

# Developmental Disabilities Administration

Department of Social and Health  
Services

**Strategic Plan Metrics**  
2023-2024

# Developmental Disabilities Administration

Success Measure #

## Support People in Our Care and Custody

ADX.50	Number of individuals moved annually from institutional settings to homes in their communities of choice	<a href="#">1.1</a>
ADX.21	Average number of days in a 7-day period in which individuals in Supported Living programs accessed community-based activities	<a href="#">4.1</a>

## Serve People in Their Home Community

ADX.34	Enrollment on the Basic Plus waiver	<a href="#">1.2</a>
ADX.35	Enrollment on the Core waiver	<a href="#">1.3</a>
AD1.2	Percent of clients with developmental disabilities served in home and community-based settings	<a href="#">1.4</a>
ADX.47	Number of home and community-based settings providers	<a href="#">1.5</a>
ADX.48	Enrollment on the No Paid Services caseload	<a href="#">1.6</a>
ADX.36	Enrollment on the Individual and Family Services waiver	<a href="#">2.1</a>
ADX.53	Number of new client authorizations of Assistive Technology (In Process)	2.2
ADX.54	Number of new client authorizations of Remote Supports (In Process)	2.3

## Provide A Pathway Out of Poverty and Become Healthier

ADX.46	Percent of adults aged 21+ with developmental disabilities receiving supported employment services who are earning a wage	<a href="#">3.1</a>
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## Increase Organizational Efficiency, Performance and Effectiveness

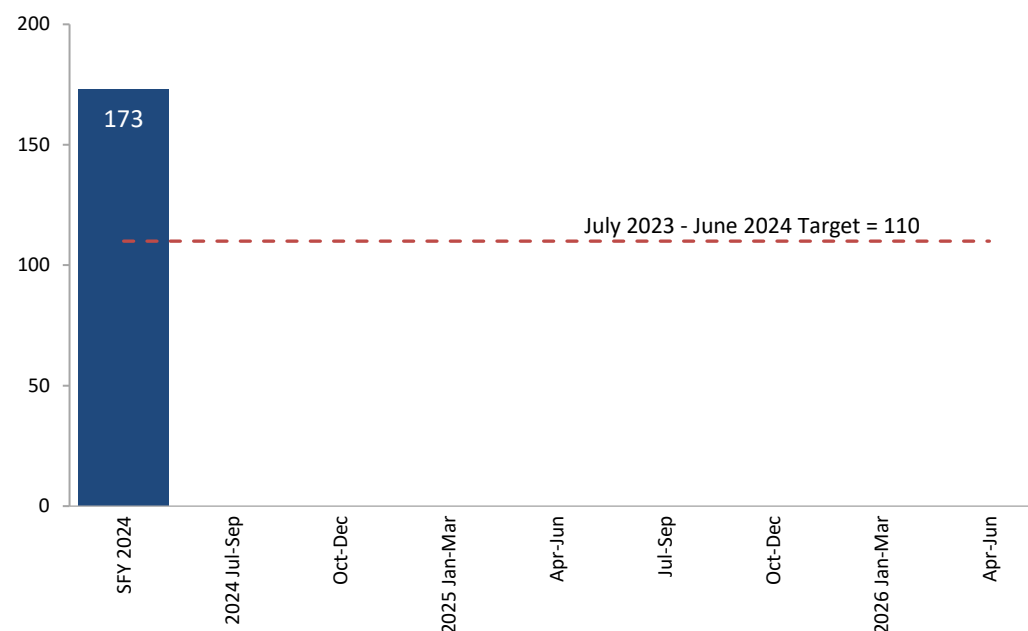
ADX.49	Number of mandatory reporting related citations for Certified residential service providers	<a href="#">4.2</a>
ADX.32	Percent of DDA employees who completed Cultural Humility Training or other relevant EDAI trainings	<a href="#">5.1</a>
ADX.42	Number of DDA employees certified as Certified Diversity Professionals or Certified Diversity Executives	<a href="#">5.2</a>
ADX.51	Percent of key identified positions who completed DSHS 7.01 American Indian Policy Training	<a href="#">5.3</a>
ADX.52	Percent of staff who completed DSHS 7.01 American Indian Policy, DSHS Government to Government, DSHS DDA Core, or DSHS DDA Values in Action training.	<a href="#">5.4</a>

# Developmental Disabilities Administration

## Support People in Our Care and Custody

### Number of individuals moved annually from institutional settings to homes in their communities of choice

Statewide - running totals for each SFY



**DATA SOURCE:** CARE database; supplied by Ron Bryan, DDA.

**MEASURE DEFINITION:** (Running Total) Number of clients moved from an institution to a home in their community.

**DATA NOTES:** 1 The count will reset July 2024. 2 New data is available six weeks after the quarter ends.

#### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan.
- Strategic Objective: Support individuals with developmental disabilities to be able to receive services that support them in living in their own communities rather than in institutional settings.
- Roads to Community Living (RCL) is a project created to help people with developmental disabilities who are thinking of moving from an institution (Residential Habilitation Center, nursing facility, or hospital) to a home in the community. The project provides the planning, support, and services necessary for a successful transition. The project is federally funded through the Money Follows the Person grant.

