their needs are, determine their interest in DDA services and provide an assessment if paid services are requested. Individuals are also encouraged to contact their DDA case manager when they have questions or a need for services and resources.

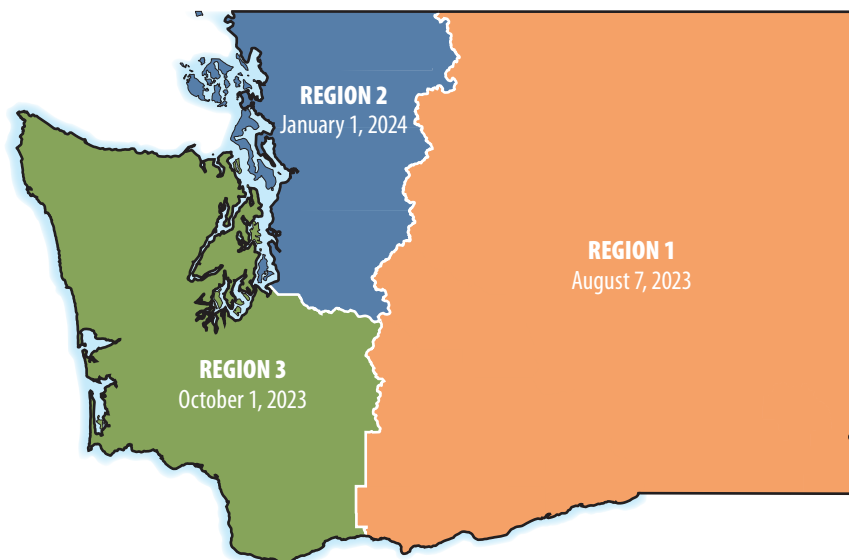
This report includes program updates regarding case manager assignments, caseload accuracy and the results of our 2023 outreach efforts to individuals on the No-Paid Services caseload.

## Program Updates

### *Case Manager Assignments*

The Developmental Disabilities Administration is separated into three geographic regions, and case managers are being phased in regionally to work with individuals on the No-Paid Services caseload. Case managers are assigned a caseload of 300 individuals, and as of this report date, most case managers should be assigned throughout the state. The chart below shows the start dates that each region will begin phasing in case management and the geographic location of each of DDA's regions.

### **Case Manager Assignment Dates for the No-Paid Services Caseload by DDA Region**



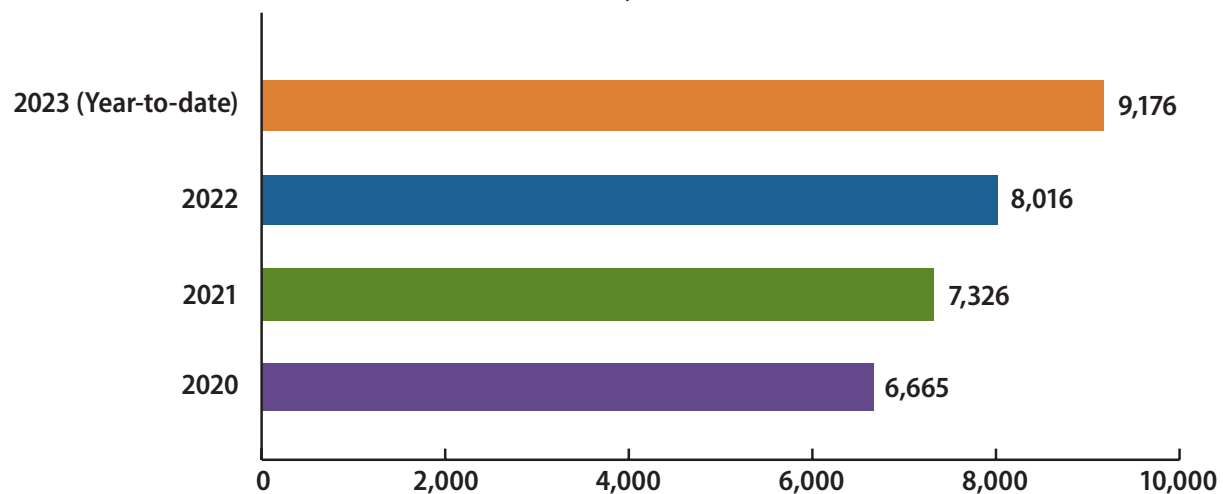
Now that case management is available for individuals on the No-Paid Services caseload, when an individual becomes newly DDA-eligible they will be assigned a case manager within five business days and mailed a letter with their case manager's contact information. Individuals will transition from the Intake and Eligibility staff member who processed their application to their new case manager.

DDA began hiring case managers for the No-Paid Services caseload in 2022. The onboarding process for new case managers includes intensive and specialized training including the use of the Comprehensive Assessment Reporting and Evaluation tool, completing assessments and learning about DDA programs, services, policies and procedures. Hiring and onboarding of case managers took longer than originally anticipated due to ongoing pandemic-related hiring challenges.

