



## Suitable Representative Uniform Qualification Training--WAC 10-24-010

### Introduction to OAH and the Suitable Representative Accommodation

#### Module 1

- Watch me first: [Introduction to Training](#) (13-18 min)
- Read [Overview of New Accommodation Rule WAC 10-24-010](#) (2 pages)
- Read [Suitable Representative Role and Responsibilities](#) (4 pages)
- Watch [Scope of Duty](#) (11:25 min)
- Watch [How to Participate in Your Hearing – OAH Brochures](#) (3-5 min)
  - Read one brochure (2 pages)
    - [Unemployment Insurance](#)
    - [Public Assistance](#)
    - [Child Support](#)
    - [Washington Apple Health](#)
    - [Hearing – Other Types](#)
- Watch [Overview of Common Forms and Pleadings](#) (optional for attorneys) (13:40)
- (Optional) Read [Communicating with a Client through an Interpreter](#) (2 pages)
- (Optional) Read [Costs and Requests for Reimbursement](#) (1 page)

### Advocating for People with Disabilities

#### Module 2

- Read [Introduction to the ADA](#) (33 slides)
- Read [Strategies for Working with People who have Disabilities](#) (10 sections)
- Read [Communicating With and About People with Disabilities](#) (1 page)
- Read [Guide to Etiquette and Behavior for Working with People with Disabilities](#) (9 pages)  
or Watch Northwest ADA Center video [Introduction to Respectful Interactions](#)
- Watch at least two [Northwest ADA Center videos](#)
  - Select from people who are [blind](#), have [speech disabilities](#), [use wheelchairs](#), are [deaf or hard of hearing](#), have [non-apparent disabilities](#), or use [service animals](#) (5-20 minutes)
- Read [Rules of Professional Conduct Preamble & Scope, 1.0A, 1.2, 1.3, 1.4, 1.6, 1.14, 2.1](#)
- Read [Respecting Choice and Preferences of the Client](#) (4 pages)
- (Optional) Take the [Disability Implicit Association Test](#)
  - This link is not to this specific test. You will need to “agree to proceed” and then select the Disability test from a list.

Or

- Equivalent experience or training



### Adjudicative Proceedings—Procedural Rules

#### Module 3

- Watch [Appointment Process, the Case Record, and NOA](#) (16:36 min)
  - (Video is titled Expectations and Procedural Rules)
- Watch [Administrative Law](#) (14:08 min)
- Read selections from the Administrative Procedure Act
  - [APA Chapter Headings](#)
  - [RCW 34.05.425](#) Presiding officers-Disqualification, substitution
  - [RCW 34.05.434](#) Notice of hearing
  - [RCW 34.05.437](#) Pleadings, briefs, motions, service
  - [RCW 34.05.440](#) Default
  - [RCW 34.05.446](#) Subpoenas, discovery, and protective orders
  - [RCW 34.05.449](#) Procedure at hearing
  - [RCW 34.05.452](#) Rules of evidence-Cross-examination
  - [RCW 34.05.455](#) Ex parte communications
  - [RCW 34.05.461](#) Entry of orders
  - [RCW 34.05.464](#) Review of initial orders
  - [RCW 34.05.470](#) Reconsideration
  - [Read entire APA](#) (optional)
- Read [Model Rules WAC 10-08](#)
- Watch one mock hearing video
  - [OAH Unemployment Insurance](#) (32:15 min)
  - [OAH Child Support](#) (27:32 min)
  - [Oregon Unemployment Insurance Phone Hearing](#) (12:34 min)
- Arrange to listen to a live hearing (optional)
  - Contact the ADA Coordinator

Or

- Equivalent experience or training

### Adjudicative Proceedings—Substantive Law

#### Module 4

- Watch [Substantive Law](#) (15:11 min)
- Skim two typical formats on Washington Law Help
  - [Do You Owe Child Support?](#)
  - [Questions and Answers on Medicaid for Nursing Home Residents](#)

Or

- Equivalent experience or training



### Resources Upon Appointment (not required for training)

#### Procedural Rules

Read procedural rules for the case type

- [WAC 192-04](#) Unemployment Insurance
- [WAC 388-02](#) DSHS Hearing Rules
- [WAC 110](#) DCYF
- [182-526](#) HCA Medical Services Programs
- For other case types, go to [OAH website](#) for links

#### Substantive Law

Review program rules for the specific case type. Here are some links:

- [OAH website](#)
- [Washington Law Help website](#)

### General Resources (not required for training)

#### Optional Videos

- [Using a screen reader](#)
- [Making an Accessible Video](#)
- [CART video](#)
- [Invisible Disabilities](#)
- [Skill Boosters for dealing with disabled people](#)
- [TED talk - The Disability Conversation](#)
- [Too Quick to Judge](#)
- [State of Oregon – Mock telephone hearing \(unemployment\)](#)
- [Generic administrative hearing from Canada's Justice Education Society of BC](#)
- [Kids Meet a Deaf Person](#)
- [Kids Describe Color to a Blind Person](#)
- [Video Relay Service](#)

#### Optional Articles

- [Accommodating Parties with an Intellectual Disability](#)
- [Accommodating Parties with a Learning Disability](#)
- [Accommodating Parties with a Psychiatric Disability](#)
- [Accommodating Parties with a Head Injury](#)
- [Accommodating Parties with Low Vision or Blindness](#)



### PDF Reference Documents for OAH Videos

These documents are copies the slides shown during the OAH videos.

You may use them for easy access to the hyperlinks or for future reference

- [Introduction to Training - Slides](#)
- [Scope of Duty - Slides](#)
- [How to Participate in Your Hearing – OAH Brochures - Slides](#)
- [Overview of Common Forms and Pleadings - Slides](#)
- [Appointment Process, the Case Record, and NOA - Slides](#)
- [Administrative Law - Slides](#)
- [Substantive Law - Slides](#)