#### ACTION PLAN

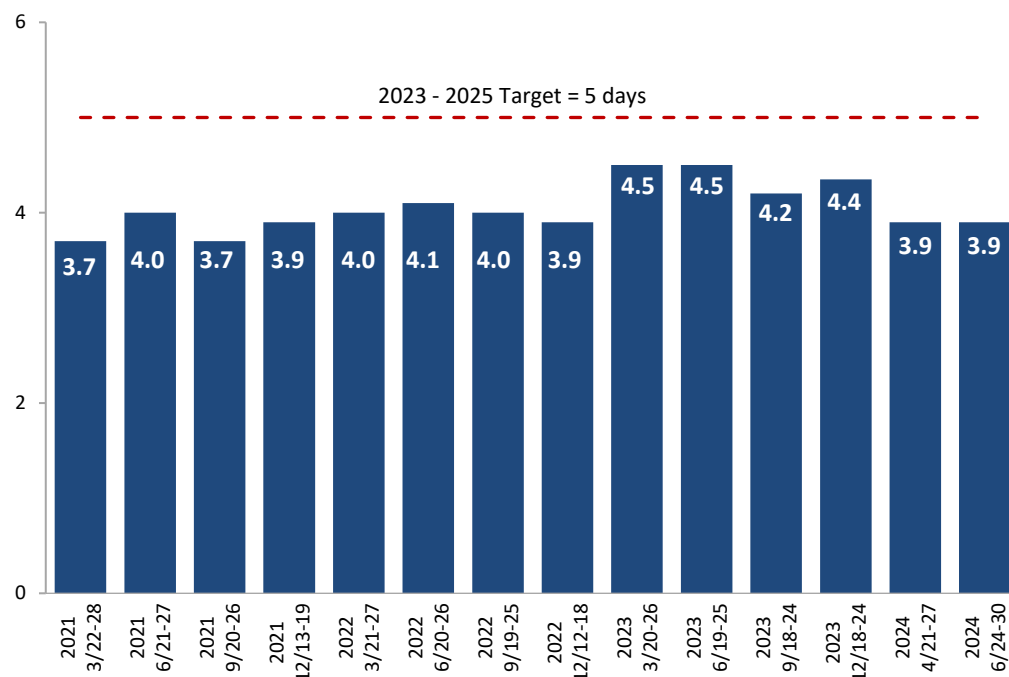
- Statewide RCL/Transition teams meet monthly to discuss progress and problem-solve issues related to transition work.
- RCL QIS compiles quarterly RCL transition data for strategic performance metric to track progress towards 110 annual transition goal.

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.50.xlsx>

# Developmental Disabilities Administration

## Increase Organizational Efficiency, Performance and Effectiveness

### Average number of days in a 7-day period in which individuals in Supported Living programs accessed community-based activities



**DATA SOURCE:** Sample analysis of Individual Instruction and Support Plans (IISPs) and Community Outing summaries; supplied by Robin Wiseman, DDA.

**MEASURE DEFINITION:** Average number of days in a 7-day sample in which individuals in Supported Living programs accessed community-based activities.

**DATA NOTES:** **1** The 7-day sample is the average number of days within a specified 7-day period that sampled individuals participated in community-based activities. **2** The 2015 October data establishes the baseline. **3** Starting April 2018, data is reported quarterly. **4** It is not uncommon for the sample periods in January to show lower rates due to factors including cold weather, a higher percentage of people with reported illnesses that kept them home, and a holiday which decreased public transportation opportunities. *Click below to see additional data notes.*

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.21.xlsx>

#### SUMMARY

- This measures how frequently individuals in supported living programs are participating in community-based activities.
- Samples of individual plans indicate the quality of services being provided by Supported Living programs.

#### ACTION PLAN

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

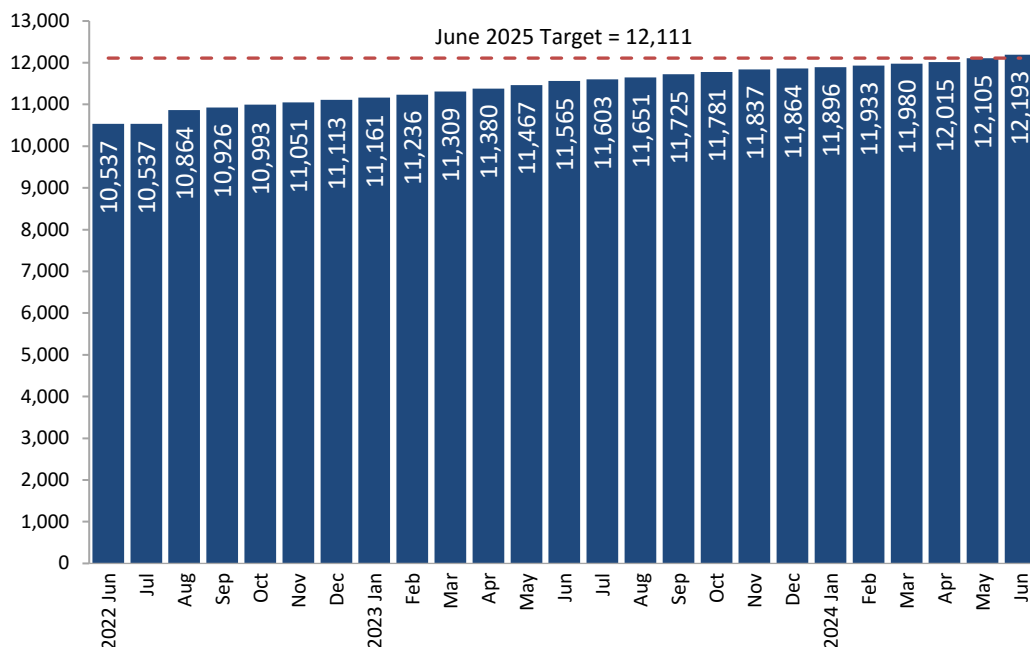
# Developmental Disabilities Administration



## Serve People in Their Home Community

### Enrollment on the Basic Plus waiver

Statewide



**DATA SOURCE:** WaiverCapacityTracking Summary; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** Number of clients enrolled on Basic Plus Waiver.

**DATA NOTES:**

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.34.xlsx>

### SUMMARY

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

- In the 2017 legislative session, the legislature appropriated funds to expand capacity on the Basic Plus waiver for clients graduating from high school who are interested in pursuing support employment services.

- DDA also uses capacity arising from attrition on the Basic Plus waiver to support clients who are at risk of institutionalization if services and supports are not provided to them in the community.

### ACTION PLAN

- DDA routinely monitors the waiver caseload to determine if there is capacity and funding available to support new client enrollment requests for access to waiver funding and services.

