

# Developmental Disabilities Administration

## Fact Sheets

<b>Employment &amp; Day</b>	<b>Page</b>
Employment Support Services	2
Employment & Day Programs	4
Community Inclusion	5
What does a Community Guide & Engagement Provider do?	7
Community Engagement	8
Community Engagement & Community Guide	9
Assistive Technology	10

## Employment Alternatives

If a client receives employment services for at least nine months, they may choose community inclusion services.

Community Inclusion connects individuals with disabilities to people in the local community. This allows them to build relationships with others who share similar interests. The support services are individually tailored and may help individuals join associations, participate in organizations and become club members. For more information visit [www.dshs.wa.gov/dda/](http://www.dshs.wa.gov/dda/) county-best-practices.

DDA case resource managers can assist with requests for exceptions to the nine-month rule.



**Region 1 North**  
Spokane  
1-800-462-0624

**Region 2 North**  
Everett  
1-800-788-2053

**Region 3 North**  
Tacoma  
1-800-248-0949

**Region 1 South**  
Yakima  
1-800-822-7840

**Region 2 South**  
Seattle  
1-800-314-3296

**Region 3 South**  
Tumwater  
1-800-339-8227

Washington State  
Department of Social  
& Health Services

Transforming lives

DSHS-22-1463 (Rev. 9/19)

## Employment Support Services for Adults with Developmental Disabilities



Washington State  
Department of Social  
& Health Services

Transforming lives

Developmental Disabilities Administration

## Department of Social and Health Services' (DSHS) Developmental Disabilities Administration (DDA)

*offers employment supports to eligible adults. Eligibility is determined by an individual's DDA assessment. DDA clients can find out what qualified employment agencies are available and what services are offered through their case resource manager. A good fit is important to success. Clients are encouraged to interview available agencies and choose one that provides the supports needed.*

### Pathway to Employment

Under Washington state policy, individuals of working age 21 through 61, are recognized as valued members of the community who deserve to be gainfully employed with opportunities for advancement. A pathway to employment is a client's unique road to finding a job. It begins with a plan that considers career goals, needs, and the best way to attain the supports needed.

A **PATHWAY to EMPLOYMENT** may include:

#### INTAKE

Initial meeting to gather and share basic information.

#### DISCOVERY

A person-centered approach to learning a client's likes and dislikes, job preference, goals and skills.

#### JOB PREPARATION

Work-readiness activities like trial work experience, short-term volunteer support and transportation training.

#### MARKETING

Identifying and negotiating jobs, building relationships with employers and employment development.

#### JOB COACHING

Supports needed to perform and excel in the work place.

#### JOB RETENTION

Support to retain a job, maintain positive relationship with employer, identify opportunities, negotiate pay raises, promotions and/or increased benefits.

## Types of Employment Support Services

### Individual supported employment

helps job seekers obtain and keep employment at or above minimum wage. Support for employment opportunities and career development is based on individual needs, interests and abilities.

### Group supported employment

provides ongoing supervision and shared support for two to eight individuals with disabilities in a community setting. Supports are intended to lead to individual jobs. Examples include janitorial, landscaping or other crews.

**For more information on local employment providers check out the Provider Search Website at:**  
[www.stateldata.info/washington/search](http://www.stateldata.info/washington/search)

The site has information about:

- What providers have the best outcomes
- What to ask when selecting a provider
- What makes a quality provider



## Determining Hours of Support

The number of support hours provided is determined by an individual's support level and wage history.

**Support Levels fall under the following three categories:**

1. Low acuity refers to someone independent in the community; requires little job support communicates well with others; and can maintain personal health and safety with most of the time without supervision.
2. Medium acuity refers to someone who is independent in the community some of the time; requires moderate employment support; is able to maintain health and safety in the community for short periods of time; and may need some supervision, training or partial physical assistance with community activities.
3. High acuity refers to someone who requires support in the community at all times to maintain health and safety; requires significant job supports; and requires frequent supervision, training or full physical assistance with community activities most or all of the time.

**Wage history is determined by the money an individual earned over the past year. Wage history is divided into three categories:**

1. Continuous employment: A client earns money at a job for nine months of the past year.
  2. Recent/ intermittent employment: A client earns money at a job for at least one month out of the past year.
  3. Unemployed: An individual does not work or earn money for the past year.
- The longer an individual works, earns money and learns their job, the less employment support needed.