As case managers were hired and onboarded throughout the state, they first assisted with a backlog of assessment requests. DDA authorized voluntary overtime for case managers to conduct initial assessments and to assist with enrolling clients onto DDA waivers. This backlog was the result of requests for services that had first ebbed during the pandemic and then rebounded as the pandemic wound down. The number of requests for initial assessments was also increased, in part, by service requests from the prior two years of outreach efforts to individuals on the No-Paid Services caseload. This outreach generated 146 referrals in 2021, and 409 referrals in 2022, as noted in the 2021 and 2022 No-Paid Services Reports to the Legislature. Additionally, individuals continue to apply and be found DDA-eligible at high rates. The chart below shows that DDA has made 31,183 initial eligible decisions from 2020 – 2023, with more than half of those decisions made since 2022. The number of initial eligible decisions in 2023 (9,176) is already trending higher than previous years.

## DDA Initial Eligible Decisions 2020-2023

SOURCE: CARE, Fiscal Year



### Caseload Accuracy

There were several steps taken in preparation for case managers to be assigned to individuals on the No-Paid Services caseload. Some of these changes are completed, and others are still underway. System changes to CARE began in August 2022 and were completed at the end of March 2023.

Program staff have continued the constant process to identify individuals who are no longer DDA eligible because they have moved outside of Washington state or are now deceased.

There is also continuous work needed to keep contact information up to date after so many years without case management.

Efforts to update the accuracy of the No-Paid Services caseload will continue as case managers are assigned. Case managers will review DDA eligibility, update contact information and review caseload accuracy as part of their annual contact to individuals on the caseload.



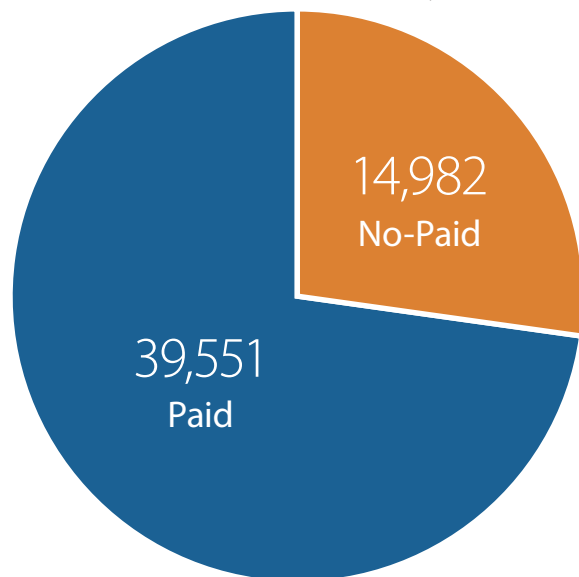
*"We are looking forward to utilizing DDA services since we have never done so."*

### Demographics of the No-Paid Services Caseload

As of July 2023, there are 14,982 individuals on the No-Paid Services caseload. They represent 27% of the 54,533 individuals currently enrolled with DDA.

### DDA's Paid vs. No-Paid Clients

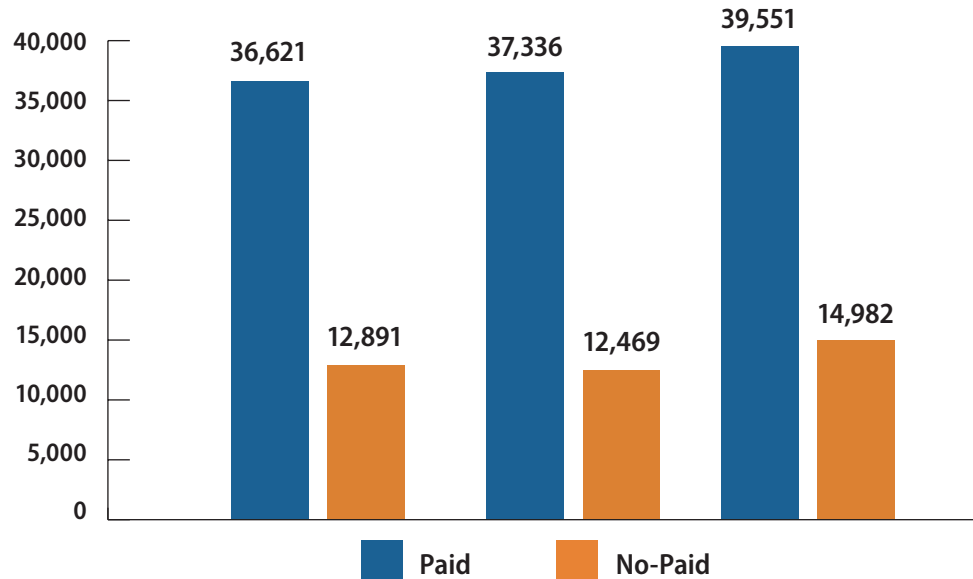
Out of 54,533 Total DDA-enrolled Individuals  
Source: CARE, Point in Time July 2023



The chart below provides a comparison of the individuals on DDA’s Paid and No-Paid caseloads over the past three years. The number of individuals on the No-Paid Services caseload continues to average at around 25% of all DDA-enrolled individuals, even as the number of overall enrolled clients continues to increase.

## DDA-Eligible Paid vs. No-Paid Clients from 2021-2023

*Source: CARE, Point in Time July 2023*



Through regular outreach DDA has identified the caseload is comprised of individuals who:

- 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, received an assessment and were not 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.
- Are unaware that they can request services at any time.
- Voluntarily withdrew from services and do not currently want services.
- Prefer to receive services from another DSHS administration or state agency.
- Are unaware that they are a DDA client.
- Turned 3 and their participation in Child Development Services has ended and they do not need or want further services from DDA.