- Provide monthly report on capacity of DDA Basic Plus waiver and disposition of waiver enrollment requests reviewed by committee.

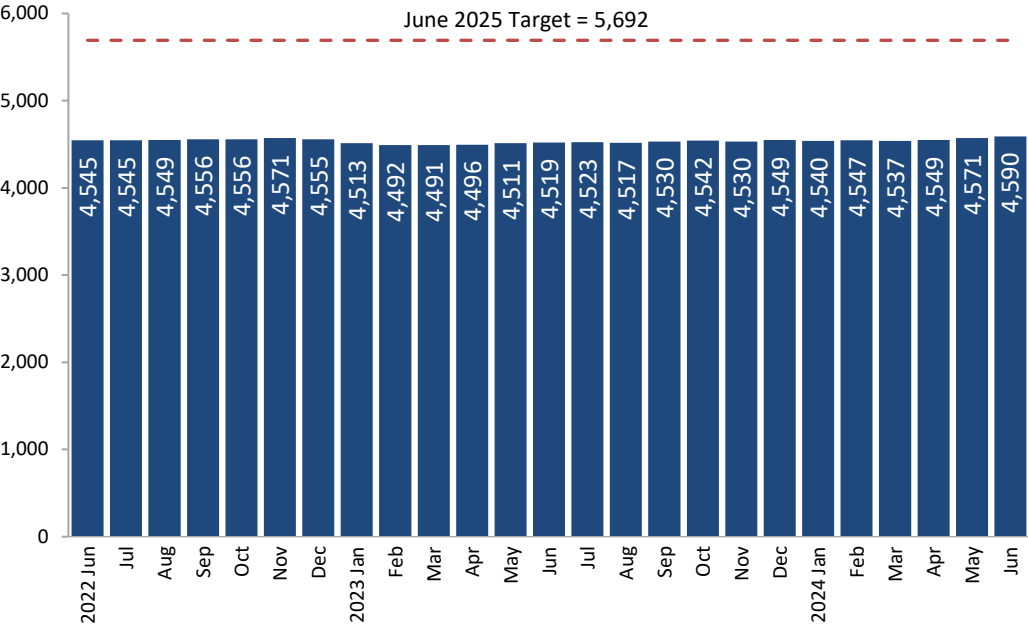
# Developmental Disabilities Administration



## Serve People in Their Home Community

### Enrollment on the Core waiver

Statewide



**DATA SOURCE:** CARE1072\_WaiverCapacityTracking Summary; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** Number of clients enrolled on Core waiver.

**DATA NOTES:**

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.35.xlsx>

### SUMMARY

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

- In the 2017 legislative session, the legislature appropriated funds to expand capacity on the Core waiver for individuals requesting to move from institutions to community residential settings.

### ACTION PLAN

- DDA routinely monitors the waiver caseload to determine if there is capacity and funding available to support new client enrollment requests for access to waiver funding and services.

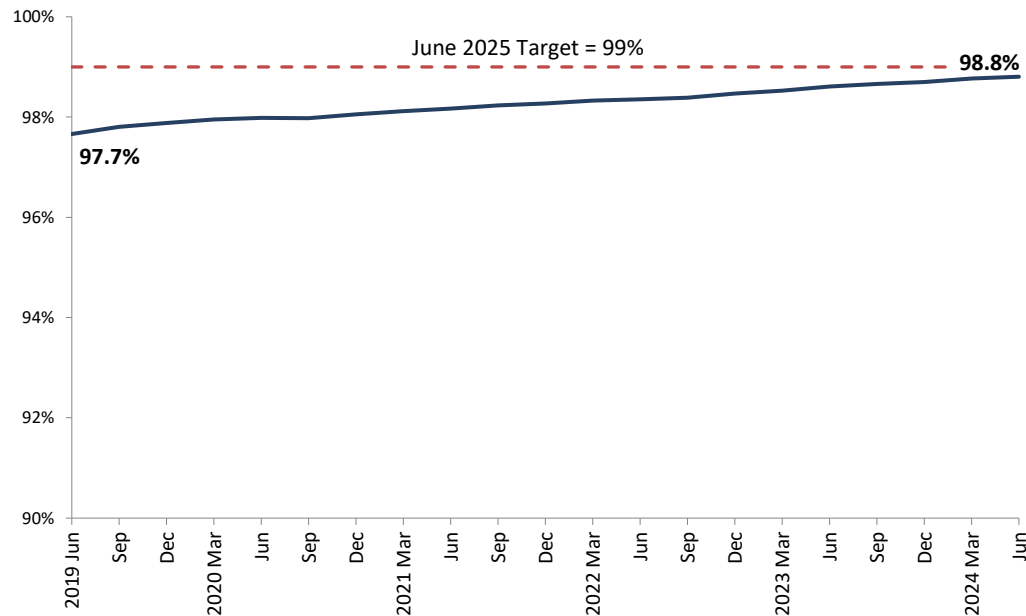
- Provide monthly report on capacity of DDA Core waiver and disposition of waiver enrollment requests reviewed by committee.

# Developmental Disabilities Administration

## Serve People in Their Home Community

### Percent of clients with developmental disabilities served in home and community-based settings

Statewide



#### SUMMARY

- This measure reflects the response to consumer preferences for home and community-based care. It is also an indicator of efficiency, since community care is the least expensive.
- Developing community-based supports and providing options to consumers has been an emphasis and is reflected in the sustained percentage.

#### ACTION PLAN

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

**DATA SOURCE:** CARE data from the Assessment Activity Report; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** **Numerator:** Developmental Disabilities Administration (DDA) Community Clients count.

**Denominator:** Total DDA caseload count.

**DATA NOTES:** **1** Community Clients count includes DDA clients living in community settings and approved to receive Home and Community Based Services (HCBS) Waivers and clients approved to receive Non-Waiver DDA paid services. Total Caseload count is the community client caseload plus the RHC client caseload (no short-term) for each report period.

