

Dear Group Home, Group Training Home, and Supported Living providers:

Did you know that DDA headquarters has a Residential Quality Assurance Unit? The unit is happy to help providers in a variety of different quality assurance areas.

We had three new staff join us in the last month. These are new positions that will help our current staff, Donna Pierson, complete virtual and on-site provider reviews around management of client funds and delivery of supports reviews across the state.

Please contact team members for questions or assistance. Let us know how we can help you!

Team Members

QA Compliance & Improvement Specialists	<p>HQ: Donna Pierson (Donna.Pierson@dshs.wa.gov)</p> <p>New staff:</p> <ul style="list-style-type: none">• Region1: Karen Smith (Karen.Smith2@dshs.wa.gov)• Region 2: Michelle Cottrell (starting 1/17/2023) (Michelle.Cottrell@dshs.wa.gov)• Region 3: Sharon Prose (Sharon.Prose@dshs.wa.gov)	<ul style="list-style-type: none">• On-site and virtual provider reviews:<ul style="list-style-type: none">• Management of funds; and• Support Services Reviews.• Assistance regarding management of client funds (savings, checking, Electronic Benefits Transfer, cash, gift cards, etc.)• Answers to best practice questions involving client funds management• Support and feedback on Individual Financial Plans.• Guidance in understanding the requirements of WACs 388-101D-0235 thru 0290.
Quality in Residential Settings Program Manager	<p>Amanda Sherry (Amanda.Sherry@dshs.wa.gov)</p>	<ul style="list-style-type: none">• Uniform QA metrics from Ruckelshaus project.
Residential Program Specialists	<ul style="list-style-type: none">• Region 1: William Morris (William.Morris@dshs.wa.gov)• Region 2: Caitlin Thatcher (Caitlin.Thatcher@dshs.wa.gov)• Region 3: Mikal Applewhite (Mikal.Applewhite@dshs.wa.gov)	<ul style="list-style-type: none">• Individual Instruction and Support Plan goal support and plan development.• Technical Assistance with Functional Assessments/Positive Behavior Support Plans.• Internal QA System Review or Residential QA Tracking Tool implementation.• In-Home QA reviews.• Background checks.• QA/Quality Improvement strategies and Best Practices.

		<ul style="list-style-type: none"> • Guiding Values implementation. • Plans of Correction. • Policy and Washington. • Administrative Code questions. • Integrated settings reviews.
Residential QA Program Manager	Kenny Davis (Kenneth.Davis2@dshs.wa.gov)	<ul style="list-style-type: none"> • Individual Instruction and Support Plan training. • QA training. • Residential Care Services citation monitoring. • Provider-specific trend reporting. • QA/Quality Improvement strategies.

Check out our Provider Resources [page](#) where you will find QA tools, checklists, and other resources!

If you have any general questions about DDA Quality Assurance, or suggestions for how we can improve our supports, please contact [Lori Gianetto Bare](#), Residential Quality Assurance Unit Manager.