Individuals on the No-Paid Services caseload are located throughout the state:



*Source: CARE, Point in Time July 2023*



*"It sounds like you have a lot to offer. We'll be reconsidering some of these options in the future as my son approaches adulthood."*



During future outreach and annual contact, case managers will document why an individual is not currently receiving a paid service. Case managers will also review the case history and ask about any past requests for paid services. The case manager will provide information about DDA programs and services and offer to schedule an assessment if services are requested. When an individual states that they don't currently want a service, case managers will make sure that they know how to make a request if a need arises. Future technology changes include improved mechanisms to document and report on the unique and varied needs of individuals on the No-Paid Services caseload.

## **Outreach Efforts and Methodology**

Individuals on the No-Paid Services caseload were given several opportunities to take a 14-question outreach survey in 2023. A link to the survey was emailed to the 6,242 individuals on the No-Paid Services caseload and/or their representative for whom we had recent and working email addresses. We sent the survey invitation and link using our GovDelivery system and sent two follow-up reminders with a survey link during the four months that the survey was open. Individuals who requested the survey in a language other than English were offered an opportunity to complete the survey over the phone with an interpreter and a DDA staff member.

Articles were published in the Informing Families newsletter, which is sent quarterly to people on the No-Paid Services caseload, encouraging individuals to watch for and participate in the emailed survey. A link to the survey was also published in the newsletter. The article and survey link were also posted on the social media accounts of several of our stakeholder partner organizations.

Survey respondents had an opportunity to answer a question about how they received the link to take the survey. Most of the 738 respondents to this question stated that they received the link from the GovDelivery email (644), while the remaining respondents stated that they received the link from a case manager, a phone call, the Informing Families Newsletter, a social media site, relative or a friend.

Respondents were not required to complete all questions, and in many cases, individuals did not complete the full survey. This resulted in a different number of responses for each question. The data and charts in this report reflect the specific numbers of respondents to each question. There were six questions in the survey about DDA services which included service descriptions. We asked individuals about their interest in each service either now or within one year. Participants could also indicate that they were not interested in the service. The data from each response is included in this report regardless of survey completion since we could not determine why a respondent chose to stop taking the survey. Two separate respondents noted that they had completed one survey on behalf of several individuals. Since we did not know how many individuals they represented, these two respondent's answers were removed from our data analysis and included in the appendix section of this report.

This year's outreach survey captured both quantitative and qualitative data.

### **Quantitative Data** was captured to determine:

- The number of people who participated in the survey and responded to each question.
- The needs that people expressed.
- The residence type of the person.
- The number of people interested in a paid service.
- What type of service an individual was interested in.
- When the service was desired (either now or within one year).
- The age range of the individual.
- Regional residency.
- Whether the client or their representative, if applicable, responded to the survey.
- How the person received the survey link.

### **Qualitative data** was captured to determine:

- Needs entered that were not listed in the survey.
- Residence types entered that were not listed in the survey.
- Who responded for the individual if the survey was not taken by the client or a legal representative.
- Other ways that the person received a link to take the survey.
- The person's perception of their experience with DDA.



*"Some of these services are things we will want to access when our child is older."*

## Data Analysis

Out of the 14,982 individuals on the No-Paid Services caseload, 1,206 clients or their representative responded to at least one question on the outreach survey. This represents 8% of the clients on the No-Paid Services caseload. The survey asked for questions to be answered based on the needs and wants of the DDA-enrolled person. Survey responses were provided by:



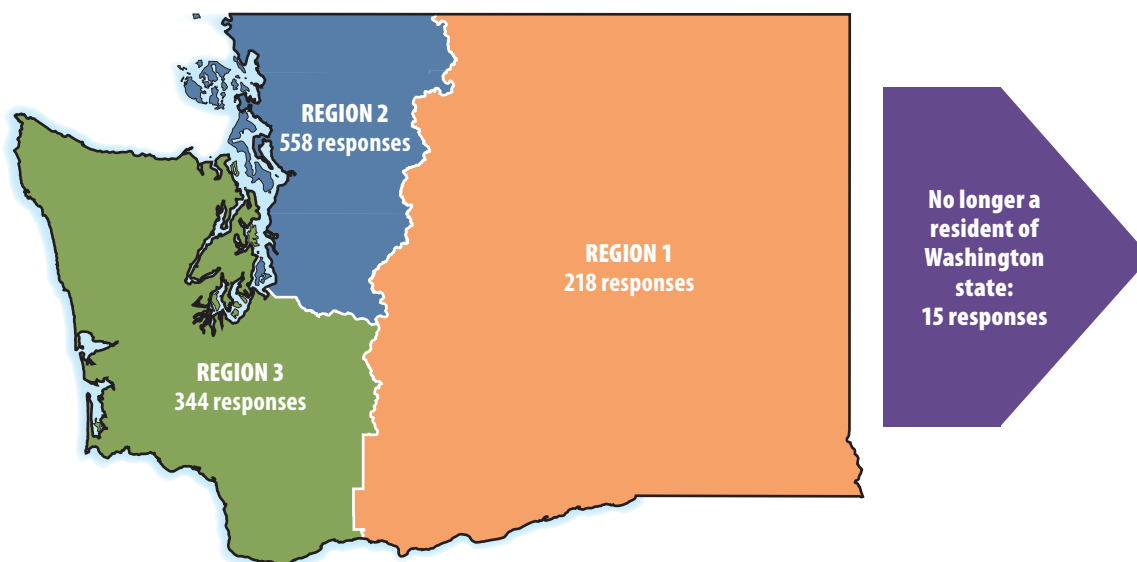
Source: Survey Monkey Data, August 15, 2023

