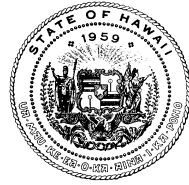


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GOVERNOR OF HAWAII  
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**DEPARTMENT OF HEALTH**  
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FAX NUMBER: (808) 586-5844

In reply, please refer to:

Medicaid I/DD Waiver  
Memo No.: FY2024-02  
Date: August 21, 2023

**TO:** Medicaid I/DD Waiver Providers

**FROM:** Mary Brogan, Administrator  
Developmental Disabilities Division

**SUBJECT:** Exception to Provider Qualification Process for Service Supervisors

The Department of Health (DOH), Developmental Disabilities Division (DDD), recognizes the difficulties that providers have been experiencing in finding and hiring qualified staff. It has been brought to our attention that it is especially difficult to find service supervisors who meet the additional qualifications, specifically, the requirement of a bachelor's degree.

Through the Waiver Policy Advisory Committee (Waiver PAC), DDD has convened a small workgroup to discuss substitute qualifications for service supervisor candidates who do not possess a bachelor's degree. The decision of the workgroup will be included in a revision to the Waiver Provider Standards Manual (Waiver Standards) to be effective November 1, 2023.

In the interim, DDD has received requests from providers for an exception to the provider qualifications, allowed in the Waiver Standards Version A, Section 3.4-F (page 88), in order to hire service supervisors who do not possess a bachelor's degree prior to November 1, 2023.

In lieu of a bachelor's degree, DDD will allow an exception for service supervisor qualifications when the following are met:

The Service Supervisor under an exception:

- shall be on probation for the first six (6) months;
- must be under the supervision/oversight of a qualified staff who will co-sign with the service supervisor while on probation; and
- meets the following minimum requirements:

- have a minimum of two (2) years experience working directly with individuals with intellectual and/or developmental disabilities;
- has been employed by your agency for a minimum of six (6) months; and
- possess the following: people skills; advocacy skills; ability to build relationships; and verbal and written communication skills.

To request an exception to the provider qualifications for service supervisors, the provider must email the request to Community Resources Branch at [doh.dddcrb@doh.hawaii.gov](mailto:doh.dddcrb@doh.hawaii.gov). The email request must include the following: 1) the name of the staff in which the exception is being requested for and an attestation that the above requirements are met; 2) the name of the staff who will provide supervision/oversight and their role in the agency; and 3) the name and role of the person requesting the exception and providing the attestation. In addition, the email must also include an acknowledgement that if DDD allows for this exception, the provider must work with the probational service supervisor to meet any additional requirements in the revised Waiver Standards, effective November 1, 2023, within the first three (3) months of the effective date of the revised Waiver Standards.

If you have any questions, please email the Community Resources Branch at [doh.dddcrb@doh.hawaii.gov](mailto:doh.dddcrb@doh.hawaii.gov) or call (808) 733-2135.

c: Jon Fujii, DHS-MQD  
Reid Kaneko, DHS-MQD  
DDD Management Team