

CRITERIA FOR EVALUATION
DEVELOPMENTAL DISABILITIES
JULY 1, 2015

CRITERIA FOR ALL SERVICES

A. SERVICES ACCORDING TO INDIVIDUAL NEED -- The service provider documents:

1. That services the participant is receiving relate to the participant's Individual Habilitation Plan (IHP) (ICF/MR), Individual Service Plan (ISP), DDA Assessment including the Individual Support Plan (ISP) and/or Individualized Family Service Plan (IFSP).
2. A copy of the current ISP and DDA Assessment and/or IFSP if applicable, will be maintained in the participant's file.
3. There is a County approved grievance process for participants that:
 - a. Is explained to participants and others in accordance with DDA Policy 5.02, *Necessary Supplemental Accommodation*;
 - b. Negotiates conflicts;
 - c. Advocates are available and participants are encouraged to bring advocates to help negotiate;
 - d. Provides a mediation process using someone who is unaffected by the outcome if conflicts remain unresolved (a DDA Case Resource Manager may be included as an alternative option);
 - e. Prohibits retaliation for using the grievance process; and
 - f. Includes a process for tracking and reporting grievances.
4. Participants and others, in accordance with DDA Policy 5.06 have been informed of their rights, what services and benefits may be expected from the program, the program's expectations of them, and if necessary, the participant's family, guardian or advocate is also informed.

B. HEALTH AND SAFETY -- The service provider has a policy that addresses confidential / private information and policies and clear documentation for:

1. Incidents involving injury, health or safety issues are immediately reported to DDA Central Office and the County (reference DDA Policy 6.08, *Mandatory Reporting Requirements for Employment and Day Program Services Providers*).
2. Incident reports are tracked and analyzed for potential trends and patterns.
3. Mandatory reporting is done in accordance with Chapter 74.34 RCW, *Abuse of Vulnerable Adults* and Chapter 26.44 RCW, *Abuse of Children*.
4. Current emergency contact and medical information (medications, diet, allergies, etc.) needed during the hours of service is readily available for each participant.

C. POLICIES PROTECTING INDIVIDUAL RIGHTS -- The service provider has policies that protect individual rights that include but are not limited to ensuring:

1. Respectful staff-to-client interactions;

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2. A person's right to be treated with dignity, respect and free of abuse;
3. A person's right to privacy; and
4. Safeguarding personal information.

D. ORGANIZATIONAL DESIGN -- The service provider documents:

1. A written performance plan which describes program objectives, expected outcomes, how and when objectives will be accomplished, and that the plan is evaluated at least biennially and revised based on actual performance.
2. The agency assures all direct service staff is trained and has experience in accordance with DDA Policy 6.13 and that training is documented.
3. That it is able to account for and manage public funds compliance with Generally Accepted Accounting Principles "GAAP". An agency, for-profit or non-profit, who receives in excess of \$100,000 in DDA funds during its fiscal year from the County, shall provide Certified Public Accountant reviewed or audited financial statements within nine months subsequent to the close of the subcontractor's fiscal year.
4. An administrative/organizational structure that clearly defines responsibilities.
5. Each employee has a current (within three years), satisfactory background check which has been completed by the DSHS Background Check Central Unit (BCCU) in accordance with RCW 43.43.830-845, RCW 74.15.030 and WAC 388-825. Child Development service providers may submit their background checks directly to the BCCU at DSHS, or they may submit the background checks to the Department of Early Learning, for processing by the DSHS BCCU.
6. Evidence that it employs typical safety protection based upon the environment the participant is working or receiving services in.
7. Assures equal access to persons who do not speak or have a limited ability to speak, read, or write English well enough to understand and communicate effectively (reference DDA Policy 5.05, *Limited English Proficient (LEP) Clients*).