For more information,  
visit:

[www.dshs.wa.gov/dda](http://www.dshs.wa.gov/dda)





# Employment and Day Programs

Washington State Department of Social and Health Services

## Program Description:

### Developmental Disabilities Administration

Developmental Disabilities Administration (DDA) supports employment and day services, including child development services, through contracts and partnerships with county governments and local districts. The counties contract with service providers or directly provide many of the support services that strengthen the availability and integrity of these programs.

- **Employment Services**

Ongoing support services and training for eligible clients with paid jobs, including individual or group options, in the community.

- **Individual Supported Employment**

Placement and follow-up services necessary to assist clients to obtain and maintain jobs in an integrated environment. The goal is to support clients to achieve a living wage and their desired number of work hours. This may include job development, support to the employee's supervisors and/or peer workers, on-the-job training, modification of work site or tasks, employment retention and follow along support, and development of career and promotional opportunities.

- **Group Supported Employment**

These services are a part of a pathway to individual employment. These are supervised employment and training activities in regular business and industry settings for groups of no more than eight workers with disabilities. Examples include enclaves, mobile crews and other business-based programs employing small groups of workers with disabilities in integrated employment.

- **Community Inclusion**

Community Inclusion provides opportunities to learn, practice and apply skills that promote greater independence and inclusion in the community. These services are individualized and provided in typical community settings. The ideal outcome is skill development and natural relationships with other community members.

- **Child Development Services**

Emphasize early intervention services designed to meet the needs of a specific child. They include therapy, education, family counseling, and training, and are provided to children until age three when they become eligible for services through public schools or other community programs.

- **Technical Assistance**

Provides assessment and consultation to the service provider, client and their support system to identify and address existing barriers to employment to help find and maintain jobs for individuals.

**Highlights in 2020** – Responded to the needs of clients in essential positions during COVID-19 by providing in-person or remote supports, successfully launched a value-based payment project, “Job Foundation Project”, that engages students in employment supports earlier to increase employment outcomes when they transition to adult services, increased training opportunities for providers, and continue to rank #1 nationally in integrated and competitive employment.

**Quality Assurance Oversight** – Centers for Medicare and Medicaid Services, Commission for Accreditation of Rehabilitation Facilities, Office of the State Auditor, DDA and County Contract Monitoring

**Stakeholders** – Clients and families, Counties, Service providers, Advocacy organizations, State Department Children, Youth and Families, DSHS Division of Vocational Rehabilitation, School districts, State Office of the Superintendent of

**Contact:** Public Instruction, Employers

Branda Matson

Unit Manager

(360) 407-1523

[branda.matson@dshs.wa.gov](mailto:branda.matson@dshs.wa.gov)

Washington State Department of Social and Health Services

## Developmental Disabilities Administration

### Community Inclusion

#### Overview

The Community Inclusion program allows clients to thrive in their home communities through contributions and relationships with others who are not paid to be with the person. The ideal outcome is expanding natural relationships with other community members so paid supports are no longer needed while the person's circle of support grows.



Community Inclusion services are individualized services provided in typical integrated community settings. Paid supports provide opportunities to learn, practice and apply skills that promote greater independence through relationships and participation in an inclusive community. These supports can be complemented with community information and education.

DDA supports Community Inclusion through contractual partnerships with Washington State's 39 counties. Counties collaborate with multiple local agencies to provide Community Inclusion services to approximately 1,600 individuals statewide.

#### Eligibility Requirements

Developmental Disabilities Administration (DDA) clients:

- Age 62 and older;
- Have participated in a DDA employment program for nine consecutive months; or
- Have a DDA approved exception to the nine-month rule.

#### Authority

- Chapter 388-823 WAC, DDA Intake and Determination of Developmental Disabilities
- Chapter 388-825 WAC, DDA Services Rules
- Chapter 388-828 WAC, DDA Assessment
- Chapter 388-845 WAC, Home and Community Based Services Waivers
- Chapter 388-850 WAC, County Plan for Developmental Disabilities

Washington State Department of Social and Health Services

## Budget

Not applicable.

## Rates

Hourly fee for service.

