

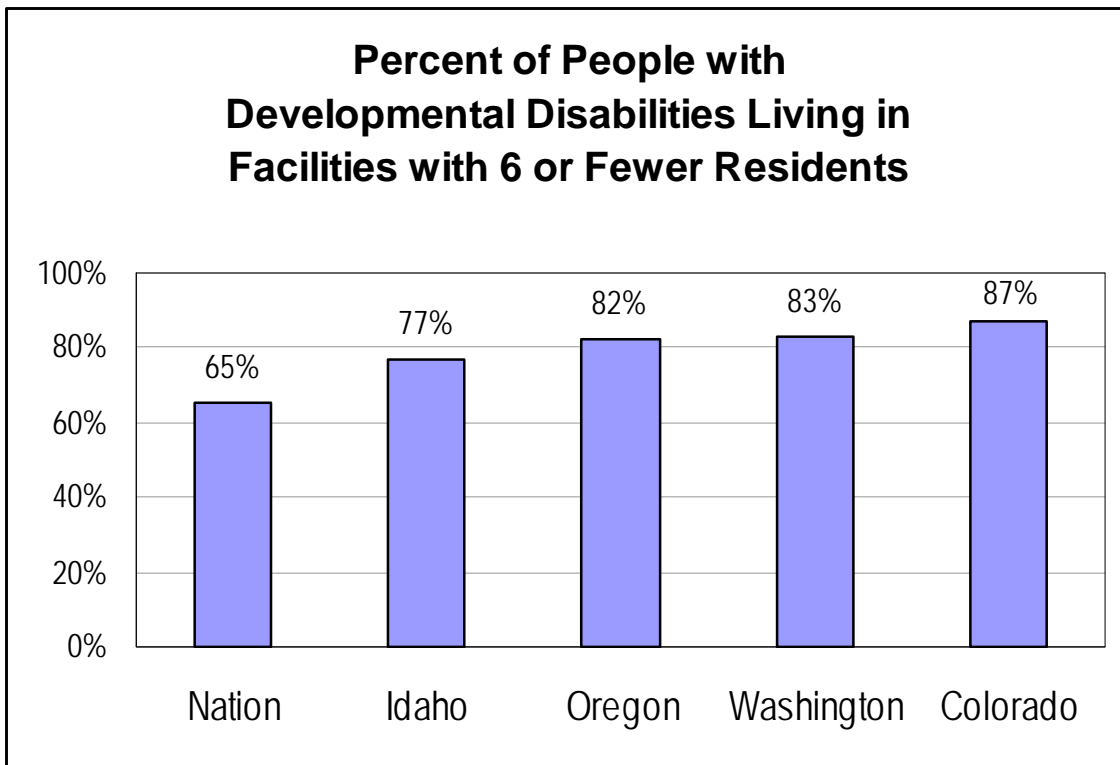
Seniors and People with Disabilities Performance Measurements

Seniors and People with Disabilities has five performance measures. The majority of the goals for these measures were set in 1999. Since that time, there have been significant changes in client eligibility, department structure, federal guidelines, program funding, targeted population demographics and economic conditions.

Performance Measures

- ◆ **KPM #1 – Percentage of individuals with developmental disabilities who live in community settings of five or fewer.** This performance measure highlights the number of people no longer live in institutions. SPD has met or exceeded each year’s target for the last four years. In fiscal year 2003, 96.1 percent of clients with developmental disabilities were living in these smaller settings. The goal was set at 94.7 percent. *(See page 17 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*
 - The goal links to the DHS goal – “People are living as independently as possible.” It also links to the DHS high-level outcome, “Increase the percentage of people with a lasting developmental, mental and/or physical disability who live on their own with adequate support.”
 - This measure provides concrete evidence of the Department’s commitment to, and success at, helping people stay out of institutional settings. It is an important measure in determining the state’s performance on increasing independence and community inclusion.

