

**CRITERIA FOR AN EVALUATION SYSTEM
(BARS Category 568.60)
DIVISION OF DEVELOPMENTAL DISABILITIES
July 1, 2009**

CRITERIA FOR ALL SERVICES

A. SERVICES ACCORDING TO INDIVIDUAL NEED -- The service provider documents:

1. That participants are authorized for services by the Division of Developmental Disabilities (DDD).
2. That services the participant is receiving relate to the participant's Individual Habilitation Plan (ICF/MR), Individual Service Plan, Plan of Care and/or Individual Support Plan (HCBS Waivers), Individualized Family Service Plan (IFSP) and/or the County authorization/individual service agreement plan as applicable. A copy of the current Individual Support Plan will be maintained in the participant's file.
3. That the participant has been informed of the services hours (minimum and maximum) to be provided.
4. That it has a grievance process for participants that:
 - a. Is approved by the County.
 - b. Is explained to participants and others in accordance with Necessary Supplemental Accommodation (NSA) Policy 5.02.
 - c. Negotiates conflicts.
 - d. Advocates are available and participants are encouraged to bring advocates to help negotiate.
 - e. Provides a mediation process using someone who is unaffected by the outcome if conflicts remain unresolved.
 - f. Prohibits retaliation for using the grievance process.
5. That participants and others, in accordance with NSA Policy 5.02, have been informed of their rights, what services and benefits may be expected from the program, and the program's expectations of them, and if necessary, the participant's family, guardian or advocate is also informed.

B. DEGREE OF SUPPORT

The service provider documents how it has identified and addressed support needs of each participant.

C. HEALTH AND SAFETY -- The service provider has a policy for and documents:

1. That incidents involving injury, health, or safety issues are immediately reported to the DDD Office and the County.
2. That mandatory reporting is done in accordance with 74.34 RCW and 26.44 RCW.
3. That emergency contact and medical information (medications, diet, allergies, etc.) needed during the hours of service is available for each participant.

D. POLICIES PROTECTING INDIVIDUAL RIGHTS

The service provider has policies that protect individual rights that include but are not limited to ensuring:

- a. Respectful staff-to-participant interactions
- b. A person's right to be treated with dignity and respect and free of abuse
- c. A person's right to privacy
- d. Safeguarding personal information

E. ORGANIZATIONAL DESIGN -- The service provider documents:

1. A written performance plan which describes, program objectives, expected outcomes, how and when objectives will be accomplished; and that the plan is evaluated at least biennially and revised based on actual performance.
2. The agency assures all direct service staff are trained and that training is documented.
3. That it is able to account for and manage public funds.
4. An administrative/organizational structure that clearly defines responsibilities.
5. That each employee has an up to date (within 3 years) satisfactory DSHS Background Check Central Unit (BCCU) background check on file.
6. That it employs typical safety protection per the standards of the environment the participant is working or receiving services in.
7. That DDD Policy 5.05 Limited English Proficient Clients is supported.

CRITERIA FOR SPECIFIC SERVICES

F. 568.61 CHILD DEVELOPMENT SERVICES (Birth to Three)

The County evaluates, or in collaboration with the Local Lead Agency that service providers document:

1. Services are in compliance with the natural environments criteria for IDEA, Part C and Washington State' Infant Toddler Early Intervention Programs' Federally Approved Plan.
2. That training, experience, and expertise of staff meet the highest entry level requirements in Washington State for Early Intervention Professionals and relate to the needs of the participants.
3. Evaluation (eligibility), assessment (child and family need) and the Individualized Family Service Plan (IFSP) was conducted within 45 days of receipt of referral. (Referral is defined as the date the family has been informed of the opportunity for services, of their rights, and they indicate a desire to pursue services).
4. The family was assisted to ensure the child obtained an evaluation by a multidisciplinary team.
5. The evaluation used to determine eligibility was:
 - a. Completed by two different people representing two different professions using two different standardized tools looking at all five areas of development
 - b. Documented that the child demonstrated a delay of 1.5 standard deviation or 25% of chronological age delay in one or more of the developmental areas
6. Contractor received from the parent, in writing, consent for all activities related to the provision of early intervention services in the family's native language or other mode of communication.
7. The IFSP was reviewed every six months with a new plan written annually.
8. The IFSP is based on the individualized, functional needs of the infant or toddler and the concerns and priorities of the parents.
9. Services and supports were provided, to the maximum extent appropriate for the individual child, in naturally occurring environments and occurs in a setting other than a natural environment only when early intervention cannot be achieved satisfactorily for an infant or toddler in a natural environment.
10. A transition plan for each child participating in the early intervention program was developed 90 days prior to the child's 3rd birthday.

