

**WAC 388-101D-0196 What is the client critical case protocol?**

(1) The client critical case protocol is a formal, person-centered process for addressing unmet residential support needs for a client receiving services from a contracted supported living provider, which, if unaddressed might result in a disruption in residential services.

(2) DDA must include in the client critical case protocol:

(a) The client, if they choose to participate;

(b) The client's legal representative, if the client has one, and if they choose to participate;

(c) A representative from the client's current supported living agency; and

(d) DDA.

(3) The steps of the client critical case protocol include DDA:

(a) Identifying the client's unmet need as a critical case;

(b) Notifying parties in subsection (2) of this section that a critical case has been identified;

(c) Conducting a critical case conference under WAC 388-101D-0198;

(d) Identifying action steps through a critical case conference; and

(e) Distributing an outcome summary to participants for review and correction.

[Statutory Authority: RCW 71A.12.030 and 71A.26.030. WSR 24-02-042, § 388-101D-0196, filed 12/27/23, effective 1/27/24.]