

**CRITERIA FOR AN EVALUATION SYSTEM**  
**(BARS Category 568.60)**  
**DIVISION OF DEVELOPMENTAL DISABILITIES**  
**July 1, 2011**

**CRITERIA FOR ALL SERVICES**

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

1. That services the participant is receiving relate to the participant's Individual Habilitation Plan (IHP) (ICF/MR), Individual Service Plan (ISP), DDD Assessment including the Individual Support Plan (ISP) and/or Individualized Family Service Plan (IFSP).
2. A copy of the current ISP and DDD Assessment and/or IFSP if applicable, will be maintained in the participant's file.
3. Adult Employment Plans will include the information listed below. Initial plans will be completed within 60 days and must be signed by the participant.
  - a. Type of employment the individual wishes to obtain or maintain;
  - b. The number of hours and the individual's desired work;
  - c. The wages the individual wishes to earn;
  - d. The area or location the individual wishes to work;
  - e. The individual's skills, gifts and preferred activities;
  - f. The type and amount of supports the person is likely to need in securing and maintaining employment; and
  - g. Identify other persons and/or entities (such as family, Division of Vocational Rehabilitation) available to assist in reaching employment goals.
4. Adult Community Access plans will include information that identifies and addresses the individualized goal and support needs for each participant.
5. There is a County approved grievance process for participants that:
  - a. Is explained to participants and others in accordance with DDD Policy 5.02, *Necessary Supplemental Accommodation*;
  - b. Negotiates conflicts;
  - c. Advocates are available and participants are encouraged to bring advocates to help negotiate;
  - d. Provides a mediation process using someone who is unaffected by the outcome if conflicts remain unresolved (a DDD Case Resource Manager may be included as an alternative option);
  - e. Prohibits retaliation for using the grievance process
  - f. Includes a process for tracking and reporting grievances.
6. Participants and others, in accordance with DDD Policy 5.02 have been informed of their rights, what services and benefits may be expected from the program, the program's expectations of them, and if necessary, the participant's family, guardian or advocate is also informed.

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

1. Incidents involving injury, health or safety issues are immediately reported to DDD Central Office and the County (reference DDD Policy 6.08, *Mandatory Reporting Requirements for Employment and Day Program Services Providers*).
2. Incident reports are tracked and analyzed for potential trends and patterns.
3. Mandatory reporting is done in accordance with Chapter 74.34 RCW, *Abuse of Vulnerable Adults* and Chapter 26.44 RCW, *Abuse of Children*.
4. Emergency contact and medical information (medications, diet, allergies, etc.) needed during the hours of service is available for each participant.

**C. POLICIES PROTECTING INDIVIDUAL RIGHTS** -- The service provider has policies that protect individual rights that include but are not limited to ensuring:

1. Respectful staff-to-client interactions;
2. A person's right to be treated with dignity, respect and free of abuse;
3. A person's right to privacy; and
4. Safeguarding personal information.

**D. 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. Each employee has a current (within three years), satisfactory background check which has been completed by the DSHS Background Check Central Unit (BCCU). Child Development service providers may submit their background checks directly to the BCCU at DSHS, or they may submit the background checks to the Department of Early Learning, for processing by the DSHS BCCU.
6. Evidence that it employs typical safety protection based upon the environment the participant is working or receiving services in.
7. Assures equal access to persons who do not speak or have a limited ability to speak, read, or write English well enough to understand and communicate effectively. (reference DDD Policy 5.05, *Limited English Proficient (LEP) Clients*).

## CRITERIA FOR SPECIFIC SERVICES

**E. 568.61 CHILD DEVELOPMENT SERVICES (Birth to Three)** -- The County evaluates, in collaboration with the Local Lead Agency, that service providers document:

1. The child and family received timely services. Services are considered timely if they begin within 30 days of the start date on the signed IFSP unless the IFSP documents that the parent requested a delay in the start of the service(s).
2. Services are in compliance with the natural environments criteria for IDEA, Part C and Washington State's federally-approved Early Intervention Plan.
3. 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.
4. 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).
5. The family was assisted to ensure the child obtained an evaluation by a multidisciplinary team.
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. Progress toward the child and family outcomes within the IFSP are assessed on an ongoing basis and documented at least annually.
9. Child and family outcomes within the IFSP are functional and based on the individualized needs of the infant or toddler and the concerns and the priorities of the family. Child specific outcomes reflect the child's participation in everyday routines and activities. Family specific outcomes address the capacity of the family to enhance their child's development.
10. 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.
11. A transition plan for each child participating in the early intervention program was developed at least 90 days prior to the child's third birthday.

**F. 568.62, 63, 64, 66 ALL EMPLOYMENT SERVICES** -- The service provider documents:

1. All services relate to the participant's individually identified goal(s) as outlined in the employment plan.

2. 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.
3. Employment service activity and the outcome of those activities in the participant's progress reports.
4. Training and support is provided as a part of an individual's pathway to integrated employment in accordance with DDD Policy 4.11, *County Services for Working Age Adults*.
5. Information about wages, productivity, benefits, and work hours for each participant.
6. Progress in achieving increased wages and work hours for each participant.
7. That the participant is given the opportunity for change in job placement if desired.
8. Placement and retention rates are tracked for each participant.
9. Strategies are implemented at six months to support unemployed participant.
10. Participant's service review, after twelfth month of unemployment.

**G. 568.62 GROUP SUPPORTED EMPLOYMENT** -- The service provider documents:

1. That supports, which include training and support to employers and co-workers have been provided in each job placement to ensure jobs are maintained. This also includes the development of natural supports.

**H. 568.63 PRE-VOCATIONAL SERVICES** -- The service provider documents:

1. 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.
2. The internal facility space, design, furnishing, and materials are appropriate to participants' age and program purpose.

**I. 568.64 INDIVIDUAL SUPPORTED EMPLOYMENT SERVICES** -- The service provider documents:

1. Supports, which include training and support to employers and co-workers, have been provided in each job placement to ensure jobs are maintained. This also includes the development of natural supports.
2. Service is in accordance with Employment Services Activities – Strategies Progress/Outcomes.

3. State-adopted, self-employment guidelines, if applicable, are followed for any individual who owns and operates a business. In addition, at 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.
4. That volunteer opportunities comply with Washington State Department of Labor standards.

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

1. All services relate to the participant's individually identified goal(s) as outlined in their plan.
2. Each individual is assisted to participate in typical and integrated activities, events and organizations in the individual's neighborhood or local community in ways similar to others of same age.
3. Each participant is assisted to take part in activities on an individual basis.
4. The opportunity is provided for connection and relationship building between the participant and people without disabilities who are not paid to provide services to the participant.
5. Volunteer opportunities comply with Washington State Department of Labor standards.
6. Service activity and the outcome of those activities are documented in the participant's progress reports.