G. 568.63 PREVOCATIONAL EMPLOYMENT -- The service provider documents:

1. That it provides training and support as a part of an individual's pathway to integrated employment in accordance with Policy 4.11 County Services for Working Age Adults.

2. If workers are paid less than prevailing wage, the service provider complies with wage, hour, and productivity standards established by the Washington State Department of Labor.
3. That it has information about wages, productivity, benefits, and work hours for each participant.
4. Wage and work hour goals for each participant.
5. That it evaluates progress in achieving increases wages and work hours for each participant.
6. That the internal facility space, design, furnishing, and materials are appropriate to participant' age and program purpose.
7. That the physical appearance and neighborhood location of the building are consistent with the purpose of the program, and that the location and appearance are similar to places where persons without disabilities would go for the same purpose.

H. 568.62 GROUP SUPPORTED EMPLOYMENT – The service provider documents:

1. That it provides training and support as a part of an individual's pathway to integrated employment in accordance with Policy 4.11 County Services for Working Age Adults.
2. That if workers are paid less than prevailing wage, the service provider complies with wage, hour, and productivity standards established by the Washington State Department of Labor.
3. That it has information about wages, productivity, benefits, and work hours for each participant.
4. Wage and work hour goals for each participant.
5. That it evaluates progress in achieving increased wages and work hours for each participant.
6. That the identification and provision of supports necessary for job success have been provided to each participant. Supports may include, but are not limited to, identification of resources necessary for transportation, job restructuring, work materials or routine adaptation, work environment modifications, identification of job counseling needs.
7. That supports, including training and support to employers and co-workers have been provided in each job placement to ensure jobs are maintained. This includes the development of natural supports.
8. That participants are given the opportunity for job placement change if desired.
9. That placement and retention rates are tracked for each participant.

I. 568.64 INDIVIDUAL SUPPORTED EMPLOYMENT – The service provider documents:

1. That it provides training and support as a part of an individual's pathway to integrated employment in accordance with Policy 4.11 County Services for Working Age Adults.
2. That it has information about wages, benefits, and work hours for each participant.
3. Wage and work hour goals for each participant.
4. That it evaluates progress in achieving increased wages and work hours for each participant.
5. That the identification and provision of supports necessary for job placement have been provided to each participant. Supports may include, but are not limited to, identification of resources necessary for transportation, job restructuring, work materials or routine adaptation, work environment modifications, identification of job counseling needs.
6. That supports, including training and support to employers and co-workers, have been provided in each job placement to ensure jobs are maintained. This includes the development of natural supports.
7. That participants are given the opportunity for job placement change if desired.
8. That placement and retention rates are tracked for each participant.
9. That County-adopted self employment guideline, if applicable, is followed for any individual who owns and operates a business. In addition, at a minimum, any self-employment venture must include a business plan, established benchmarks for financial gain, and show that progress is being made towards providing a living wage.
10. Strategies implemented at six month to support unemployed client.
11. Participants service review after twelfth month of unemployment.

J. 568.67 COMMUNITY ACCESS SERVICES -- The service provider documents:

1. That if a person is referred to the program for a reason other than age (62 or older), a copy of the Exception to Policy is kept in the participant file.
2. That it assists each individual to participate in activities, events and organizations in the individual's neighborhood or local community in ways similar to others of retirement age.
3. That it assists each participant to take part in activities on an individual basis.

4. That it provides the opportunity for connections between the participant and people without disabilities who are not paid to provide services to the participant.

K. 568.66 PERSON TO PERSON -- The service provider documents:

1. That it provides training and support as a part of an individual's pathway to integrated employment in accordance with Policy 4.11 County Services for Working Age Adults.
2. That it evaluates progress in achieving participant goals.
3. That volunteer opportunities comply with Washington State Department of Labor standards.
4. Strategies implemented at six month to support unemployed client.
5. Participants service review after twelfth month of unemployment.