



"Creating Life Opportunities"

Policy and Procedure # 581

Provider Qualifications for Employment and Day Program Services

Approval: _____ Effective Date: 5/9/24

Policy: This policy establishes qualifications for providers for employment and day program services. This applies to all providers of employment and day program services contracted with the Division of Developmental Disabilities through counties as subcontractors under the state/county contract. Day program services include Community Access and Child Development Services. Individualized Technical Assistance services are outside the scope of this policy. In compliance with DDD Policy 6.13 and RCW 71A.12 EFI will provide the required training to all vocational employees and follow all guidelines as outlined by the Division of Developmental Disabilities.

REFERENCES: RCW 71A.12
Chapter 388-825 WAC
Chapter 388-845 WAC
Chapter 388-850 WAC

Procedure:

DDD shall have consistent, uniform qualification standards for all counties and county subcontracted employment and day program service providers.

All Service Providers must meet the following:

1. Exhibit ability to successfully develop and implement a plan for providing services that are based on individual needs that include:
 - a. Method for gathering information
 - b. How needs are assessed
 - c. Plan implementation
 - d. Outcomes
2. Demonstrate ability to provide services in accordance with DDD County Guidelines.
3. Exhibit administrative capabilities necessary to safeguard public funds, including maintaining books, records, documents and other materials relevant to the provision of goods and services. This shall include the following:
 - a. Internal control of policies;
 - b. Evidence of fiscal stability:
 1. Existing agencies must submit financial statements for the past two years or Department of Social and Health Services (DSHS) and/or federal audits if required; and
 2. Newly applying agencies must be able to show cash reserves or a current line of credit to provide services for no less than two months of services; and
 - c. Newly applying agencies must submit a projected budget for one year for services.



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4. Maintain a management system that provides for systematic accumulation, filing, and retention of timely records and reports related to:
 - a. Clients;
 - b. Staff; and
 - c. The agency's structure, tax status, capabilities, and performance.
5. Employ individuals who are 18 years of age or older and ensure that the following requirements are met for each employee who provides direct services:
 - a. Have proof of criminal history background clearance in accordance with RCW 43.43.830-845 and RCW 74.15.030. DDD requires the DSHS Background Check Unit (BCCU) be used to obtain background clearances.
6. Have at least one staff member with two years of experience related to the service for which the agency is providing or applying to provide as follows:
 - b. For employment service providers: Experience must include developing, obtaining, and maintaining successful placements in paid employment at minimum wage or better with the wages paid by a community-based business. An "Employment Professional" certificate from Highline Community College will substitute for one year of experience with DDD Director Approval.
 - c. For Community Access providers: Experience must include providing services in an integrated community setting that supports contribution by the client with local community members who are not paid to be with that person.
 - d. Employment service providers must either: be certified by the Commission on Accreditation of Rehabilitation Facilities (CARF) within two years of the date of this policy; or for a provider who serves twenty (20) or fewer DDD clients, in lieu of CARF certification the provider may provide proof of successful employment placements. The number of successful placements will be based on the total number of clients served in employment type services, of which there must be evidence of thirty (30) percent successfully placed in a paid job at minimum wage.
7. Assurance that potential conflicts of interest will not arise. Such conflict will arise when any employment or day program provider is a guardian, legal representative or other decision maker for the client. A conflict may also arise when any employee of the agency is the decision maker for, or a family member of, client of the agency. In these situations, the provider must document the measures taken specific to the situation to assure that a conflict of interest does not exist.
8. Individual employment provider clients must be able to access the DSHS Division of Vocational Rehabilitation funding.
9. Service providers must develop and implement a training plan for employees that meet the requirements described below. The training plan must also address ongoing training and review of DDD policies.
 - a. Prior to working with clients unsupervised, employees must have knowledge of and receive training in the following areas:



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1. Client confidentiality;
 2. Current individual work and /or support plans for each client with whom the employee works;
 3. DDD Policy 5.06, Client Rights;
 4. DDD policy 9.07, HIV and AIDS;
 5. First Aid and CPR (current);
 6. DDD Policy 4.11, county Services for Working Age Adults, as applicable;
 7. DDD Policy 15.03, Community Protection Standards for Employment and Day Program Services, as applicable.
10. Within one month of employment, employees must have received training in the following:
- a. DDD Policy 5.17, Physical Intervention Techniques;
 - b. Waiver requirements as referenced in contract.
11. Within three (3) months of employment, employees must have received training in the following:
- a. DDD Policy 5.14, Positive Behavior Support, as applicable; and
 - b. DDD Policy 5.15, Use of Restrictive Procedures, as applicable.
12. Agencies applying for qualification will submit information to the county (or to DDD if contracting directly with DDD). Information must include all of the following:
Contract information, including:
- a. Name of individual or entity;
 - b. Street address;
 - c. City;
 - d. County;
 - e. State; and zip code.
13. Identification of the type(s) of service to be provided (or applying to be qualified for). Service coordination is not reimbursable service under the DDD contract.
- a. Response to all items outlined in this section of this policy. The exhibits are as follows:
 - b. Organization chart;
 - c. Job descriptions;
 - d. Business license;
 - e. Signature authority;
 - f. Insurance certificate; and
 - g. Debarment certification statement.
14. Successful new applicants will have an initial one year provisional contract. New applicants must demonstrate full compliance with the contract, including the Criteria for Evaluation at the end of one year.
15. Providers will maintain qualification requirements as specified in this policy. Continuation of qualification will be based in performance and reviewed every two years at a minimum.