Washington State
Department of Social & Health Services

Fact Sheet:

Quality Framework for Community Services for People with Developmental Disabilities

The Power of the PERSON, the FAMILY, and the COMMUNITY

DESCRIPTION

The Division of Developmental Disabilities (DDD) assists individuals with developmental disabilities and their families to obtain services and supports based on individual preferences, capabilities and needs. The quality of community services funded by DDD is monitored in many ways. Quality assurance is a shared responsibility between the individual, the family, and DDD. In DDD, it begins with the Case Resource Manager who is the primary contact for individuals, and continues with additional regional quality assurance activities. The DDD Central Office provides the overall quality assurance framework.

The goal of quality assurance and compliance is to advance the values of **Health** and **Safety**; **Power** and **Choice**; **Status; Integration**; **Relationships** and **Competence** in the lives of people with developmental disabilities. The Division will accomplish this by:

- Communicating with people we support and their families, advocates, service providers, legislators, and others;

- Creating service plans based on individual needs and the strengths of the individual and family;

- Utilizing quality outcome-based strategic planning;

- Auditing programs to ensure compliance with state and federal standards;

- Monitoring fiscal, incident, and other data for needed improvements;

- Working with those we support, their families, and service providers to reduce the rate of serious incidents;

- Monitoring and enforcing provider compliance with agreed upon standards;

- Providing training to the people we support, their families, friends, and service providers, that describes the values on which services and service delivery are based;

- Using feedback from clients, families and stakeholders to make better informed program and policy decisions; and

- Engaging in continuous quality improvement.

SERVICES

DDD has established various entities whose tasks are to analyze trends, prioritize, and propose or implement proposals for the improvement of the DDD community service system. The goal of quality improvement in DDD is to promote, encourage, empower and support continuous quality assessment and enhancement. This is a five step process:

- Decide what needs to be assessed and develop databases to gather information;

- Identify individuals or committees to analyze data;

- Develop remediation plans based upon the data as appropriate;

- Implement evidence-based remediation plans; and

- Verify the effectiveness of remediation plans.

CURRENT EFFORTS

DDD has many systems and processes in place to ensure community services and supports are offered appropriately and in ways that are requested by clients and families:

- Recipients of services meet with a Case Resource Manager annually to develop an Individual Support Plan (ISP) based on their annual assessment. The ISP describes the type and amount of services an individual will be eligible to receive.

- In order to assure the quality of the annual assessment process, Quality Compliance Specialists complete an annual review. This review provides a look-behind, verifying service delivery and ongoing compliance with federal and state requirements.

- Quality Assurance and Quality Compliance staff in each DSHS region continuously monitor DDD staff and service providers, and evaluate systems that are in place to provide services and protect clients.

- DDD requires licensing, certification or contracting of all service providers. This includes background checks and extensive training that help to ensure services will be of the highest quality.

- DDD maintains an incident reporting system that Case Resource Managers use to provide information on any concerns about the health and welfare of the client and what actions are being taken to protect the individual.

- All DDD staff and providers are mandatory reporters to Adult Protective Services, Child Protective Services, and the DSHS Residential Care Services Division if there is any suspicion of abuse, neglect or exploitation of a client.

- A Mortality Review process is used by DDD to review the deaths of all individuals who received residential supports from DDD.

- DDD uses the National Core Indicators and Individual Support Plan surveys to collect input and feedback from all clients and families.

- A complaint process has been implemented for individuals and families to use if they have concerns with services or staff.

For more information, visit the DDD website at:
www.dshs.wa.gov/ddd