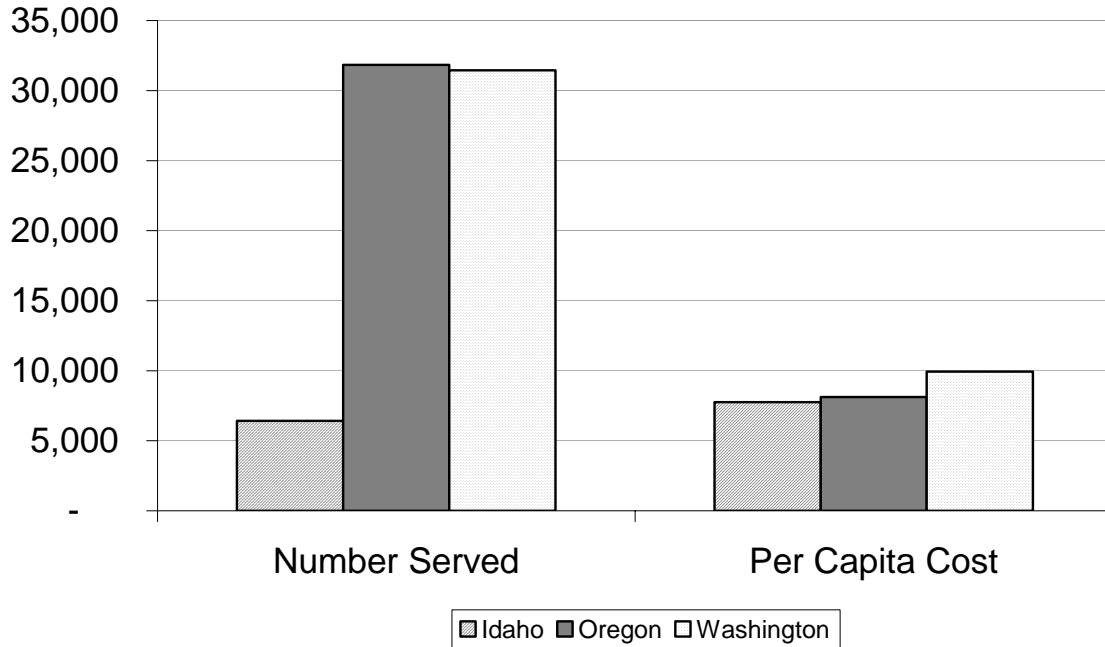
- Since the 1970s the Department has used state and federal funds to create facilities with five or fewer people. The state’s ability to meet this performance measure will continue to improve with the Department’s focus on serving more people in their own homes and smaller settings.
- SPD has also used available resources to convert existing larger institutions into smaller care settings that meet the needs of people with developmental disabilities.