The survey was taken by individuals throughout the state. Fifteen individuals responded that they no longer live in Washington State. The chart below shows the number of respondents by each of DDA's three geographic regions.

## Geographic Region of Survey Respondents

Based on 1,135 Responses

Source: Survey Monkey Data, August 15, 2023



We also collected information about the residence type of 1,083 DDA-enrolled individuals. Most respondents (1,018) stated they reside in their own home, or live with a parent, relative or friend. The remaining 65 individuals reported that they were staying temporarily with friends or family (15), in an institution such as a hospital, nursing facility or jail (11), at a shelter (3), outside (5) or preferred not to answer (16). Other residence types (15) that people listed include: Adult Family Home, other residential housing, foster home, with a caregiver, at a hotel or Oxford house. A link to county homeless assistance programs was provided at the end of the survey.

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

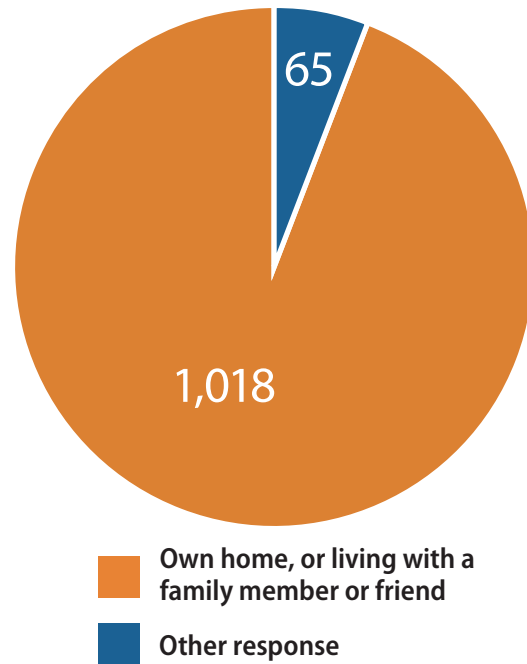


We asked about residence types so that we could prepare and plan for the housing-related community resource needs of individuals on the No-Paid Services caseload. Case managers will be updating residence types and contact information during annual contact and will offer housing-related community resources and discuss DDA programs and services for anyone that expresses a need. Our outreach survey captured the number of respondents interested in DDA’s housing-related services and those who expressed needs for rental or homeless assistance; these numbers are presented in the appendix.

Survey respondents were provided a list of DDA services with definitions and were able to respond whether they were interested in each service now, within one year or not interested. Out of the 1,206 respondents, 874 completed at least one question regarding their service interests. There were 689 individuals who indicated an interest in at least one service now and 117 indicated that they are not interested now but have interest in at least one service within one year. Sixty-eight individuals responded “not interested” to every service-related question they answered. The chart to the right presents the service interests of respondents to the 2023 No-Paid Services caseload outreach survey.

