

Dear Community Residential Service 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 one new staff join us in the last month. Robin Wiseman is the new Residential Quality Assurance Program Manager for adult residential services (a position formerly held by Kenny Davis, who has moved to the Residential Training Unit). We also have a resource for children’s residential providers, Hollie Hutton.

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

Team Members

<p>QA Compliance & Improvement Specialists</p>	<p>HQ: Donna Pierson Donna.Pierson@dshs.wa.gov</p> <ul style="list-style-type: none"> • Region1: Karen Smith Karen.Smith2@dshs.wa.gov • Region 2: Michelle Cottrell 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 • Delivery of supports. • Assistance regarding management of client funds (debit cards, 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. • Provider training on management of funds.
<p>Residential Program Specialists</p>	<ul style="list-style-type: none"> • Region 1: Dan Marshall Daniel.Marshall@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 check systems. • Quality Assurance/Quality Improvement strategies and Best Practices. • Guiding Values implementation. • Plans of Correction.

		<ul style="list-style-type: none"> • Policy and Washington Administrative Code questions. • Integrated settings reviews.
Residential QA Program Managers	<ul style="list-style-type: none"> • Adult Residential Services: Robin Wiseman Robin.Wiseman@dshs.wa.gov • Children’s Residential Services: Hollie Hutton Hollie.Hutton@dshs.wa.gov 	<ul style="list-style-type: none"> • Citation monitoring. • Provider-specific trend reporting. • Quality Assurance/Quality Improvement strategies. • Provider-specific training on plan implementation. • Review IISPs, PBSPs, FAs.

Check out our Provider Resources [page](#) where you will find Quality Assurance 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.