**2** Performance Metrics chart shows the last month of each quarter.

TO DATA: <https://www.dshs.wa.gov/data/metrics/AD1.2.xlsx>

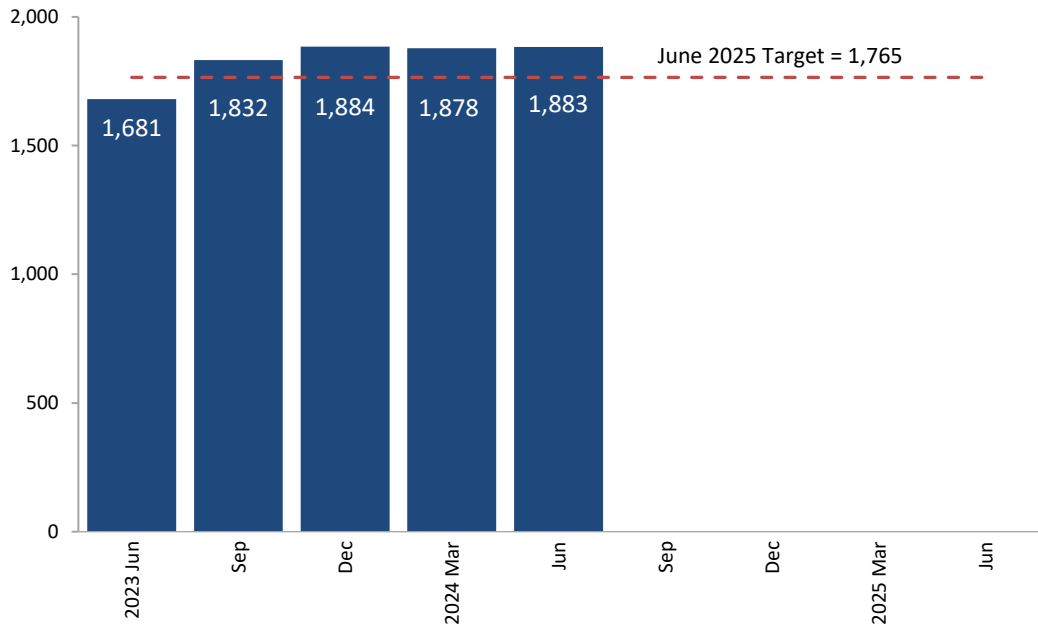
# Developmental Disabilities Administration



## Serve People in Their Home Community

### Number of home and community-based settings providers

Statewide - running total



**DATA SOURCE:** Agency Contracts Database; supplied by Madison Guscott, DDA.

**MEASURE DEFINITION:** (Running Total) Count of signed waiver service contracts.

**DATA NOTES:** 1

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.47.xlsx>

### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan.
- Strategic Objective: Support individuals with developmental disabilities to be able to receive services that support them in living in their own communities rather than in institutional settings.
- HCBS waiver program providers support over 22,000 clients across DDA's five HCBS waiver programs. Provider network growth is essential to accommodate the increase in waiver capacity and clients eligible to receive waiver services.
- A robust provider network ensures clients have their choice of provider and increases waiver service utilization.
- This data shows the number of signed waiver service contracts per the Agency Contracts Database.

### ACTION PLAN

- Partner with DDA EDAI Administrator, Tribal Liaison, and Language Access and Logistics Coordinator to expand and diversify provider pool.

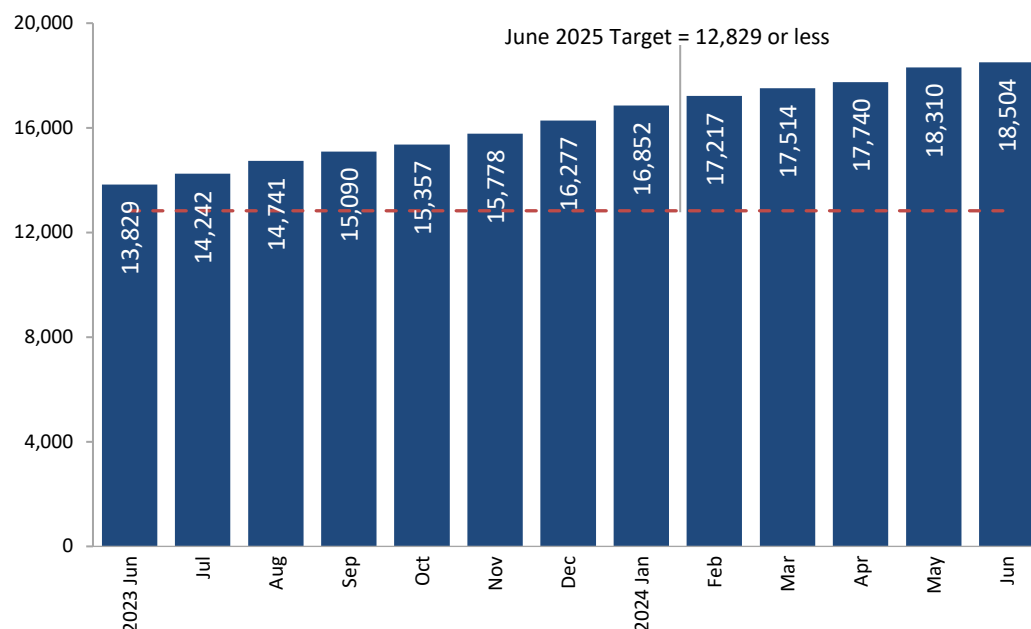


# Developmental Disabilities Administration

## Support People in Our Care and Custody

### Enrollment on the No Paid Services caseload

Statewide



**DATA SOURCE:** DDA Caseload Activity Report; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** Number of clients assigned to No Paid Services Caseload and Birth to Three clients without Community Development Services (CDS).

**DATA NOTES:**

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.48.xlsx>

### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan.