## Partners

- Individuals and their families
- Counties
- Qualified service providers
- Advocacy organizations
- Volunteer/nonprofit organizations

## Quality Assurance Oversight

### External

- Centers for Medicare & Medicaid Services
- Commission for Accreditation of Rehabilitation Facilities
- Rehabilitation Services Accreditation System
- Association of Community Rehabilitation Educators
- Washington State Auditor's Office

### Internal

- DDA monitoring and evaluation process of counties and client service
- County monitoring of subcontracted providers and client service

## Contact

Branda Matson

Employment & Day Program Services Unit Manager

[Branda.Matson@dshs.wa.gov](mailto:Branda.Matson@dshs.wa.gov)

Saif Hakim, Chief

Office of Residential, Employment, and Day Programs

[Saif.Hakim@dshs.wa.gov](mailto:Saif.Hakim@dshs.wa.gov)

Washington State Department of Social and Health Services



# What does a Community Guide and Engagement Provider do?

## Community Guide

Short-term services designed to increase access to informal community supports by developing creative, flexible, and helpful resources. This service is available in the Basic Plus and Core waivers.

## Community Engagement

One-on-one services designed to develop creative, flexible and supportive community resources and relationships. Individuals are introduced to the resources that are available in their area to develop skills that will facilitate integration into their community. This service helps to connect individuals to resources in their community, and once connected, supports them to participate, interact, and integrate into the community. This service is available in the Individual and Family Services waiver.

A Community Guide or Community Engagement provider will:

- Meet with to provide assistance in accomplishing goals stated in the service plan developed by you and your case manager.
- Develop strategies with you to connect with community resources, based on your interests and needs.
- Bring you together with local community members for mutual benefit and activities.
- Gather information needed to enhance participation in your community, providing you with information that is in written format, such as literature or pamphlets, for future reference.

The Department of Social and Health Services assists more than 32,000 clients through the Developmental Disabilities Administration. As part of our mission of transforming lives, we need people to serve in the role as Community Guide and Engagement provider.  
[www.dshs.wa.gov/dda/](http://www.dshs.wa.gov/dda/)

## Community Engagement

Community Engagement services develop creative, flexible and supportive community resources and relationships.

These services help connect individuals to resources in their local society and supports them to participate, engage, and integrate into the community.

This service is available to participants enrolled on the HCBS waivers: Basic Plus, CORE, and Individual and Family Services.



### A community engagement provider will:

- Meet with you to discuss goals stated in the Person-Centered Service Plan developed by you and your case manager, and help you develop specific goals related to engaging with the community.
- Assist you with developing strategies to connect with community resources, based on your interests and needs.
- Help you develop healthy relationships with local community members.
- Support you participating in community activities within your identified budget.

**The Department of Social and Health Services assist more than 32,000 clients through the Developmental Disabilities Administration.**

Contact: Leila Graves, *Case Management Services Program Manager* • [Leila.graves@dshs.wa.gov](mailto:Leila.graves@dshs.wa.gov) • 360-407-1529

**Washington State Department of Social and Health Services**



# Community Engagement and Community Guide

## Community Engagement

Services are designed to develop creative, flexible and supportive community resources and relationships. This service helps connect individuals to resources in their community, and supports them to participate, engage, and integrate into the community. This service is available in the Individual and Family Services waiver.

*A community guide or community engagement provider will:*

- Meet with you to discuss goals stated in the Person-Centered service plan developed by you and your case manager and help you develop specific goals related to engaging with the community.
- Develop strategies with you to connect with community resources, based on your interests and needs.
- Help you develop healthy relationships with local community members.
- Support you with participating in community activities within your budget.

## Community Guide

Short-term services designed to increase access to informal community supports by developing creative, flexible, and helpful resources. This service is available in the Basic Plus and Core waivers.

The Department of Social and Health Services assists more than 32,000 clients through the Developmental Disabilities Administration. As part of our mission of transforming lives, we need people to serve in the role as Community Guide and Engagement provider.  
[www.dshs.wa.gov/dda](http://www.dshs.wa.gov/dda)



*Transforming lives*

DSHS 22-1743 (9/17)

# Assistive Technology can make life easier

**Assistive Technology** can help you be more independent and live the life you want to live.

Assistive Technology is equipment, devices or systems that are used to help a person live a more independent life. This could include items such as tablets, switches, electronic reminders, automatic shut-off stoves or specialized utensils.

*It is available for people with developmental disabilities and currently enrolled or receiving:*

- Individual and Family Services (IFS) Waiver
- Children's Intensive In-Home Behavior Supports (CIIBS) Waiver
- Community First Choice (CFC)
- Pre-Admission Screening and Resident Review (PASRR)
- Roads to Community Living (RCL)



Ask your case manager for more information about assistive technology.  
If you do not have a case manager, request information on-line at:  
[www.dshs.wa.gov/dda](http://www.dshs.wa.gov/dda)

