




GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT ON DISABILITY SERVICES

Andrew Reese, Director  
One Independence Square  
250 E Street, SW, Washington, DC 20024  
202.730.1700 | www.dds.dc.gov

**DDS TRANSMITTAL# 23-13**

**TO:** Developmental Disabilities Administration (DDA) Residential, Day, and Employment Providers

**FROM:** Shasta Brown, Deputy Director of Quality Assurance and Performance Management Administration (QAPMA) 

**DATE:** August 21, 2023

**RE:** Training Curriculum and Quality Assurance Policy and Procedures

---

The Department on Disability Services (DDS), Developmental Disabilities Administration (DDA), releases this transmittal to inform the DDA provider community that the District of Columbia strives to adhere to the assurances in its current Home and Community-Based Services (HCBS) Waiver for people with Intellectual and/or Developmental Disabilities. However, the district is consistently performing below the 86% benchmark for the following Assurances, sub-Assurances: Administrative Authority; Qualified Providers; and Financial Accountability. DDS reviewed internal and external monitoring and/or claims reports to identify systemic issues that impact the performance measures. The reports were from monitoring visits conducted to review a person's recorders to ensure compliance with DDS's policies and procedures and HCBS waiver rules ([- DCREgs](#)) by DDS, DHCF, and/or other agencies. The results identified that documentation is a systemic issue among the provider community. Provided below are a list of the findings:

1. Lack of documentation.
2. Progress notes missing start and end dates.
3. Copying and pasting of notes.
4. Missing signatures on documentation such as quarterly and daily notes.
5. No documentation to support implementation of goals/objectives as outlined in the ISP.
6. Timesheets are not matching the service and support provided to the waiver participant.
7. Discrepancy between units authorized and billed units.
8. Quarterly reports are not written and distributed per DDS policy and/or HCBS waiver rules.
9. No evidence that the Direct Support Professional (DSP) who works with the person received person specific training on documentation requirements and/or information on supports relevant to the service being provided (i.e., In-home support, Supported Living, Employment Readiness, etc.).

Therefore, as discussed during the provider leadership meeting, DDS requested a copy of the following:

1. Training curriculum on the IDD/IFS HCBS waiver (i.e., waiver rules, documentation requirements per services, etc.).
2. Quality Assurance Policy and Procedures.
3. Blank copy of your agency's quality review tool.
4. Last two quality reviews and the finding.

The above documents must be uploaded to MCIS>Provider>Provider Documents>Documents and send a confirmation email to your assigned Quality Resource Specialist by COB, August 25, 2023.

If you have questions, please contact Shasta Brown, Deputy Director of QAPMA at [shasta.brown@dc.gov](mailto:shasta.brown@dc.gov) or Dianne Jackson, Quality Resource Supervisor at [dianne.jackson3@dc.gov](mailto:dianne.jackson3@dc.gov).