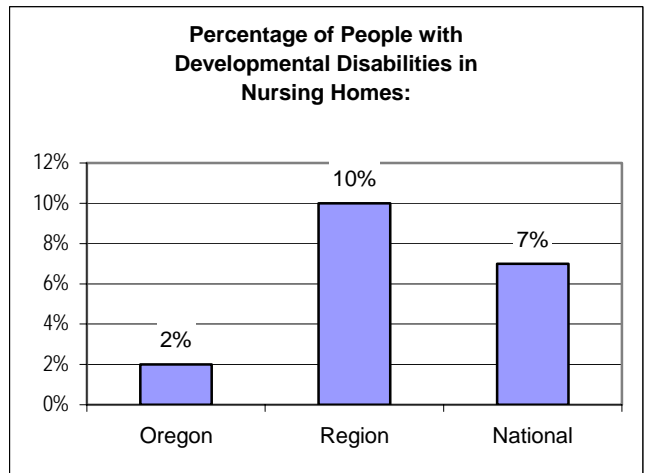
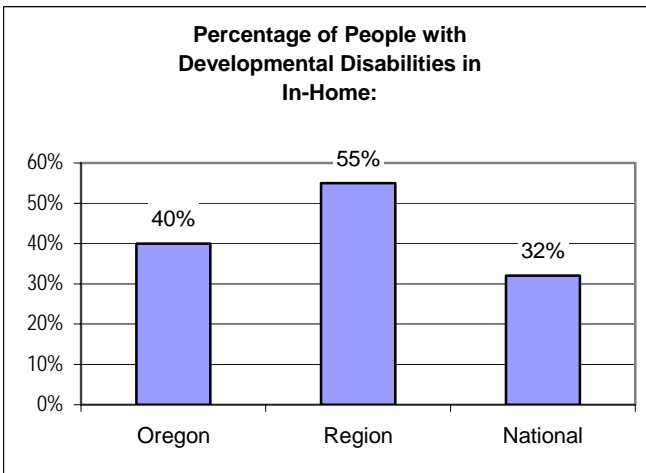
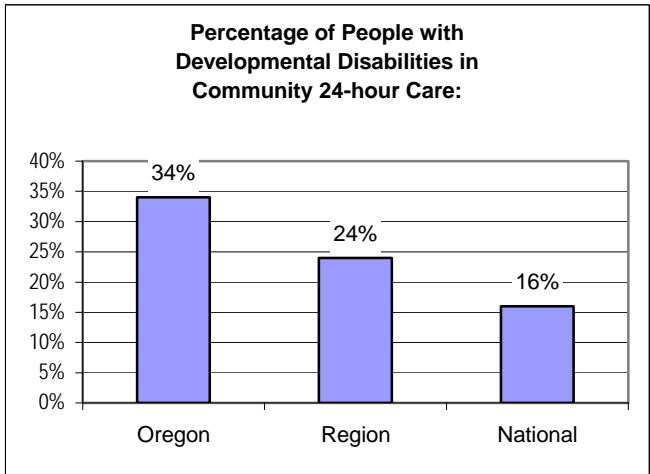
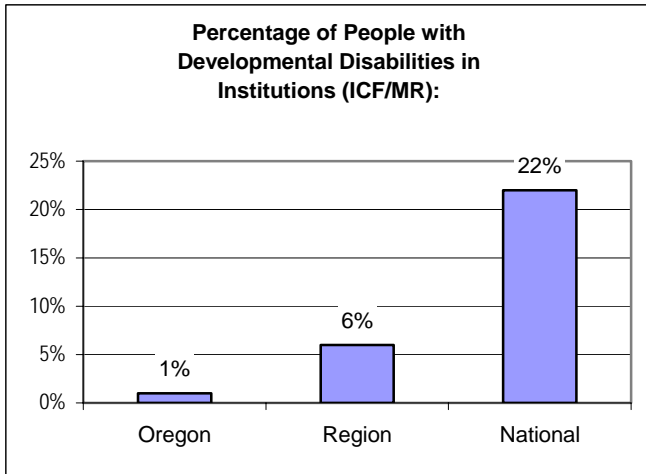
KPM #2 – Percentage of eligible seniors and people with disabilities who are living outside of institutions. This performance measure shows the success of the state’s long-term goal of keeping seniors and people with disabilities in their own homes and communities for as long as possible. The data identifies the number of seniors who are living in their own home or in a community setting. Oregon has consistently exceeded the target since 1999 until this last year. The goal was that 98.4 percent of the eligible population would be living outside of institutions. Cuts to Medicaid clients, especially those in the least impaired Service Priority Levels, have tended to slow entry into community settings. SPD believes this is reflected in the .1 percent drop this year. SPD dropped from 98.4 percent to 98.3 percent. *(See page 19 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*

- This performance measure links to the DHS goal – “People are living as independently as possible.” This measure also links to Oregon Benchmark #58 and the DHS high-level outcome “Percent of seniors (over 65) living independently.”
- In national comparisons, SPD continues to far surpass other states in the usage of community based and in-home services for Medicaid clients. Oregon’s long history of creating and maintaining alternatives to nursing facilities has helped private pay individuals access less costly care as well.

Home and Community Based Waiver Comparisons



Department of Human Services
2005 Ways and Means Presentation – Phase 1



Region is Oregon, Washington, Idaho, California, and Utah

This is 2003 data based on the 02-03 year because it is the latest regional and national data available.

This includes all services provided under the Home and Community Based Waiver and ICF/MR Waiver and nursing home services. A small number of other people being served are outside these categories and are not included in this data.

