Washington State Department of Social & Health Services
Transforming lives

Developmental Disabilities Administration (DDA)

Notice of Decision (Non-PC) Exception to Rule

To: Name and Address

Name and Address

An Exception to Rule (ETR) has been requested to WAC

Describe the request:

☐ The ETR has not been initiated.

☐ The ETR is denied.

☐ The ETR is approved for _____

Service / Amount

Begin Date: _____ End Date: _____

The reason for not initiating or denying the ETR:

☐ WAC 388-440-0001(1)(b)

Your situation does not differ from the majority.

☐ WAC 388-440-0001(1)(a)

Your request contradicts a specific provision of federal law or state statute. (Cite specific WAC language that supports the denial).

Comments:

Case / Resource Manager Signature	Date	Telephone Number
Email Address		

DDA Client Complaint Procedure

A. While WAC 388-02 gives you, the client or client representative, the right to request an Administrative Hearing, there is no appeal right to the **Initial denial** of an exception-to-rule (ETR) per WAC 388-825-120(3)(d).

B. If you do not agree with the ETR decision, you can call your case / resource manager with your concern.

C. You also have the right to present your complaint in writing to your case / resource manager's supervisor.

- Address your written complaint to "DDA Supervisor of (CRM name)", or
- Ask your DDA case / resource manager for the name of their supervisor.

D. Upon receipt of your written complaint, the DDA supervisor will review the ETR decision on your complaint and notify you in writing within ten (10) days of their decision.

E. If you are not satisfied with the supervisor's decision, you have the right to send your written complaint to the DDA Regional Administrator for your region.

F. The DDA Regional Administrator or designee will review your written complaint and send you written notice of his/her decision within ten (10) working days of receipt of the complaint. This notice terminates the complaint procedure.

Non-Discrimination Statement

Discrimination is prohibited in all programs and activities: no one shall be excluded on the basis of race, color, religion, creed, national origin, sex, age, marital status, disabled or Vietnam-era veteran status, or handicap.

Instructions for Notice of ETR Decision

1. Follow notification requirements per Policy 5.02.
2. Enter the date of the ETR decision at the top of the form.
3. Enter the relevant WAC citation for the requested exception along with a brief description of the request.
4. Check the box that is appropriate for the disposition of the request.
5. If an ETR is not initiated or denied then check the appropriate reason.
6. If the ETR is approved, document the **service type** and **amount** in the space provided next to the approved box.
7. Enter any relevant text from the WAC that supports denial because the request contradicts federal law or state statute.

   Example: WAC 388-825-375(b): The department will deny payment of services to the natural / step / adoptive parent of a minor client age 17 or younger.