

DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

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TITLE: PROVIDER QUALIFICATIONS FOR EMPLOYMENT POLICY 6.13  
AND DAY PROGRAM SERVICES

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Authority: Chapter 71A.12 RCW *State Services*  
Chapter 388-825 WAC *DDA Administration Service Rules*  
Chapter 388-845 WAC *DDA Home and Community-Based Services Waiver*  
Chapter 388-850 WAC *County Plan for Developmental Disabilities*

**PURPOSE**

This policy establishes qualifications for providers of employment and day program services.

**SCOPE**

This policy applies to all providers of employment and day program services contracted with the Developmental Disabilities Administration (DDA) or subcontracted with a county. Day program services include Community Inclusion and Child Development services. This policy does not apply to providers of Individualized Technical Assistance or Family Resources Coordination.

**POLICY**

- A. DDA shall have consistent, uniform qualification standards for all counties and county subcontracted employment and day program service providers.
- B. To be a qualified employment or day services provider, an agency must:
1. Develop and implement a plan for each client based on their individual needs. The plan must include all information required by the [Criteria for Evaluation](#).
  2. Provide services in accordance with the [County Guide](#).
  3. Develop and implement internal control policies.
  4. Develop an employee training plan.

5. Develop and implement a plan to ensure all agency employees:
    - a. Complete training required under Policy Section B; and
    - b. Regularly review DDA policies.
  6. Manage public funds in compliance with Generally Accepted Accounting Principles (GAAP).
  7. Submit Certified Public Accountant reviewed or audited financial statements and federal audits, if required.
  8. Maintain a management system that provides for systematic, filing, and retention of timely records and reports related to:
    - a. Clients;
    - b. Staff; and
    - c. The agency's structure, tax status, and performance.
  9. Develop a plan to address potential conflicts of interest if the agency or an agency employee is also the client's:
    - a. Guardian or legal representative;
    - b. Residential provider; or
    - c. Family member or decision maker.
  10. Develop a plan to address potential conflicts of interest if the county and service provider agency are the same.
  11. Develop a performance plan that describes objectives, expected outcomes, how and when objectives will be accomplished.
- C. All agency employees must:
1. Be age 18 or older;
  2. Clear a criminal history background check under chapter 388-825 WAC;
  3. Complete training on the following:
    - a. **Before working unsupervised with any clients:**
      - 1) Client confidentiality;
      - 2) Current individual work and/or support plans for each client with whom the employee works;
      - 3) DDA Policy 5.06, *Client Rights*;

- 4) DDA Policy 6.08, *Incident Management and Reporting Requirements for County and County-Contracted Providers*;
  - 5) DDA Policy 9.07, *Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS)*;
  - 6) First Aid and CPR (current);
  - 7) DDA Policy 4.11, *County Services for Working Age Adults*; and
  - 8) DDA Policy 15.03, *Community Protection Standards for Employment Program Services*, if the employee supports a client on the Community Protection waiver.
- b. **Within one month of employment**, DDA Policy 5.17, *Physical Intervention Techniques*; and
- c. **Within three months of employment**:
- 1) DDA Policy 5.14, Positive Behavior Support; and
  - 2) DDA Policy 5.15, Restrictive Procedures.
- D. To be a qualified provider of employment services, an agency must employ at least one person who:
1. Has at least two years of experience:
    - a. Related to the employment services the agency provides or is planning to provide to DDA clients. An “Employment Professional” certificate from Highline Community College may substitute for one year of experience;
    - b. Developing, obtaining, and maintaining community-based employment placements with minimum wage compensation or greater;
    - c. Conducting discovery assessments;
    - d. Goal and career planning;
    - e. Marketing;
    - f. In job preparation;
    - g. Conducting job development;
    - h. Conducting workplace and job analysis;

- i. Job coaching, including task design and training, support strategies, and natural support; and
    - j. Documenting goals and writing reports clearly.
  2. Understands supported employment best practices and is able to train direct support staff on best practices.
- E. Unless an employment agency supports 20 or fewer DDA clients, the agency must be certified by the Commission on Accreditation of Rehabilitation Facilities (CARF). An uncertified agency must provide proof, to DDA if the county is the service provider or to the county if the provider is a subcontractor, that at least 30 percent of their clients are successfully placed in a minimum wage job for the client's desired amount of work.
- F. Employment provider clients must be able to access the DSHS Division of Vocational Rehabilitation (DVR) funding. Employment providers must be familiar with the DDA and DVR Memorandum of Understanding, which describes the continuum of services and supports available.
- G. An employment service performance plan must include, for each acuity level, the following client data:
  1. Number of new jobs;
  2. Number of jobs lost and reason for job loss;
  3. Percentage of clients employed earning minimum wage or higher; and
  4. Average number of hours worked by client.
- H. To be a qualified provider of Community Inclusion services, an agency must employ at least one person who:
  1. Has at least two years of experience:
    - a. Related to the Community Inclusion services the agency provides to DDA clients;
    - b. Conducting Discovery assessments;
    - c. Goal and career planning;
    - d. Performing community analysis;
    - e. Developing community contribution opportunities;
    - f. Coaching, including task design and training, support strategies, and natural supports; and
    - g. Documenting goals and writing reports clearly.

2. Has experience providing services in an integrated community setting that supports contribution by the client to other community members who are not paid to be with that person; and
  3. Understands Community Inclusion best practices and is able to train direct support staff on best practices.
- I. To be a qualified provider of Child Development services, an agency employee must have a valid Washington State credential prior to employment if the position requires the employee to be registered, certified, or licensed under Washington state law or administrative rule for any service the agency intends to provide.

### **PROCEDURES**

- A. To apply as a qualified provider, an agency must submit to the county or counties they will contract with to provide services:
1. The name and contact information of the agency;
  2. A list of adult employment or day program services the agency offers;
  3. A list of the child development services the agency offers – such as specialized instruction, occupational therapy, physical therapy, audiology, and speech, hearing, and language services;
  4. Evidence, as requested by DDA or the county, of how the provider meets qualifications under this policy;
  5. A copy of the agency’s organization chart;
  6. Job descriptions for each position within the agency;
  7. A copy of the agency’s business license;
  8. The name of the agency’s signature authority;
  9. A copy of the agency’s insurance certificate;
  10. The agency’s debarment certification statement;
  11. Evidence that shows the agency has a credit line or cash reserves that enable the agency to provide services for at least two months; and
  12. A projected budget for one year of services.

- B. A provisional contract is valid for no more than one year. All new successful applicants will have a provisional contract.
- C. At the end of the provisional contract, to remain a qualified provider the agency must fully comply with:
  - 1. Their DDA contract and General Terms and Conditions; or
  - 2. Their county subcontract, which includes the DDA contract and General Terms and Conditions.
- D. If an agency is out of compliance with their DDA contract or county subcontract, the agency must correct each issue by a date agreed upon by both parties.
- E. If an agency fails to correct identified issues, or is out of compliance with their contract or subcontract, DDA or the county may:
  - 1. Switch the agency to a provisional contract; or
  - 2. Terminate the agency's contract.

**EXCEPTIONS**

Any exception to this policy must have the prior written approval of the Deputy Assistant Secretary.

**SUPERSESION**

DDA Policy 6.13  
Issued July 1, 2015

Approved: /s/ Deborah Roberts  
Deputy Assistant Secretary (Acting)  
Developmental Disabilities Administration

Date: June 1, 2018