- Strategic Objective: Support individuals with developmental disabilities to be able to receive services that support them in living in their own communities rather than in institutional settings.

- Individuals that become DDA-eligible and do not request a service are assigned to the No Paid Services caseload. They can request programs and services as needed in the future, receive an assessment, and are transferred to a paid services case manager when approved. Individuals may return to the No Paid Services caseload when they are terminated, denied, or voluntarily withdraw from programs and services.

- This strategic measure aims to ensure that DDA staff are responding timely to individuals on the No Paid Services caseload when programs and services are requested. Additionally, the measure serves to ensure that DDA staff are completing annual caseload outreach to inform individuals of program and service options and to guide them through the process to receive paid services.

### ACTION PLAN

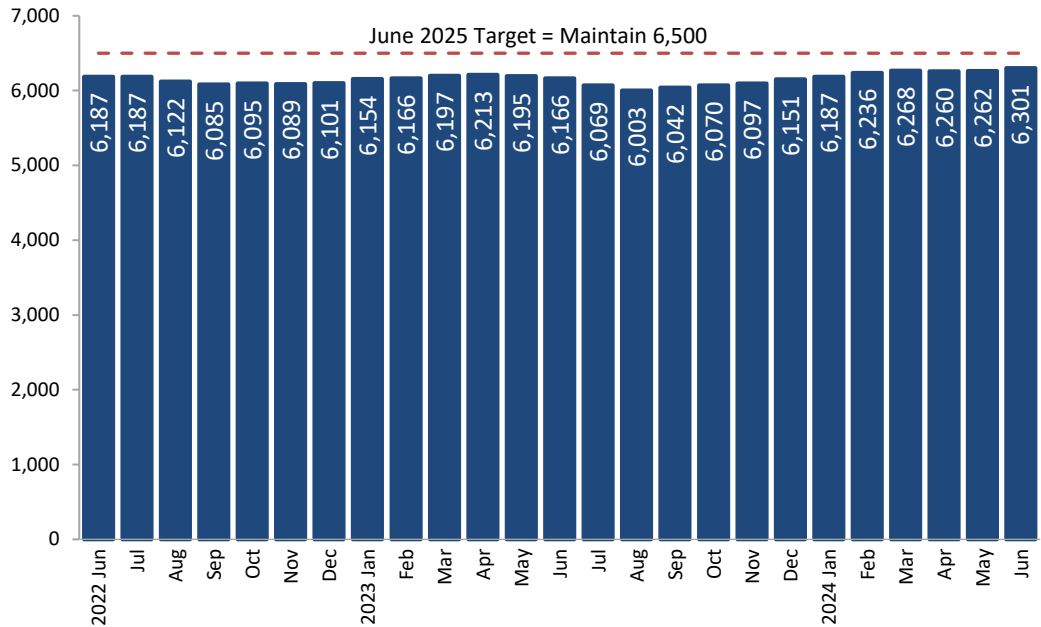
- DDA will continue to monitor the waiver caseload to determine if there is capacity and funding available to support new enrollment requests for access to waiver funding and services.

# Developmental Disabilities Administration



## Serve People in Their Home Community

### Enrollment on the Individual and Family Services waiver



**DATA SOURCE:** DDA Caseload Activity Report; supplied by Andrew McDonald, DDA.  
**MEASURE DEFINITION:** Cumulative number of clients enrolled on the Individual and Family Services waiver.  
**DATA NOTES:**

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.36.xlsx>

#### SUMMARY

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

- The Individual and Family Services (IFS) waiver is designed to offer a variety of services to: 1) help support clients living in the family home; 2) provide clients with a choice of services; and 3) allow clients to have more control over resources allocated to them.

#### ACTION PLAN

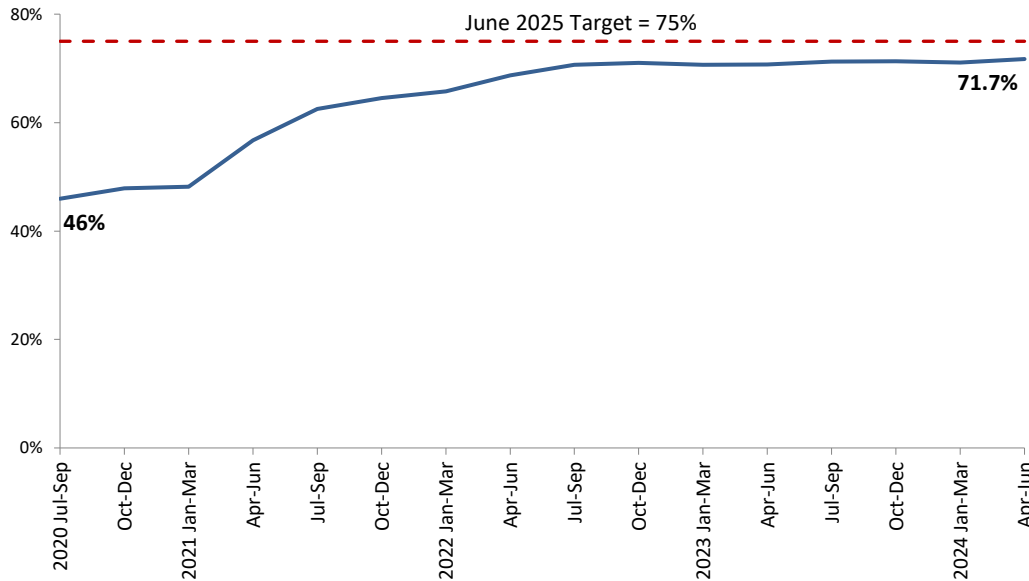
- DDA routinely monitors the waiver caseload to determine if there is capacity and funding available to support new client enrollment requests for access to waiver funding and services.
- Provide monthly report on capacity of DDA waivers and disposition of waiver enrollment requests reviewed by committee.