KPM #4 – Percentage of senior and adults with disabilities (SPD) consumers with a goal of employment who are employed. This measures SPD’s ability to help clients obtain employment. Many of these individuals are younger people with disabilities who could not find and retain work without ongoing medical and personal care services. SPD has met or exceeded the goal since its inception in 2002. For 2003, the percent in this category was 45.4 percent while the goal was at 43 percent. *(See page 23 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*

- This performance measure links to the DHS goal – “People are living as independently as possible.” This measure also links to Oregon Benchmark #60 and the DHS high-level outcome “Percent of Oregonians with lasting, significant disabilities living in households with incomes below the federal poverty level.”
- SPD has been successful in meeting this goal due to programs such as the Employment Services for Persons with Developmental Disabilities, Employment Initiative and Employed Persons with Disabilities program and the Senior Community Service Employment Program.
- As examples, of the success of these efforts:
 - 3,490 people with developmental disabilities have reported wages in September 2003.
 - For seniors, Oregon placed 10th in the nation for its placement rate (36 percent).

KPM # 9 – Average monthly earnings of person with developmental disabilities who receive Seniors and People with Disabilities services.

This measure reports the average monthly gross earnings of Oregonians with developmental disabilities who have asked Seniors and People with Disabilities (SPD) for assistance in obtaining employment. Until 2002, SPD consistently reached this goal. However, due to the downturn in the economy and ongoing problems the targeted population faces when looking for full time employment, actual wages have lagged behind the targeted amount. The current average is \$162 per month while the goal is set at \$239. *(See page 33 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*

- This performance measure links to the DHS goal—“People are able to support themselves and their families.” This measure also links to Oregon Benchmark #60 and the DHS high-level outcome “Percent of Oregonians with lasting, significant disabilities living in households with incomes below the federal poverty level.”
- SPD is committed to helping people with developmental disabilities find and maintain meaningful and gainful employment. Clients who were receiving vocational services who are now enrolled in Staley services are not included in this performance measure. Actions are under way to begin collecting this data from those in the Staley program.
- 3,490 people with developmental disabilities reported wages in September 2003. The average length of employment for these individuals was 8.9 years.

Regional Comparison for 2001				
	Oregon	Washington	Idaho	Colorado
Total Served	4,132	7,319	4,802	6,645
% In paid employment	80%	76.5%	22%	56%
% In Integrated Employment	38%	56%	10%	34%
% In Facility based work	42%	19.5%	12%	22%

KPM #15 – Percentage of seniors and adults with disabilities who are re-abused within 12 months of first substantiated abuse. This measure concerns seniors and adults with disabilities who are victims of substantiated abuse. This measure indicates the percentage of those abuse victims who are re-abused within 12 months of prior abuse. A lower percentage indicates better results in protecting victims of repeat abuse. This performance measure was created in 2003. For people with developmental disabilities, the re-abuse percentage was six percent. For seniors and people with physical disabilities, the re-abuse percentage was 10 percent. *(See page 45 of the DHS Annual Performance Measure Report, in the Agency Appendices.)*

- This performance measure links to the DHS goal - “People are safe.” This measure also links to Oregon Benchmark #51 and the DHS high-level outcome “Substantiated elder abuse rate per 1,000 Oregonians age 65 and older.”
- SPD continues to pioneer more effective systems and programs to prevent and respond to abuse. Currently, SPD is in the process of developing new rules, and procedures to back them up, for adult protective services. These changes will continue to improve the Department’s ability to respond victims of abuse.

- For seniors and people with physical disabilities living in their own home (“Community Protective Services”):
 - SPD investigated 7,217 allegations of abuse. Of those, 41 percent were substantiated.
 - The most reported type of abuse was self-neglect (28 percent).
 - The second most reported type of abuse was financial exploitation (26 percent).
 - Family members were the most common reporters.
 - 62 percent of the victims were women and 46 percent of the abuse took place in their own homes.
- For seniors and people with physical disabilities living in long-term care facilities:
 - SPD investigated 3,975 allegations of abuse. Of those:
 - The number one abuser was the facility staff at 34.6 percent.
 - The number one type of complaint was on the quality of care (28 percent) closely followed by abuse of resident’s rights (21.4 percent).
- For people with developmental disabilities:
 - The Department investigated 1,568 alleged cases of abuse.
 - 32.49 percent of the complaints were substantiated.
 - The number one type of abuse is neglect (41.14 percent) the second is physical abuse (19.52 percent).