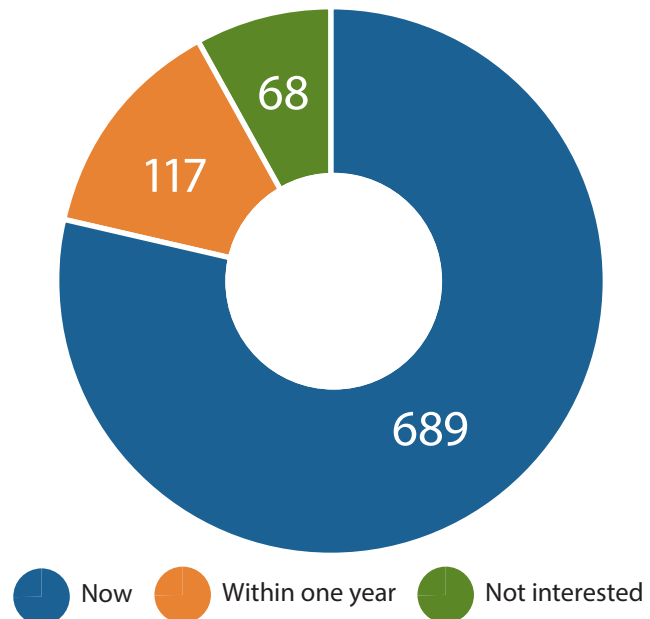
## Residence Type

Based on 1,083 Responses  
Source: Survey Monkey Data, August 15, 2023



## Service Interest and Timeliness

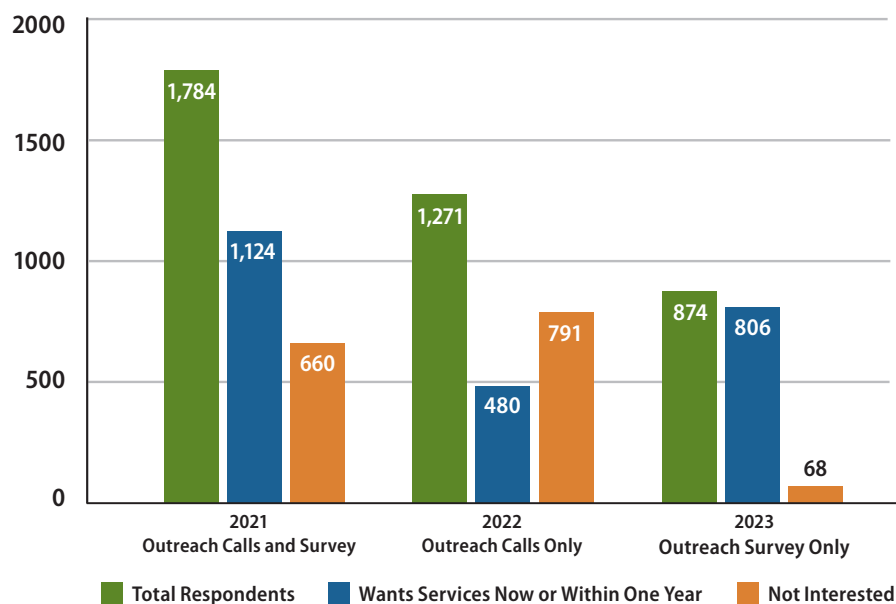
Based on 874 Responses  
Source: Survey Monkey Data, August 15, 2023



We have conducted outreach to individuals on the No-Paid Services caseload in a variety of ways over the past three years. Outreach has consisted of phone calls, a survey, or a combination of the two. Notably this year, most respondents were interested in services; however, only 874 of the 1,206 individuals who started the survey answered a question about their interest in services. We cannot be certain if the remaining 332 respondents had no interest in services or stopped taking the survey for another reason. We believe that the number of individuals interested in services this year may be higher than in previous years due to the methodology of using a survey only. Individuals who were not interested in any service may have chosen not to participate in the survey, or only answer part of it, whereas phone outreach allows us to capture interest or disinterest when someone answers. The chart below shows the type of outreach that we used during each of the past three years, and the resulting responses to service-related questions.

## Service Interests and Timeliness 2021 - 2023

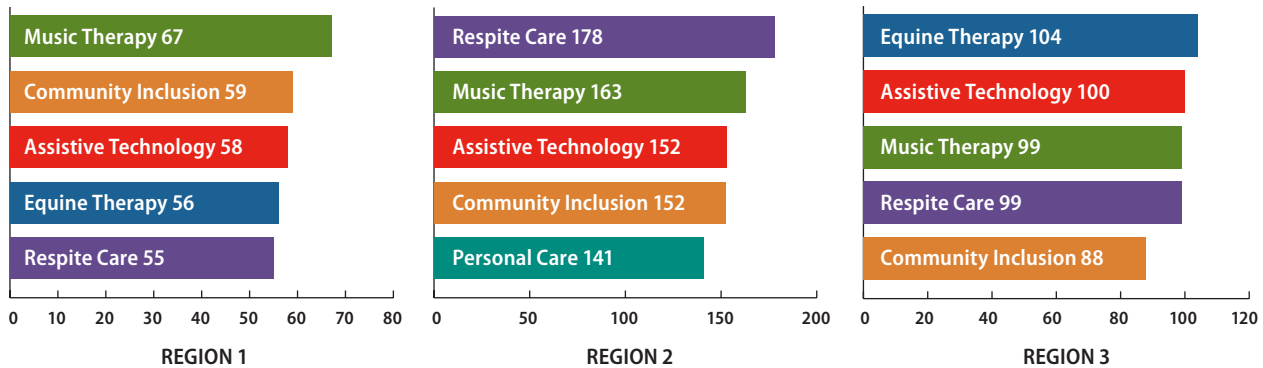
Source: 2021, 2022 Report to the Legislature; Survey Monkey Data, August 15, 2023



The five services that respondents were most interested in receiving now were: Respite Care (In-home or Community), Music Therapy, Assistive Technology, Community Inclusion and Equine Therapy. We noticed a trend that Respite and Community Inclusion or Engagement were also in the top three service interests during 2021 and 2022 No-Paid Services outreach. Additionally, Music and Equine Therapy were two of the five most requested services from 2021's No-Paid Service outreach survey, which are currently available on the Children's Intensive In-Home Behavioral Supports Waiver. The CIIBS waiver serves up to 200 participants statewide and is limited to those under age 21 who are at risk of out of home placement. Regional service interests did not vary much from statewide interests. Both Region 1 and 3 respondents had the same top five service interests, while Region 2 respondents were interested in Personal Care over Equine Therapy. The charts below note the five services that respondents in each of DDA's regions showed the most interest in receiving now.