# Developmental Disabilities Administration

## Provide A Pathway Out of Poverty and Become Healthier

### Percent of adults aged 21+ with developmental disabilities receiving supported employment services who are earning a wage

Statewide



**DATA SOURCE:** CARE Database; supplied by Andrew McDonald.

**MEASURE DEFINITION:** Rates of employment for DD enrolled clients aged 21+ who are currently receiving supported employment services. (Group Supported Employment and Individual Supported Employment) Percent Employed: the proportion of clients employed during the quarter in which they received services.

**DATA NOTES:** 1 This measure replaces AD2.1. Clients receiving Community Inclusion Services are no longer counted in this measure. 2 There is no client upper age limit. 3 New data is available 6 weeks after the quarter ends.

#### SUMMARY

- This measures the percentage of the number of DD clients aged 21+ who are employed as a result of receiving supported employment services.
- Earning a wage is one of the most self-affirming and cost-beneficial achievements for a person with a developmental disability.
- Employment support continues to be a service emphasis and sustaining performance above 50% is important.
- On February 29, 2020, Governor Inslee issued Proclamation 20-05, declaring a state of emergency for Washington State due to the COVID-19 outbreak, and instituted the start of a number of “Stay Safe – Stay Healthy” measures designed to slow the outbreak. Due to the decrease in employment opportunities during the pandemic, the percent of working-age DD clients earning a wage during the quarter they were receiving support employment services decreased to a low of 40.62% in quarter 2020 April-June.
- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.

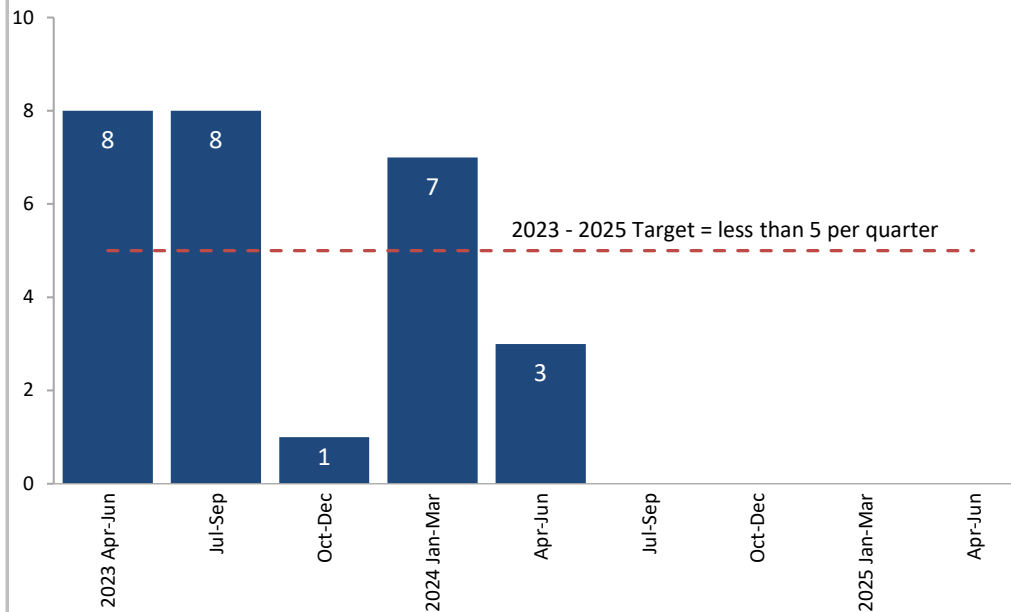
TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.46.xlsx>

# Developmental Disabilities Administration

## Increase Organizational Efficiency, Performance and Effectiveness

### Number of mandatory reporting related citations for Certified Residential Service providers

Statewide



**DATA SOURCE:** RCS Citation Follow Up; supplied by Kenny Davis, DDA.

**MEASURE DEFINITION:** Number of mandatory reporting related citations for Certified Residential Service providers each quarter.

**DATA NOTES:** 1 New data is available 6 weeks after quarter ends.

#### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan.
- Strategic Objective: Ensure that services and supports provided to clients in certified residential settings meet regulatory requirements and quality of care standards.
- The mandatory reporting-related citations are an important metric in ensuring residential providers are addressing client safety and following mandatory reporting laws if there is reason to suspect an individual has been abandoned, abused, neglected or financially exploited. This data allows DDA to analyze trends and determine technical assistance needs of residential providers.

#### ACTION PLAN

- Provide certified residential service providers with training and technical assistance.

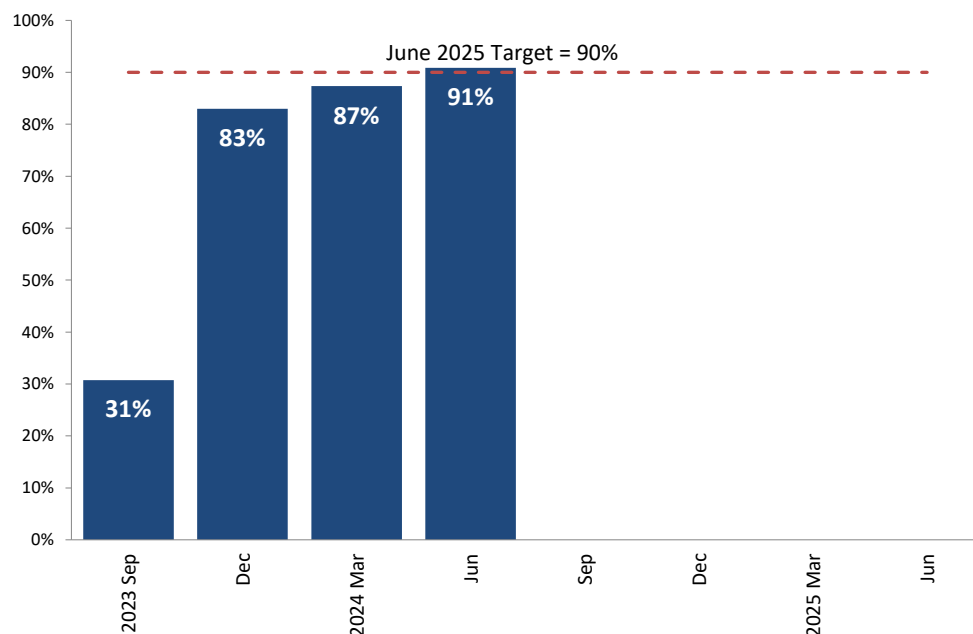
TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.49.xlsx>

