



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: CERTIFICATION OF DDD CONTRACTED POLICY 7.04
COMMUNITY RESIDENTIAL PROGRAMS

Authority: Chapter 71A RCW Developmental Disabilities
Chapter 388-820 WAC Community Residential Services and Support

PURPOSE:

This policy:

1. Provides guidelines for the development of new residential programs through the initial certification process; and
2. Ensures proper standards of support and quality are maintained through the process of regular certification, provisional certification, and decertification.

SCOPE:

This policy applies to all Division of Developmental Disabilities (DDD) Regional Field Services staff.

DEFINITIONS:

Certification means the determination by the Department of Social and Health Services (DSHS) that an agency or service provider has satisfactorily complied with all contract requirements and Chapter 388-820 WAC.

POLICY:

- A. All new residential programs must be certified prior to receiving referrals and serving people.
- B. Each contracted residential program must be evaluated at least biennially to determine compliance with the standards and regulations contained in Chapter 388-820 WAC, other required WAC, the DDD contract, and division policies. These evaluations are conducted by independent consultants contracted by DDD to perform this function.
- C. The residential evaluators prepare written reports and facilitate preparation of any corrective action plan with the DDD Field Services representative and residential program representative. The Field Services office will determine the corrective action plan timelines and submit recommendations for certification to the Division Director for approval.

STANDARDS AND PROCEDURES:

A. Initial Certification

1. Residential Program Development

- a) DDD Field Services will prepare and provide to interested or potential contractors, within fifteen (15) work days of the request, relevant information regarding DDD certified residential services, including, but not limited to, the following documents:
 - i) Chapter 388-820 WAC, *Community Residential Services and Support*;
 - ii) Sample of DSHS residential services and support contract;
 - iii) Division policies referenced in the residential contract;
 - iv) DDD cost report and instructions;
 - v) DDD mission statement;
 - vi) Draft residential service guidelines; and
 - vii) Washington State DSHS regional map.

- b) DDD Field Services will assign a staff to explain and/or clarify to the interested or potential contractor the following information:
 - i) Whether there is a current request for proposal (RFP) or a request for qualification (RFQ) seeking residential service providers;
 - ii) General application process;
 - iii) Availability of funding;
 - iv) Service needs of the community;
 - v) Division philosophy and goals;
 - vi) Funding mechanisms;
 - vii) Licensing, zoning, and fire safety regulations, as applicable;
 - viii) Certification process; and
 - ix) Local county involvement, if applicable.
- c) Interested or potential contractors must be informed that they are not authorized to expend state funds until a signed contract is in place.
- d) DDD Field Services will:
 - i) Provide the local county Developmental Disabilities Board a copy of the agency's application;
 - ii) Review county recommendations; and
 - iii) In the case of an RFP or RFQ competitive process, invite the county to participate in the application review.

B. Regular Certification

- 1. DDD will schedule an on-site evaluation with the agency within thirty (30) calendar days prior to expiration of the certification date.
- 2. The evaluation will include, at a minimum:

- a) All legal, administrative and program services required by federal regulation, statute, WAC, and contract;
 - b) Selected fiscal areas, including:
 - i) Settlement of Instruction and Support Service hours and payments; and
 - ii) Client trust accounts, client/provider accounts, individual accounts, individual client cash, and imprest funds.
 - c) The contractor's compliance with past corrective action plans.
3. Evaluators may consult with county Developmental Disabilities Board staff, employment or day program staff, residential program boards of directors, and others as necessary during the evaluation.
 4. The Division Director or his or her designee will notify the residential services contractor of certification status within twenty (20) working days of receipt of the evaluation and corrective action plan in DDD central office.

C. Provisional Certification

1. A provisional certification may be granted when:
 - a) The agency is determined to be out of compliance with legal, administrative, and/or program services required by federal regulation, statute, WAC, and/or contract; and
 - b) The evaluation cites serious deficiencies; and
 - c) The DDD Field Services representative recommends in writing provisional certification to the DDD central office.
2. DDD Field Services staff will consult with the residential services agency at a minimum of two (2) month intervals to determine compliance with certification standards, and forward corrective action plan reports to the Division Director or his or her designee.
3. A re-evaluation will be scheduled no later than thirty (30) working days prior to the expiration of the provisional certification.

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4. DDD may grant a regular certification not to exceed two (2) years if the residential services agency is found to be in substantial compliance within the provisional certification period.

D. Decertification

1. DDD may revoke an agency's certification when:
 - a) The agency continues to be out of compliance with legal, administrative, and program services required by federal regulation, statute, WAC, and/or contract at the time of provisional certification; and/or
 - b) There are significant deficiencies noted at the time of regular certification, particularly deficiencies related to client health, safety, abuse, neglect, and/or exploitation.
2. If the agency contests the Division's decision to decertify, the agency may request an administrative review conference.

EXCEPTION TO POLICY:

Any exception to this policy must be approved in writing by the Division Director.

SUPERSESSION:

Division Policy 7.04
Issued June 30, 1999

Policy Directive 530 (7.04)
Issued 10/22/84

Policy Directive 532 (7.05)
Issued 7/10/84

Approved: /s/ Linda Rolfe
Director, Division of Developmental Disabilities

Date: July 1, 2001