## Top Five Service Interests “Now” by Region

Source: Survey Monkey Data, August 15, 2023



Participants in the survey were asked to provide the age range of the individual enrolled with DDA. The 930 responses to this question included:

44 individuals  
ages 0-3

230 individuals  
ages 4-15

162 individuals  
ages 16-21

481 individuals  
ages 22-65

13 individuals  
ages 66 +

Source: Survey Monkey Data, August 15, 2023

Most respondents to the survey were individuals ranging in age from 22 to 65, and their service interests align with the top five service interests statewide. However, individuals in other age ranges had some variation in their service interests, with a noticeable difference for those ages 16-21. The chart below shows the top five service interests for each age range. For individuals ages 66 or older, there were multiple service interests that tied for fifth place; we include the top four interests for that age range.

	#1 Service Interest	#2 Service Interest	#3 Service Interest	#4 Service Interest	#5 Service Interest
<b>Ages 0-3</b>	Respite Care	Assistive Technology	Specialized Equipment and Supplies	Music Therapy	Equine Therapy
<b>Ages 4-15</b>	Music Therapy	Assistive Technology	Respite Care	Equine Therapy	Specialized Equipment and Supplies
<b>Ages 16-21</b>	Community Inclusion	Skills Acquisition Training	Supported Employment	Community Engagement	Peer Mentoring
<b>Ages 22-65</b>	Respite Care	Assistive Technology	Music Therapy	Community Inclusion	Equine Therapy
<b>Ages 66+</b>	Community Inclusion	Personal Care	Community Engagement	Music Therapy	(Multiple Responses)

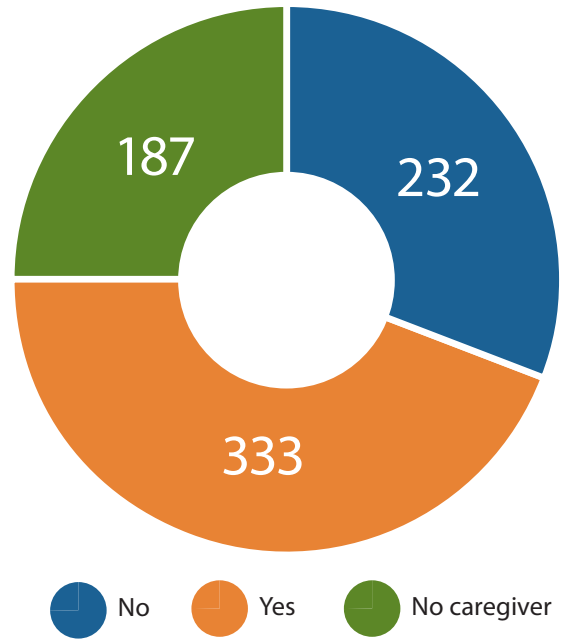
We also asked respondents about interest in the State Supplementary Payment Program, which is a state-paid cash assistance program required by the Social Security Administration. DDA is currently not accepting new enrollees in the SSP program and does not have available funding for the growth of a new SSP category.

We acknowledge that the program received considerable interest with 501 individuals interested in receiving it now or within one year. The report appendix includes tables that provide the number of responses and interest in each DDA service or program based on whether an individual was interested now, within one year, or not interested.

We asked if an individual's caregiver needed a break and provided the definition of a caregiver as a person that helps with daily tasks such as hygiene, mobility, laundry, shopping and transportation. There were 333 individuals who responded that their caregiver needs a break, and 332 participants indicated a service interest now for Respite (In-Home/Community) on the service question. The chart on the right shows responses to the survey question, "Does Your Caregiver Need a Break?"

## Responses to "Does Your Caregiver Need a Break?"

Based on 752 Responses  
Source: Survey Monkey Data, August 15, 2023

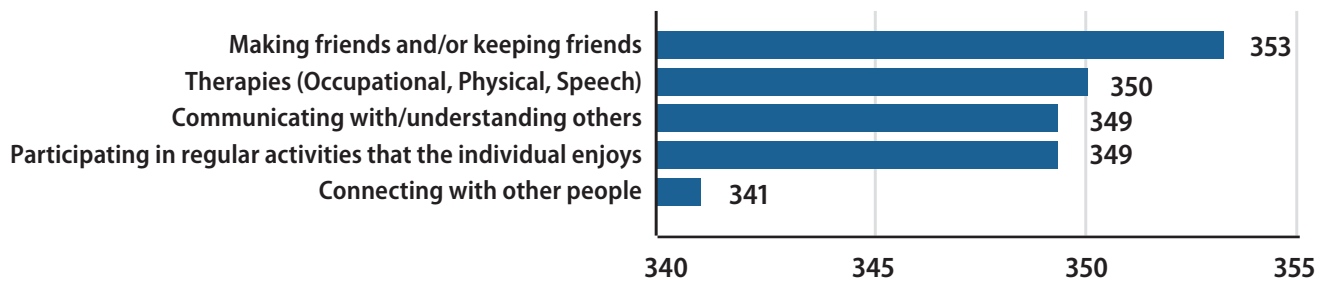


*"We have yet to use services but now that [our child] will be graduating high school, she will need help with life skills."*

Our outreach survey also captured information about the needs of individuals on the No-Paid Services caseload. Respondents were able to select multiple options out of a list of 32 needs and enter text for anything we did not list. This important information tells us why DDA services may be needed, which community resources would be helpful and where there might be gaps in our service delivery. DDA staff are currently compiling and updating a database of community resources for each county in Washington state. Case managers will be able to search based on needs expressed and provide individuals with local referrals. The chart below shows the five most expressed needs statewide.