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CRITERIA FOR SPECIFIC SERVICES

- E. CHILD DEVELOPMENT SERVICES (Birth to Three)** -- The County evaluates, in collaboration with the Local Lead Agency, that service providers document:
1. The child and family received timely services. (Services are considered timely if they begin within 30 days of the start date on the signed IFSP unless documented that there was an exceptional family circumstance).
 2. Services are in compliance with the natural environments criteria for IDEA, Part C and Washington State's federally approved Early Intervention Plan.
 3. Training, experience, and expertise of staff meet the highest entry level requirements in Washington State for Early Intervention professionals and relate to the needs of the child.
 4. Evaluation (eligibility), assessment (child and family need) and the Individualized Family Service Plan (IFSP) was conducted within 45 days of receipt of referral. (Referral is defined as the date the family resources coordinator or lead agency received referral)
 5. The family was assisted to ensure the child obtained an evaluation by a multidisciplinary team.
 6. Contractor received from the parent, in writing, consent for all activities related to the provision of Early Intervention Services in the family's native language or other mode of communication.
 7. The IFSP was reviewed every six months with a new plan written annually.
 8. Progress toward the child and family outcomes within the IFSP are assessed on an ongoing basis and documented at least annually.
 9. Child and family outcomes within the IFSP are functional and based on the individualized needs of the infant or toddler and the concerns and the priorities of the family. Child specific outcomes reflect the child's participation in everyday routines and activities. Family specific outcomes address the capacity of the family to enhance their child's development.
 10. Services and supports were provided, to the maximum extent appropriate for the individual child, in naturally occurring environments and occurs in a setting other than a natural environment only when early intervention cannot be achieved satisfactorily for an infant or toddler in a natural environment.
 11. A transition plan for each child participating in the early intervention program was developed at least 90 days prior to the child's third birthday.

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F. ALL EMPLOYMENT SERVICES -- The service provider documents:

1. Adult Employment plans will include the information listed below and should be developed by the provider in collaboration with the Case Resource Manager, participant and his or her family (the team). Initial plans will be completed within 60 days from date of service authorization and must be signed by the participant and/or his or her guardian if any. Copies of the initial and subsequent revised plans will be distributed as appropriate to all team members. Plans will be reviewed and signed annually. All employment plans should address how the participant will pursue and maintain a community job, increased wages, and increased work hours towards a living wage.
 - a. Current date;
 - b. Time line for the plan;
 - c. Participant's name first and last;
 - d. Participant ADISA ID;
 - e. Employment goal;
 - 1) The preferred (job type) the participant wishes to obtain or maintain;
 - 2) The preferred wages/salary the participant wishes to earn;
 - 3) The number of hours the participant prefers to work;
 - 4) The agreed upon time line to achieve the employment goal.
 - f. The participant's skills, gifts, interests and preferred activities;
 - g. Measurable strategies and time lines (action steps and supports) to meet the employment goal;
 - h. Identification of persons and/or entities available to assist the participant in reaching his/her employment goal (example: a family member, Vocational Rehabilitation services, etc.); and
 - i. Identification of other accommodations, adaptive equipment and/or supports critical to achieve employment goal.
2. All services relate to the participant's individually identified goal(s) as outlined in the employment plan.
3. The identification and provision of supports necessary for job success have been provided to each participant. Supports may include, but are not limited to, identification of resources necessary for transportation, job restructuring, work materials or routine adaptation, work environment modifications, identification of job counseling needs, etc.
4. Employment service activity and the outcome of those activities in the participant's progress reports.
5. Six month progress reports describing the progress made towards achieving participant's goal will be provided by the service provider to the Case Resource Manager, participant, and/or guardian if any within 30 days following the six month period.
6. Training and support is provided as a part of an individual's pathway to integrated employment in accordance with DDA Policy 4.11, *County Services for Working Age Adults*.

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7. Information about wages, productivity, benefits, and work hours for each participant.
8. Progress in achieving increased wages and work hours for each participant.
9. Evidence that services the agency provides adhere to the Medicaid HCBS settings requirements of 42CFR 441 530(a)(1) including: is integrated in the greater community and supports individuals to have full access to the greater community; ensures the individual receives services in the community to the same degree of access as individuals not receiving Medicaid HCBS; the setting provides opportunities to seek employment and work in competitive integrated settings; and the setting facilitates individual choice regarding services and supports; and who provides them.
10. Identifying settings that isolate people from the broader community or that have the effect of isolating individuals from the broader community of individuals who do not receive Medicaid HCB services. These settings are presumed not to be home and community-based.

