

Snohomish County Developmental Disabilities
Quality Assurance & Evaluation Tool
For Qualified Providers of Career Path Services
Effective July 1, 2009

The purpose of the quality assurance and evaluation process is to conduct a contract review with each agency to ensure that they are providing quality services in compliance with the following:

Qualified Provider Agreement with Snohomish County Department of Human Services
Division of Developmental Disabilities County Guidelines
Division of Developmental Disabilities Criteria for an Evaluation System
Division of Developmental Disabilities Policy 6.13, Day Program Provider Qualifications
Applicable state/federal laws, regulations, and policies

The review process offers the opportunity for dialog between each agency and the County, resulting in system improvements, increased partnership, and discussion of technical assistance needs that would assist agencies to provide quality services and outcomes. The review process must be successfully completed in order to maintain qualified provider status in Snohomish County.

Methods may vary and may include some or all of the following: Visit to agency-operated sites; visit to participant work/volunteer sites; agency and employee interviews; review of a random sample of employee files, participant files, and billing records; review of Board records; review of policy and personnel manuals; and participant/family satisfaction interviews or surveys.

The County will conduct a minimum of one review during each biennium. The County will send advance notification of pending reviews and methods to be used. A formal written report will be sent to the agency summarizing the review findings, recommendations, and corrective actions. The agency is required to submit a written response within 30 days which explains how the agency will address any corrective actions listed in the report.

This review process will also be utilized to evaluate agencies who are interested in becoming a qualified provider of Career Path Services in Snohomish County. Consideration will be given for elements that may not be in place for an agency that does not currently provide vocational services to DDD clients. Assistance may be provided by the County to implement required elements.

REVIEW ELEMENTS

A. SERVICES ACCORDING TO INDIVIDUAL NEED

1. Authorization of persons for services by DDD:
 - ✓ Receives new referrals on a regular basis
 - ✓ Accepts new referrals regardless of severity of disability
 - ✓ Maintains a copy of the CSA in participant file
2. Services relate to the DDD Individual Service Plan and CSA:
 - ✓ DDD Case Managers are invited to attend career path planning meetings
 - ✓ DDD Case Managers are notified of changes in program and terminations
 - ✓ Services are provided according to the CSA
 - ✓ A copy of the DDD Individual Service Plan is maintained in the participant's file
 - ✓ Participants are informed of the service hours (minimum and maximum) to be provided
3. Participant grievance procedure
 - ✓ Is approved by the County
 - ✓ Is explained to participants and others in accordance with Necessary Supplemental Accommodation (NSA) Policy 5.02
 - ✓ Ensures that conflicts are negotiated
 - ✓ Ensures that advocates are available and participants are encouraged to bring advocates to help negotiate
 - ✓ Provides for a mediation process using someone who is unaffected by the outcome if the conflict remains unresolved
 - ✓ Prohibits retaliation for using the grievance process
4. Participant agreement to engage in Career Path Services
 - ✓ Is used in accordance with NSA Policy 5.02
 - ✓ Informs participants of their rights and what services/benefits to expect
 - ✓ Informs participants of the program's expectations of them
 - ✓ Informs family members, guardians, or advocates as applicable
5. Participant satisfaction surveys are completed and utilized on a regular basis

B. DEGREE OF SUPPORT

1. The program documents how it has identified and addressed the support needs of each participant utilizing an approved format for a Career Path Service Plan
2. The Career Path Service Plan is developed within 60 days of entry into services
3. The Career Path Service Plan is reviewed and updated as needed at least once a year
4. The Career Path Service Plan includes the following information about the participant:
 - ✓ Skills, interests, and employment preferences
 - ✓ Support needs necessary for successful job placement
 - ✓ Reason(s) for part-time employment if applicable
 - ✓ Career Path Goal - must address the desired **community employment** outcome unless the participant is authorized to receive retirement (Community Access) services
 - ✓ Strategies and methods needed to achieve the Career Path Goal and to address the participant's support needs, and the person responsible

- ✓ Satisfaction with services provided
- ✓ Signature of appropriate agency staff and participant/guardian
- 5. Case/progress notes document activity that is relevant to each participant's Career Path Service Plan

C. HEALTH AND SAFETY

1. Incident reporting:
 - ✓ An effective incident report form is utilized to document incidents
 - ✓ Incidents involving injury, health, or safety issues are immediately reported to the DDD office and the County
2. Mandatory reporting is done in accordance with 74.34 RCW and 26.44 RCW
3. Emergency contact and medical information needed during the hours of service is available for each participant

D. POLICIES PROTECTING INDIVIDUAL RIGHTS

1. Agency policies on a participant's right to be treated with dignity and respect and free of abuse, respectful staff-to-participant interactions, and participant privacy are in the agency's policy manual
2. Oath of Confidentiality is signed by all agency employees who come into contact with participants and/or participant information