## Most Expressed Needs Statewide

*Based on 842 Responses  
Source: Survey Monkey Data, August 15, 2023*



Individuals were able to write in a response for other needs that the survey did not list. Other needs that respondents submitted included assistance with government benefits and insurance, exercise and well-being, Applied Behavioral Analysis therapy, family counseling and medical transportation. The most expressed needs were the same in each of DDA's regions, except for Region 1 where the need "Getting to and from places in the community" was also included in the top five due to a tie. Table 2 in the appendix shows the number of respondents statewide that expressed each specific need.

The outreach survey gave respondents an opportunity to provide information about their experience with DDA. We received 317 responses with a variety of comments and concerns. Some individuals had no comment or replied that they don't have experience with DDA and might use services in the future. Many respondents expressed concerns about long wait times and difficulty navigating our system. We combined some of these common concerns into themes which we respond to in the table below.



*Word Cloud of Survey Responses to Experience of DDA  
Source: Survey Monkey Data, August 15, 2023*



Concern	How DDA Plans to Address the Concern
<p>Wait times for assessments, case manager assignment, and/or communication responses.</p>	<p>Case managers are being phased in and assigned to individuals on the No-Paid Services caseload. Following this phase in, each newly DDA eligible individual will be assigned a case manager within five business days of their eligibility decision date. Individuals will be contacted to get their assessment scheduled within five days of a service request and case manager assignment. While assessments may still be scheduled out several months, we are optimistic that having a dedicated case manager will improve assessment wait times. Case managers will also be expected to follow the DSHS policy to respond to individual inquiries within two business days.</p>
<p>Confusion or difficulties navigating DDA's system, including being unaware of services, who to contact and what is available.</p>	<p>DDA's front door staff receive monthly training which includes information about how to talk about DDA's processes, programs and services. Individuals will receive a letter with their case manager's contact information as caseloads are assigned. Case managers will be contacting individuals on the No-Paid Services caseload at least once per year to discuss available programs, services and community resources. Individuals will be directed to their dedicated case manager when they have questions or need assistance from DDA.</p>

## Summary

ESSB 5819 directed DSHS' Developmental Disabilities Administration to provide case management to individuals on the No-Paid Services caseload, update the caseload for accuracy and inquire if individuals would like a service now or within one year. This work started in 2022 and continues today.

Individuals on DDA's No-Paid Services caseload are being assigned a dedicated case manager for the first time in 12 years, and annual contact has begun. During annual contact, individuals are informed of DDA program and service options, asked if they would like services now or within one year, offered an assessment when they request services and provided referrals to community resources and informal supports as needed. With case managers assigned, individuals also have a direct point of contact at DDA when they have questions or express a future need or concern. Information that we received from this year's outreach and previous outreach attempts helps inform us of the needs and service interests of individuals on the caseload, which helps us plan for service delivery and community resources.

We updated our CARE system to allow the assignment of case managers, and we have developed procedures to assist us in our efforts to have an accurate count of individuals on the No-Paid Services caseload. We are optimistic that the reintroduction of case managers and annual contact will not only increase accuracy of the No-Paid Services caseload, but most importantly, it will allow us to further DDA's mission of transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

*"I was a client years ago but lost services. I am now 24 years old and need services to help me live an independent life."*



## Appendix

### Table 1: Interest in DDA Services Now or Within One Year

Source: Survey Monkey Data, August 15, 2023

DDA Service or Program	Interested Now	% Interested Now	Interested Within One Year	% Interested Within One Year	Not Interested	% Not Interested	Total Responses
State Supplementary Payment Program	338	44%	163	21%	276	35%	777
Respite Care (In Home/Community)	332	40%	141	17%	363	43%	836
Music Therapy	329	42%	173	22%	275	35%	777
Assistive Technology	310	35%	128	15%	436	50%	874
Community Inclusion	299	36%	227	27%	310	37%	836
Equine Therapy	294	38%	165	21%	318	41%	777
Personal Care	269	31%	131	15%	474	54%	874
Skills Acquisition Training	263	30%	200	23%	411	47%	874
Specialized Equipment and Supplies	255	31%	91	11%	466	57%	812
Community Engagement	248	30%	203	24%	385	46%	836
Respite Care (Out-of-Home)	243	29%	140	17%	453	54%	836
Peer Mentoring	233	30%	211	27%	333	43%	777
Wellness Education	231	30%	124	16%	422	54%	777
Therapeutic Adaptations	206	25%	114	14%	492	61%	812
Supported Parenting	202	26%	106	14%	469	60%	777
Staff/Family Consultation	193	25%	212	27%	372	48%	777
Person Centered Plan Facilitation	181	23%	209	27%	387	50%	777
Specialized Habilitation	161	21%	167	21%	449	58%	777
Supported Employment	155	19%	181	22%	497	60%	833
Specialized Evaluation and Consultation	135	17%	177	23%	465	60%	777
Specialized Clothing	130	16%	46	6%	636	78%	812
Stabilization Services	118	15%	111	14%	548	71%	777
Environmental Adaptations	105	13%	99	12%	608	75%	812
Alternative Living	96	13%	134	18%	526	70%	756
Risk Assessment	63	8%	51	7%	663	85%	777
Vehicle Modifications	52	6%	50	6%	710	87%	812
Out-of-Home	45	6%	61	8%	650	86%	756
Intensive Habilitation	37	5%	49	6%	670	89%	756
Skilled Nursing	36	5%	30	4%	711	92%	777
Companion Home	30	4%	75	10%	651	86%	756
Supported Living	29	4%	73	10%	654	87%	756
Adult Family Home	24	3%	59	8%	673	89%	756
Enhanced Adult Residential Care	20	3%	44	6%	692	92%	756
Adult Residential Care	19	3%	70	9%	667	88%	756
Group Home	17	2%	45	6%	694	92%	756
Extermination of Bed Bugs	16	2%	26	3%	770	95%	812