# Developmental Disabilities Administration

## Increase Organizational Efficiency, Performance and Effectiveness

### Percent of DDA employees who completed Cultural Humility Training or other relevant EDAI trainings

Statewide - Total



**DATA SOURCE:** DDA Learning Management System (LMS); supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** Percent of current DDA employees who completed a DSHS Equity, Diversity, and Inclusion training.

**DATA NOTES:**

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.32.xlsx>

#### SUMMARY

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.
- Cultural Humility training focuses on developing increased awareness of respectful and culturally relevant service delivery to clients, residents and providers.
- Provides a framework that helps participants to be more self-aware, respectful, culturally congruent and compassionate toward others.

#### ACTION PLAN

- Provide quarterly reports to executive management teams regarding number of employees completing a DSHS Equity, Diversity, and Inclusion training. Classes may be completed either online or in a classroom.

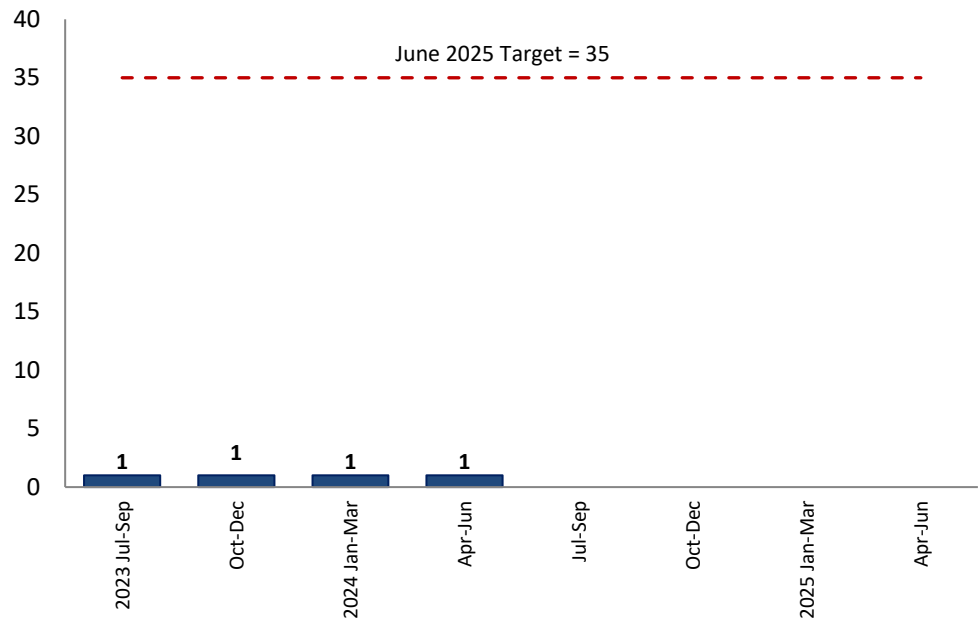
# Developmental Disabilities Administration



## Increase Organizational Efficiency, Performance and Effectiveness

### Number of DDA employees certified as Certified Diversity Professionals or Certified Diversity Executives

Statewide - Total



**DATA SOURCE:** Institute for Diversity Certification's online directory of certified diversity professionals and executives; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** (Running Total) Total number of current DDA employees who are certified as diversity and inclusion leaders during the 2023-2025 biennium.

**DATA NOTES:** 1 Counts are based on the total number of current DDA employees who are certified as diversity and inclusion leaders starting from July 1 2023 - June 30 2025. 2 Data is available six weeks after last month of each quarter.

#### SUMMARY

- Updated discussion and action plans for this measure are located in the DDA Strategic Plan.
- The Institute for Diversity Certification's (IDC)® CDP program is based on diversity and inclusion industry standards and best practices, as well as designed to encourage excellence and achievement.
- Successful candidates will receive a certificate and will be able to use the CDP™ or CDE™ credentials after their name, empowered to lead and operationalize EDI in DDA.

#### ACTION PLAN

- DDA will ensure certification for each diversity professional and diversity executive and identify additional roles and responsibilities as essential for certification.
- Certified DDA employees will operationalize EDI in their respective facilities and offices.
- DDA will report quarterly on the number of DDA employees certified as leaders in diversity and inclusion.

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.42.xlsx>

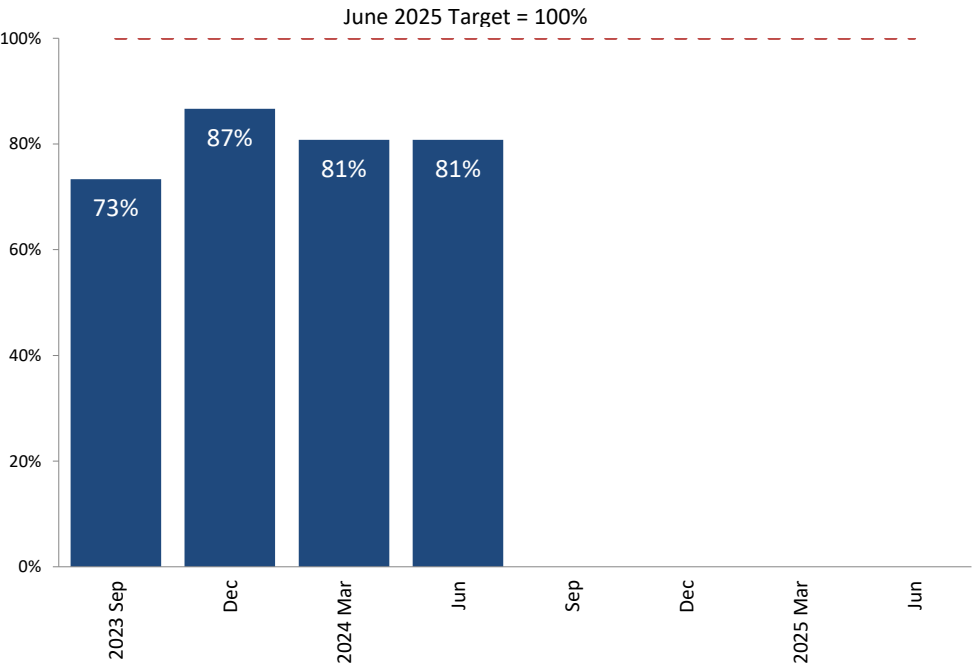
# Developmental Disabilities Administration



