

Enhanced Case Management Program

Overview

The Enhanced Case Management Program helps when health or safety concerns put clients at higher risk for abuse or neglect. Individuals and families need extra support when there are concerns about isolation, the home environment or quality of care. ECMP provides case resource managers who have smaller caseloads of 30 or less and can offer specialized support. The CRMs can make home-visits at least once every four months.

ECMP promotes:

- A person-centered, holistic approach to service.
- Quality of care and provides access to resources.
- Community integration using paid and non-paid supports.
- Peer connections.
- Personal health and safety.
- Safe living environments.
- Other DDA services.

Budget

Our current budget supports up to 1,500 clients.



Partners

- DDA clients
- Family members
- Legal representatives
- Contracted providers

Eligibility

DDA clients are eligible for Enhanced Case Management if their DDA assessment or recent incident reflects health or safety concerns about isolation, the home environment or quality of care.

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Washington State
Department of Social
& Health Services

Transforming lives

Oversight

DSHS uses a formal review and evaluation process to determine whether a service provider meets certification requirements described in 388-829A WAC, DDA policies and the DDA contract. DDA conducts certification evaluation of the contracted providers at least annually.

DSHS' Adult Protective Services investigates complaints regarding abuse, neglect, exploitation, financial exploitation or mistreatment of clients.

External

- DSHS' Adult Protective Services
- Centers for Medicare and Medicaid Services
- Office of the Washington State Auditor
- Washington State Department of Health

Internal

- DDA Office of Compliance, Monitoring and Training
- DDA Office of Quality Programs and Stakeholder Involvement



Authority

[Title 71A RCW](#), developmental disabilities

[RCW 71A.12.320](#), risk of abuse and neglect — process — home visits

[Chapter 388-829B WAC](#), Enhanced Case Management Program

DDA developed the Enhanced Case Management Program in response to Senate Bill 6564, *Protecting Persons with Developmental Disabilities*.