E. ORGANIZATIONAL DESIGN

1. Agency performance/strategic plan:
 - ✓ Addresses the agency's mission, goals, and action plans
 - ✓ Is reviewed at least biennially and revised based on actual performance
2. Employee Orientation and training:
 - ✓ Program staff are hired based on job description qualifications
 - ✓ An effective training process is in place and utilized to train program staff
 - ✓ An Orientation Checklist is completed for all new program staff
 - ✓ The Orientation Checklist includes review of the following DDD policies:
 - 4.11 County Services for Working Age Adults
 - 5.02 Necessary Supplemental Accommodation
 - 5.05 Limited English Proficient Clients
 - 5.06 Client Rights
 - 5.13 Protection from Abuse
 - 5.14 Positive Behavior Support
 - 5.15 Use of Restrictive Procedures
 - 9.06 HIV and AIDS
 - 12.01 Incident Reporting
 - ✓ The Orientation Checklist includes a review of the agency's Qualified Provider Agreement, the Career Path Services Guide (for participants), the Career Path Services

- Provider Guide, the DDD County Guidelines, and information about other funding sources for vocational services such as DVR/DSB
- ✓ Program staff receive initial and ongoing training on person-centered career path planning, job coaching techniques, and job development techniques
 - ✓ A Staff Training Log is kept on file for each program staff member
3. Financial management of public funds:
 - ✓ Monthly program billing and data is submitted by the 10th of every month in the DD Service Tracker
 - ✓ Case/progress notes in participant files accurately document the reported staff support hours and participant activity hours
 - ✓ Adherence to minimum service level requirements
 - ✓ Adherence to procedure for participant funding requests and funding exceptions
 - ✓ Procedure for internal quality assurance is in place to ensure data and billing accuracy
 - ✓ Utilization of other funding sources and non-duplicative use of funding sources
 - ✓ Yearly independent financial audit and recommendations are on file
 - ✓ Accurate, current, and complete disclosure of all direct and indirect costs for this program are available
 - ✓ Procedures and documentation to assure all costs are properly allocated to the program
 4. Administrative/Organizational structure:
 - ✓ The agency Organization Chart clearly defines responsibilities
 - ✓ There are employee job descriptions with minimum qualifications
 - ✓ A minimum of one key staff person is identified who is responsible for coordination of the overall contract effort, contract compliance, providing a liaison to the County, and evaluation of contract outcome measurements. This staff person or persons must have adequate experience, knowledge, and training for this role.
 - ✓ In non-profit agencies, there is an effective Board and Board meeting minutes OR in for-profit agencies, there is an effective management structure that utilizes participant/family feedback
 5. Background checks
 - ✓ Copy of background check clearance letter from BCCU (DSHS Background Check Central Unit) is on file for all agency employees, subcontractors, and volunteers who may have unsupervised access to participants
 - ✓ Background checks from the BCCU are updated every three years
 6. Safety
 - ✓ Typical safety protection per the standards of the environment the participant is working or receiving services in
 - ✓ Safety checklist in place for each participant work/volunteer site
 7. Communication and collaboration:
 - ✓ Ability to establish and maintain effective communication with the County and community partners (e-mail, phone, and internet access)
 - ✓ Communicates and collaborates with each participant's DDD case manager
 8. Community relations:
 - ✓ List of employer connections via participant employer situations, participant volunteer situations, or other business connections
 - ✓ School district relationships
 - ✓ DVR/DSB relationships
 - ✓ Participation in the annual Transition Fair and other school events

F. IMPLEMENTATION OF CAREER PATH SERVICES

1. All participants are supported to obtain and/or maintain integrated community employment, unless authorized to receive retirement services, in accordance with DDD Policy 4.11, County Services for Working Age Adults
2. Information is collected about participant wages, hours worked, and benefits
3. Data shows an increase in wages and hours worked over time
4. Participants are encouraged to work at least 20 hours per week
5. Adherence to Federal Department of Labor requirements for payment of sub-minimum wages in enclave and facility settings
6. Facility settings are appropriate to participant age and program purpose, and the appearance of the building must be similar to places where persons without disabilities would go for the same purpose
7. The identification and provision of supports necessary for successful job placement have been provided to the participant as identified on the Career Path Service Plan. Supports may include transportation, job restructuring, work materials or routine adaptation, work environment modifications, and identification of job counseling needs.
8. Adequate support is provided, including training and support to employers/co-workers, in each job placement to ensure jobs are maintained (including the development of natural supports)
9. Participants are given the opportunity for job placement change if desired
10. Placement and retention rates are tracked for each participant
11. Individuals who are not yet employed in the community are supported to develop local community connections, participate in volunteer opportunities, develop work skills, and participate in community activities not designed for individuals with disabilities that will lead to community employment
12. Volunteer opportunities comply with Washington State Department of Labor standards
13. Self-employment ventures must include a business plan, established benchmarks for financial gain, and show progress is being made towards providing a living wage
14. All participants who are authorized to receive retirement services are supported to connect to their local community in retirement activities in ways similar to others of retirement age, on an individual basis
15. Strategies are implemented after six months of services to support unemployed participants become employed in the community.
16. A review of services occurs every six months for all participants. A written summary of this review is documented in the DD Service Tracker. This includes documentation of the current Career Path Goal.
17. A review of employment information occurs every six months for all participants. This information is documented in the DD Service Tracker.