## Support People in Our Care and Custody

### Percent of key identified positions who completed DSHS 7.01 American Indian Policy Training

Statewide



**DATA SOURCE:** Washington State Learning Center; supplied by Andrew McDonald, DDA.

**MEASURE DEFINITION:** Percent of key identified positions who completed DSHS 7.01 American Indian Policy Training.

**DATA NOTES:** **1 Numerator:** Number of active key identified positions with 7.01 training. **Denominator:** Total number of active Key identified positions. **2** Key identified positions: DSHS managers and employees in positions that have decision making authority or policy-changing authority, in regional or headquarters offices, whose emphasis of responsibility is working in conjunction or association with the American Indian and Alaska Native tribes and recognized American Indian organizations. **3** New data is available six weeks after the quarter ends.

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.51.xlsx>

#### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan
- Strategic Objective: Continue to train DDA employees and support Equity, Diversity, Access, Inclusion and Belonging in the workplace and public outreach through recruitment, hiring, retention as well as staff and stakeholder communications.
- DSHS Administrative Policy 7.01 defines the department's government-to-government approach and commitment to consultation with federally recognized tribes of Washington state, and collaboration with recognized American Indian organizations.
- DSHS managers with appointing authority must include representatives from tribes and recognized American Indian organizations on employee interview panels for identified key positions.

#### ACTION PLAN

- Ensure identified key positions complete instructor led DSHS 7.01 American Indian Policy training through the Washington State Learning Center

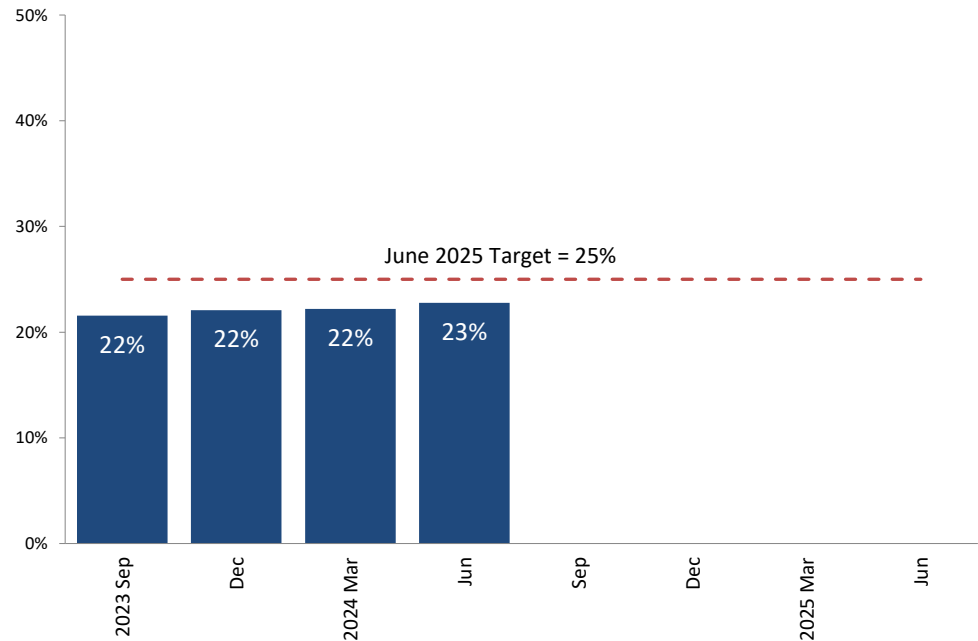
# Developmental Disabilities Administration



## Increase Organizational Efficiency, Performance and Effectiveness

### Percent of staff who completed DSHS 7.01 American Indian Policy, DSHS Government to Government, DSHS DDA Core, or DSHS DDA Values in Action training

Statewide



**DATA SOURCE:** Washington State Learning Center; supplied by Andrew McDonald, DDA.  
**MEASURE DEFINITION:** (Running Total) Percent of current DDA employees who completed DSHS 7.01 American Indian Policy, DSHS Government to Government, DSHS DDA Core, or DSHS DDA Values in Action training.  
**DATA NOTES:** 1

TO DATA: <https://www.dshs.wa.gov/data/metrics/ADX.52.xlsx>

#### SUMMARY

- Updated discussion and Action Plans for this measure are located in the DDA Strategic Plan.
- Strategic Objective: Continue to train DDA employees and support Equity, Diversity, Access, Inclusion and Belonging in the workplace and through public outreach as well as staff and stakeholder communications.
- Importance: DDA is committed to actively pursuing actions documented in DDA Policy 7.01 plans, reinforcing our commitment to work in collaboration and consultation with federally recognized Indian tribe and recognized American Indian Organizations across the state.

#### ACTION PLAN

- \* DDA Tribal Affairs will provide quarterly reports to executive leadership and the IPAC Subcommittee regarding the status of ongoing activities
- \* DDA works with OIP staff to provide instructor-led trainings for employees through the DSHS Learning Management System.