G. GROUP SUPPORTED EMPLOYMENT -- The service provider documents:

1. Individuals participating in Group Supported Employment shall be compensated in accordance with applicable State and Federal laws and regulations and the optimal outcomes of the provision of Group Support Employment services is permanent integrated employment at or above minimum wage in the community.
2. The direct service staff hours supporting the group.

H. PRE-VOCATIONAL SERVICES -- The service provider documents:

1. Individuals are provided the opportunity to experience typical community settings in support of their pursuit to integrated employment at least monthly.
2. Individuals participating in Pre-vocational services shall be compensated in accordance with applicable state and federal laws and regulations and the optimal outcomes of the provision of pre-vocational services is permanent integrated employment at or above minimum wage in the community.
3. That volunteer opportunities comply with U.S. Department of Labor standards and applicable State standards.
4. The direct service staff hours supporting the group.

I. INDIVIDUAL SUPPORTED EMPLOYMENT SERVICES -- The service provider documents:

1. Supports, which include training and support to employers and co-workers, have been provided in each job placement to ensure jobs are maintained. This also includes the development of natural supports.
2. Service is in accordance with the DDA Employment Activities – Strategies and Progress/Outcomes Measures document.

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3. State-adopted self-employment guidelines are followed for any individual who owns and operates a business. In addition, at minimum, any self-employment venture must include a business plan, established benchmarks for financial gain, and show that progress is being made towards providing a living wage.

J. 568.67 COMMUNITY ACCESS SERVICES -- The service provider documents:

1. Adult Community Access plans will include information that identifies and addresses the individualized goal and support needs for each participant. Plans must consider individualization, integration, and safety and should be developed by the provider in collaboration with the Case Resource Manager, participant and his or her family (the team). Initial plans will be completed within 60 days from date of service authorization and must be signed by the participant and/or his or her guardian if any. Copies of the initial and subsequent revised plans will be distributed as appropriate to all team members. Plans will be reviewed and signed annually. Plans will include the information listed below:
 - a. Current date;
 - b. Time line for the Plan;
 - c. Participant's name first and last;
 - d. Participant's ADSA ID;
 - e. The participant's skills, gifts, interests, and preferred activities.
 - f. The Community Access goal. The goal need to relate to one or more of the following (per the County Guidelines):
 - 1) Identify integrated community places where the participant's interest, culture, talent, and gifts can be contributed and shared with others with similar interests.
 - 2) Identify typical community clubs, associations, and organizations where the participant can be a member and have decision making capacities.
 - 3) Identify opportunities where the participant can contribute to the community doing new and interesting things or things the individual enjoys.
 - 4) Building and strengthening relationships between family members and members of the local community who are not paid to be with the person.
 - g. The Support Intensity Scale (SIS) subscale that most relates to the goal (Community living; Lifelong learning; Employment; Health & Safety; Social; and Protection & Advocacy).
 - h. Measurable strategies and time lines (action steps and supports) to meet the goal.
 - i. Identification of persons and/or entities available to assist the participant in reaching his or her long term goal.
 - j. Identification of other accommodations, adaptive equipment and/or conditions critical to achieve the goal.
2. All services relate to the participant's individually identified goal(s) as outlined in their plan.
3. Each participant is assisted to participate in typical and integrated activities, events and organizations in the individual's neighborhood or local community in ways similar to others of same age.

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4. Each participant is assisted to take part in activities on an individualized basis.
5. The opportunity is provided for connection and relationship building between the participant and people without disabilities who are not paid to provide services to the participant.
6. Volunteer opportunities comply with U.S. Department of Labor standards (<http://www.dol.gov/opa/aboutdol/lawsprog.htm>) and applicable state standards.
7. Service activity and the outcome of those activities are documented in the participant's progress reports.
8. Evidence that services the agency provides adhere to the Medicaid HCBS settings requirements of 42 CFR 441.530(a)(1) including: is integrated in and supports full access to the greater community; ensures the individual receives services in the community to the same degree of access as individuals not receiving Medicaid HCBS; and provides opportunities to seek employment and work in competitive integrated settings.