

Statewide Certified Community Residential Services and Supports Provider Meeting

Frequently Asked Questions – July 19, 2023

Thank you to all who were able to participate in our recent statewide provider meeting. Below you will find requested and additional information from presenters.

Resource Management Survey

[Statewide Resource Summit Survey](#) – Please take a few minutes to fill out this survey on what makes a great resource manager. Your answers will help inform topics for the Resource Summit for the statewide resource team later this fall. This survey will close COB business Aug. 18.

Diversion

What are the requirements to become a diversion provider?

The requirements can be found in WAC 388-101D-0515 through 388-101D-0550 and waiver WACs 388-845-1100 through 388-845-1110. There are some additional items listed in the contract including a list of applicable policies. Most, but not all, of the WACs and policies covering supported living services also apply to diversion providers with some noted exceptions.

Who can I contact if I'm interested in becoming a diversion provider?

Region 1 – Renee Schuiteman, renee.schuiteman@dshs.wa.gov.

Region 2 – DeAnn Adams, DeAnn.Adams@dshs.wa.gov.

Region 3 – Aimee Kile, amee.kile@dshs.wa.gov.

For general questions, contact Deanna Aldridge, deanna.aldrige@dshs.wa.gov.

Housing Development

What are some major changes of which providers should be aware?

Providers should watch out for the ongoing 2023 housing trust fund opportunity and efforts to collect affordable housing needs data. Please refer affordable DD housing developers to Sheng Fang sheng.fang@dshs.wa.gov.

What current/future legislation should providers track to know more about the housing project?

The 2023 legislature session is over, and Bill 1628 (seeking to increase property sales tax and set the DD housing fund) did not pass. There may be similar efforts to address the housing crisis in the future sessions.

What training is available to providers?

DDA is collaborating with the training unit for formal training that will eventually become available to providers.

Are there any current housing resources which could help providers learn more?

Please take a few minutes to fill out the Housing Needs Form attached to the GovDelivery message if you have not previously. You can send this form to your Resource Manager.

Permanent Supportive Housing (PSH)

<https://www.commerce.wa.gov/building-infrastructure/housing/ahah-psh/>

The Community Behavioral Health Rental Assistance program (CBRA)

<https://www.commerce.wa.gov/serving-communities/homelessness/permanent-housing-subsidy-programs/>

Foundation Community Supports (FCS)

<https://www.hca.wa.gov/about-hca/programs-and-initiatives/medicaid-transformation-project-mtp/initiative-3-foundational-community-supports-fcs>

Housing and Essential Needs (HEN) Referral program

<https://www.dshs.wa.gov/esa/community-services-offices/housing-and-essential-needs-hen-referral-program>

Stabilization

Please see the Stabilization PowerPoint attached to the GovDelivery message.

Complex Needs Pilot

What is the complex needs pilot?

The Legislature has funded a pilot that provides a specialty rate for community residential providers who receive additional training to support individuals with complex physical and behavioral health needs.

The program will support 30 adults with a focus on people who are in the hospital awaiting discharge.

What are the requirements of providers who participate?

There will be specific training requirements, but we are still considering how that will look and DDA is evaluating the needs of those individuals who are struggling to find a provider in determining the required topics. It will include de-escalation techniques, basics of behavioral health support, trauma informed care and likely Autism. There is also a report that will be required after implementation.

Background Checks

Where can I find locations for fingerprinting?

Go to IdentoGo's website -- <https://www.identogo.com/locations>

How do I know when there are cancellations or other appointment updates?

The Background Check System will now display additional fingerprint scheduling information when an applicant uses the fingerprint vendor (IDEMIA/IdentoGO). This includes:

1. **Canceled** fingerprint appointments. When an appointment is canceled, BCS will now display this information.
2. **No-show** fingerprint appointments. No-show information will appear for individuals who did not show up to their appointment or any applicants who may have shown for the appointment but did not have the proper ID or other issues. NOTE: If an applicant was printed but the entity is seeing a no-show in the system, please contact our office and provide the receipt. Our office will work with the vendor to research.
3. All cancellations, no-shows and scheduled appointments will also include the fingerprint site address details.

You can also email the BCCU listserv to request to be added to the list to receive messages and updates:

BACKGROUNDCHECKDHS@LISTSERV.DSHS.WA.GOV

What if I cannot get an appointment for a fingerprint check?

And then finally, if all these options do not work there is always the hard card process where the applicant

can get fingerprinted at any Washington State Patrol office, however this could cost the applicant \$7 - \$14 per prints.

Informal Dispute Resolution

What is the IDR process?

Residential Care Services offers an independent review for providers who have been issued citations and/or enforcement actions. Informal Dispute Resolution allows providers independent review for citations or enforcement they disagree with RCS' findings. It also allows RCS to address if there are differences in interpretation among field staff.

The purpose of the informal dispute resolution process is to provide an opportunity for an exchange of information that may lead to the modification, deletion, or removal of a violation, parts of a violation, or an enforcement remedy imposed by the department. Except for the imposition of civil penalties, the effective date of enforcement actions may not be delayed or suspended pending any hearing or informal dispute resolution process.

You can read more here: [Informal Dispute Resolution | DSHS \(wa.gov\)](https://dshs.wa.gov/Informal-Dispute-Resolution)

When could I request an IDR?

If you receive a Statement of Deficiencies and disagree with a specific deficiency or deficiencies, you can follow the directions included on the accompanying letter to request an IDR.

How do I apply for IDR?

You must submit a written request within 10 working days after receiving the letter. Your IDR request must include:

- What specific deficiency or deficiencies you disagree with.
- Why you disagree with each deficiency.
- Whether you want an IDR to occur in-person, by telephone, or as a paper review.

The preferred method for submission is email: RCSIDR@dshs.wa.gov

Where can I give feedback on the IDR process?

[CCRSS Feedback Survey: Informal Dispute Resolution \(smartsheet.com\)](https://smartsheet.com/CCRSS-Feedback-Survey)

Other Resources

[Electronic DSHS Forms | DSHS \(wa.gov\)](https://dshs.wa.gov/Electronic-DSHS-Forms) – All DSHS forms available online.

[Policy Manual | DSHS \(wa.gov\)](https://dshs.wa.gov/Policy-Manual) – All DDA policies (remember to review before the webinars!)

[GovDelivery Message - Training Opportunity for Residential Providers and DDA Staff: Updated Policies.](https://dshs.wa.gov/GovDelivery-Message-Training-Opportunity-Residential-Providers-and-DDA-Staff-Updated-Policies)