## Appendix

**Table 2: Needs and the Number of Respondents Who Expressed Each Need**

*Based on 842 Responses*

*Source: Survey Monkey Data, August 15, 2023*

Need	Number of Respondents Who Expressed the Need
Making and/or keeping friends	353
Therapies (Physical, Occupational and/or Speech therapy)	350
Communicating with/understanding others	349
Participating in regular activities that you enjoy, including cultural and/or spiritual activities	349
Connecting with other people	341
Education and learning	315
Getting to and from places in the community	294
Skill building	273
Safety	229
Support for my behavioral health	229
Saving and spending money	224
Managing feelings	223
Finding and/or keeping a job	217
Childcare	206
Food and/or clothing resources	189
Medical, dental and/or vision care	188
Finding a caregiver	183
Getting equipment or supplies to support your daily life	182
Life and family planning	165
Mental health counseling	163
Rental assistance	139
Finding and/or keeping housing	128
Utility assistance	128
Supported decision making	120
Making your surroundings more accessible	80
Guardianship	69
Intimate relationships	64
Legal assistance	51
Other need	20
Interpreting/translating	14
Alcohol, tobacco and/or drug usage	13
Homeless resources	9
Citizenship	6

### Table 3: Respondents Who Answered for Multiple Individuals in One Survey Response

Based on 2 Responses from Professionals Working with Individuals Ages 22-65

Source: Survey Monkey Data, August 15, 2023

Respondent 1, Region 3	Respondent 2, Region 2
Residence Type: Prefer Not to Answer	Residence Type: Clients live in apartments or houses
<p><b>Expressed Needs:</b> Connecting with other people, Making and/or keeping friends, Participating in regular activities that you enjoy, including cultural and/or spiritual activities, Getting to and from places in the community, Child-care, Intimate relationships, Safety, Saving and spending money, Education and learning, Finding and/or keeping a job, Finding and/or keeping housing, Homeless resources, Rental assistance, Utility assistance, Food and/or clothing resources, Making your surroundings more accessible, Getting equipment or supplies to support your daily life, Finding a caregiver, Skill building, Medical, dental and/or vision care, Therapies (Physical, Occupational and/or Speech therapy), Mental Health counseling, Managing feelings, Support for my Behavioral Health, Legal assistance, Supported Decision Making, Guardianship, Interpreting/Translating</p>	<p><b>Expressed Needs:</b> Connecting with other people, Making and/or keeping friends, communicating with/understanding others, Participating in regular activities that you enjoy, including cultural and/or spiritual activities, Getting to and from places in the community, Therapies (Physical, Occupational and/or Speech therapy), Managing feelings, Support for my Behavioral Health, Supported Decision Making</p>
<p><b>Service Interests Now:</b> Personal Care, Assistive Technology, Skills Acquisition Training, Community Engagement, Community Inclusion, Respite Care (in-home/community), Respite Care (out-of-home), Supportive Employment, Environmental Adaptations, Specialized Clothing, Specialized Equipment and Supplies, Therapeutic Adaptations, Vehicle Modifications, Equine Therapy, Music Therapy, Peer Mentoring, Person Centered Plan Facilitation, Risk Assessment, Skilled Nursing, Specialized Evaluation and Consultation, Specialized Habilitation, Stabilization Services, Staff/Family Consultation, State Supplementary Payment Program, Supported Parenting, Wellness Education, Adult Family Home, Alternative Living, Adult Residential Care, Companion Home, Enhanced Adult Residential Care, Group Home, Supported Living, Intensive Habilitation, Out-of-Home</p> <p><b>Not Interested:</b> Extermination of Bed Bugs</p>	<p><b>Service Interests Now:</b> Personal Care, Assistive Technology, Skills Acquisition Training, Community Engagement, Community Inclusion, Respite Care (out-of-home), Supportive Employment, Environmental Adaptations, Specialized Equipment and Supplies, Therapeutic Adaptations, Equine Therapy, Music Therapy, Peer Mentoring, Person Centered Plan Facilitation, Specialized Evaluation and Consultation, Specialized Habilitation, Stabilization Services, Staff/Family Consultation, Wellness Education</p> <p><b>Not Interested:</b> Respite Care (in-home/community), Extermination of Bed Bugs, Specialized Clothing, Vehicle Modifications, Risk Assessment, Skilled Nursing, State Supplementary Payment Program, Supported Parenting</p> <p><b>No Response:</b> DDA housing-related services</p>
"Does your caregiver need a break?": Yes	"Does your caregiver need a break?": No response