

DEVELOPMENTAL DISABILITIES ADMINISTRATION  
Olympia, Washington

---

TITLE: PROVIDER QUALIFICATIONS FOR EMPLOYMENT AND DAY PROGRAM SERVICES 6.13

---

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 to Achieve DDA Guiding Values](#).
  3. Develop and implement internal control policies.
  4. Develop and implement an employee training plan for all applicable service categories approved by the county.

5. Manage public funds in compliance with Generally Accepted Accounting Principles (GAAP).
  6. Submit Certified Public Accountant reviewed or audited financial statements and federal audits according to the DSHS General Terms and Conditions. Refer to the [Criteria for Evaluation](#) for more information.
  7. Maintain a management system that provides for systematic, filing, and retention of timely records and reports related to:
    - a. Clients;
    - b. Staff;
    - c. The agency's tax status; and
    - d. The agency's structure, capabilities, and performance as described in the [Criteria for Evaluation](#).
  8. 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.
  9. Develop a plan to address potential conflicts of interest if the county and service provider agency are the same.
  10. Develop a performance plan that describes objectives, expected outcomes, and 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; and
  3. Complete training on the following:
    - a. **Before working unsupervised with any clients:**
      - 1) Client confidentiality;

- 2) Current work and 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) First Aid, Blood Borne Pathogens, and CPR (current);
  - 6) DDA Policy 4.11, *County Services for Working Age Adults*, as applicable; and
  - 7) DDA 15.03, *Community Protection Standards for Employment Program Services*, as applicable.
- 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 for Adults*, as applicable;
  - 2) DDA Policy 5.15, *Restrictive Procedures*, as applicable;
  - 3) DDA Policy 5.19, *Positive Behavior Support for Children and Youth*, as applicable; and
  - 4) DDA Policy 5.20, *Restrictive Procedures and Physical Interventions with Children and Youth*, as applicable.
- D. DDA policies listed in Policy Section (C) must be reviewed at least annually and when updated.
- E. To be a qualified provider of employment services, an agency must:
1. Implement current supported employment best practices;
  2. Employ at least one person who has at least two years of experience or an Employment Professional Certificate from Highline Community College and one year of experience. Experience must be related to the employment services the agency provides or is planning to provide to DDA clients; and
  3. Employ staff who have the following skills:

- a. Developing, obtaining, and maintaining community-based employment options that offer minimum wage compensation or greater;
  - b. Conducting Discovery assessments;
  - c. Assisting clients with goal and career planning;
  - d. Marketing to employers;
  - e. Assisting clients with job preparation;
  - f. Developing jobs;
  - g. Completing workplace and job analysis;
  - h. Job coaching, which may include task design and training, support strategies, and developing natural support; and
  - i. Documenting goals and writing reports.
- F. An employment agency must be certified by the Commission on Accreditation of Rehabilitation Facilities (CARF) if the agency supports more than 20 clients.
- G. An agency that is not CARF certified must provide proof - to the county if the provider is a subcontractor or to DDA if the county is the service provider - that at least 60 percent of their clients are successfully placed in a minimum wage job if the agency supports less than 21 clients.
- H. An employment agency must have a contract with DSHS Division of Vocational Rehabilitation (DVR) for employment services unless the employment agency meets the criteria outlined in Policy Section (G).
- I. The employment provider must comply with the DDA and DVR [Memorandum of Understanding](#), which describes the continuum of services and supports available.
- J. An employment agency must create a performance plan to document the agency's progress over time. The 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 each client supported by the agency.

- K. To be a qualified provider of Community Inclusion services, an agency must:
1. Implement Community Inclusion as described in the [Community Inclusion Frequently Asked Questions](#);
  2. Serve clients in integrated settings that support the client's connection to other members of the community who are not paid to be with the client and ability to contribute to their community;
  3. Employ at least one person who:
    - a. Has experience providing services in an integrated community setting that supports the client to contribute to their community;
    - b. Has at least two years of experience related to the Community Inclusion services the agency provides to DDA clients; and
    - c. Understands current Community Inclusion practices, as described in the [Community Inclusion Frequently Asked Questions](#), and is able to train direct support staff to implement those best practices.
  4. Employ staff who know how to:
    - a. Conduct Discovery assessments;
    - b. Assist a client with goal and career planning;
    - c. Conduct community analysis to identify places and resources available in the community;
    - d. Develop opportunities for client to connect with the community;
    - e. Coach, which includes task design and training, support strategies, and developing natural supports; and
    - f. Document goals and write reports.
  5. Provide ongoing Community inclusion training to the agency staff.
- L. 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, the applicant must submit to the county or counties they will contract with to provide services in:
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 the policy section;
  5. A copy of the agency’s organization chart;
  6. Monitoring reports and audits;
  7. Job descriptions for each position within the agency;
  8. A copy of the agency’s business license;
  9. The name of the agency’s signature authority;
  10. A copy of the agency’s insurance certificate;
  11. The agency’s debarment certification statement;
  12. 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
  13. A projected budget for one year of services.
- B. All successful applicants will have a provisional contract. A provisional contract is valid for one year.
- C. At the end of the provisional contract, to remain a qualified provider the agency must fully comply with:
1. Their county subcontract, which includes the DDA contract and General Terms and Conditions; or
  2. The DDA contract and General Terms and Conditions.

- D. If an agency is out of compliance with their contract, 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.

### **SUPERSESSSION**

DDA Policy 6.13  
Issued June 1, 2018

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

Date: April 15, 2019