

Developmental Disabilities Administration (DDA) [6.08](#) Policy September 2021 Training

Frequently Asked Questions (FAQs)

Q: Do we report to law enforcement suspected sexual or physical abuse, or seek confirmation first, and then contact law enforcement?

A: Contact law enforcement first.

Q: Do we need to report an incident that we know other partners have already reported? For example, sexual assault that mom already contacted the police about, or suspected neglect that a case manager already reported to Adult Protective Services (APS)?

A: Always report and not assume another partner has reported. It is always better to over report than to under report.

Q: Sometimes law enforcement will want the individual themselves to report. Should we call until someone will take the report from us?

A: Good practice would be to assist the client when reporting if law enforcement won't take a report from you. Additionally report to the appropriate reporting unit (please see list below). If unsure call 1-866-ENDHARM.

Q: What if a person gets hurt on the job out in the community?

A: If a person gets hurt on the job, that is an incident report to the county and case manager. If the injury was caused by abuse or neglect then it would also need to be reported to APS or Residential Care Services (RCS).

Q: As the manager of my agency, I usually have my staff assist me with the reporting. The new policy states the staff must report, so do I need to change this?

A: The agency's policy should reflect that the staff who are involved should make the report. The manager can support the staff when they make the report.

Q: What if it is a DDA case manager who is neglecting or abusing the client, what do we do?

A: Report it to APS. It would require an incident report to the county and case manager's supervisor. In addition contact the case manager's supervisor and the regional employment specialist (see contact info below).

Q: How often do the DDA regional contact numbers get updated?

A: Please connect with your regional employment specialist for the latest list (see contact info below).

Q: Can you talk more about the “missing” aspect? Missing for how long, anything over an hour?

A: It is based on the risk to the client and what the client’s support needs are. When in doubt, report. Missing clients are reported to law enforcement.

Q: Do we still need to report the death of a client outside of county service hours, just not within one hour?

A: Death of a client outside service hours is no longer reportable unless there is suspected abuse or neglect.

Q: What if a client tells you they have an infection and they refuse to go to a doctor?

A: Report to APS for self-neglect, follow up with the client’s support network and case manager to see what can be done to get the client to the doctor. DDA has nurses that can go to the client’s home.

Q: What if a client reports hearing voices and weeps uncontrollably on the job and the employment agency is notified? Is that a reporting event to someone besides that person’s immediate supports? When I queried the parent about it, she/he indicated the client was not on any medication.

A: Contact the client’s support network and Case Manager if there is reason to suspect abuse/neglect then a report to the appropriate authority.

Q: Is there a reporting form that’s different from the company incident report?

A: There is a form attached to DDA Policy 6.08, but you can use your own company incident report as long as it has all the components outlined in the policy.

Q: What about a client whose employer is concerned that she is getting taken advantage of (i.e. finances, childcare, etc..) at home? Reporting was done for this and nothing of concern was found, but her employer is still voicing concerns.

A: If there is another incident or any new concerns raised, a second report to the appropriate reporting unit should be made.

Q: I have hesitated to report what I have thought of as someone not being treated well by a significant other. Does a report given and proved false reflect badly on the individual?

A: It does not reflect badly on the individual when a report is investigated, and unfounded.

Q: Will you share the timeline for conducting an internal investigation? How will we know that staff must be pulled from shift and then able to return to work?

A: As soon as you know the staff member is the alleged perpetrator, that individual should no longer work with clients. The staff member may return to work after the investigative agency has made a determination. Employment and day agencies should hold off on an internal investigation until the investigative agency has made a determination.

Q: Two questions on training for staff related to identifying incidents: We have staff watch a Wise video that covers these topics as part of onboarding. Is this sufficient? Do staff need to do this annually or is just during onboarding okay?

A: Yes, this is sufficient. Best practice is for staff to do this training annually, or if any updates are made to the policy.

Q: I have a client who I do not feel can live successfully on her own. I know everyone has a choice, but I see this client digging a hole for herself, trusting the wrong people, letting her helpers go, etc. I have told her DDA case manager. Is that all that can be done?

A: If you feel that the client is being exploited by someone or experiencing self-neglect, report to APS and do an incident report to DDA. Continue to report to APS when new incidents occur.

Q: When does our internal policy need to be created on DDA Policy 6.08, as well as our training program?

A: We would expect changes in DDA Policy 6.08 to be fully implemented within the contract year.

Q: What is the disclosure guidance for guardians regarding mandated reporting? Sometimes providers may need to report an incident that involves a guardian.

A: If the guardian is the perpetrator, we would not need to inform them. We would inform them if they were not the perpetrator.

Q: If I fire a staff person due to incompetence, is there a way to ensure they go on a do-not-rehire list? I have reported and fired the staff, but it seems without verifiable neglect or criminal history people

just move on to work with someone else. An example: Someone who was fired after abusing legal medicine and then falling asleep at the wheel with a client in the car.

A: There is no list that a person goes on. You did the right thing by reporting this to APS. If APS substantiated the case, it will go on the person's background check.

Q: If I report to one of the investigative agencies, will it be confidential?

A: Maintaining confidentiality is important. The investigative agency will not release your name as the reporter unless: a name is required for reporting to, or coordinating with, other investigative entities, as required by judicial proceeding, or the reporter consents to disclosure.

DDA Regional Employment Specialists Contact Info:

- R1 North – Dala Rice, Dala.Rice@dshs.wa.gov
- R1 South – Carrie Bayha, Carrie.Bayha@dshs.wa.gov
- R2 – Stephanie Jones, Stephanie.Jones2@dshs.wa.gov
- R3 – Dave Money, David.Money@dshs.wa.gov

Reporting Units/Investigative Agencies:

Reports involving children and youth receiving services in a licensed staffed residential program must be reported using the Department of Children, Youth, and Families- Child Protective Services statewide number at 1-866-363-4276 (1-866-ENDHARM).

Reports involving adults age 18 and older receiving DDA Supported Living, Group Home, or Group Training Home services must be reported by:

- Calling the Residential Care Services' Complaint Resolution Unit statewide number at 1-800-562-6078 or TTY 1-800-737-7931; or
- Using [online reporting](#).

Reports involving adults living in Companion Homes, receiving Alternative Living Services in their own homes without Supported Living services must be reported by:

- Calling the DSHS Adult Protective Services intake number at 1-877-734-6277 or TTY 1-800-672-7091; or
- Using [online reporting](#).