- The top reporters were care providers (64 percent).
- 47.83 percent of the abuse occurred in Adult Group Homes, and 14.80 percent was reported from non-relative foster homes.

Other Performance Measurements -- SPD Quality Improvement Activities

Background

SPD provides a monitoring process of the field offices to support continuous improvement in the quality of services for seniors and people with disabilities. The case review process assesses the field's performance to determine the appropriateness of services, compliance with state and federal regulations, program outcomes, client satisfaction and cost effectiveness of service delivery.

Between July of 2003 and August of 2004, statewide training and technical assistance was provided to seven hundred forty-one SPD/AAA management and case management staff. Some of the training topics are:

- ◆ Assessing client care needs accurately using the Service Priority Level Rule.
- ◆ Developing the plan of care based on client care needs.
- ◆ Identifying client preferences for service delivery.
- ◆ Identifying client goals.
- ◆ Identifying and monitoring for risk if services are declined.
- ◆ Developing emergency plans for high-risk vulnerable clients.

The Field Review team accompanied case managers to do four hundred ninety client assessments at the client's home. Technical assistance and recommendations were provided to all staff including management. The outcome of this highly focused training resulted in greater accuracy in the assessment of client needs, improved plans of care, and more consistency in the application of rule and policy statewide.

In 2001 SPD developed a Quality Assurance Survey tool. The review questions are derived from the Center for Medicare and Medicaid (CMS) Assurances used by CMS to review the state waiver services programs for health, safety and well being of Medicaid clients. The tool requires local office management to review a random sample of waiver service cases selected by Central Office. The results of these surveys are compiled in a report to identify the improvements realized through ongoing training and identify continuing training needs. The sample size for the review is 1-2 percent of the local office caseload. In 2002 and 2003 the review was conducted annually. In 2004 the reviews are being conducted quarterly. There are approximately 450 cases reviewed quarterly.

The data indicate an improvement in all area's of the case reviews. The review has established ongoing hands-on monitoring by the local management staff and the completed results are returned to central office for final review and entry into a database.

SPD Quality Assurance Activities

Background

SPD coordinates quality assurance activities required by CMS as a condition of operating home- and community-based waiver services. SPD obtains or compiles reports about critical service issues, arranges for administrative and advisory review of those reports, tracks actions taken in response, and reports resulting changes in service quality. Significant features of these activities include:

Automated Serious Event Reporting. As one means of assuring that individuals with developmental disabilities are healthy and safe, SPD supports a web-based serious event reporting system (SERT). Since 1999 this system has allowed SPD to monitor local developmental disability program response to incidents involving allegations of abuse, incidents involving police and other emergency responders, and issues with licensing or certifying service providers. SPD provides user orientation and ongoing technical site maintenance. SPD administrative and program staff also meet together to review reports generated from the SERT system and determine what actions may be necessary to remedy or prevent incidents.

Statewide QA Resources and Reviews. In 2002 SPD began contracting with county developmental disability programs to carry out waiver-related quality assurance activities. SPD works with these resources to develop and standardize strategies for program monitoring and improvement throughout the state. For example, these contract resources use various SPD instruments and methodology — the Home and Community Based Services Waiver Review — to review individual assessment, eligibility, and services. SPD collects this information annually on a 5 percent random sample of individuals in waiver services to monitor the degree to which SPD appropriately assesses level of care, plans and designs services, and performs certain waiver administration functions.

Automated Employment Outcome Monitoring. SPD maintains a system for collecting and reporting information on integration, independence, and productivity of individuals with developmental disabilities in services certified by the department to provide employment or alternative day services.

Negotiation, Ongoing Implementation of Quality Assurance Plans. Over the last year, CMS approved SPD's quality assurance plans related to five waivers, affecting aging and physical disability services as well as developmental disability services. SPD staff and advisory groups carry out these plans, regularly reporting progress to CMS.