DHS | Oregon Department of Human Services
INTELLECTUAL/DEVELOPMENTAL DISABILITIES

# OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES FUNDAMENTALS MAP℠

## FOUNDATIONS

**ODDS MISSION**
ODDS, Stakeholders and the developmental disabilities community come together to provide services, supports and advocacy to empower Oregonians with intellectual and developmental disabilities to live full lives in their communities

**ODDS VISION**
People and families access quality supports that are simple to use and responsive to their strengths, needs and choices, while they live and thrive as valued members of their community

**ODDS VALUES**
Choice, self-determination and person-centered practices | Children and families together | Health, safety and respect | Community inclusion and community living | Strong relationships | Service equity and access

## KEY GOALS

- Engaged and Supported Employees
- Collaborative Community Partnerships
- Organizational Excellence
- Equitable, $ustainable and Accessible Services
- Oregonians with I/DD Live Healthy, Safe and Full Lives in their Community

## CORE PROCESSES / PROCESS OWNER / SUB PROCESSES

### OPERATING PROCESSES – Mission Critical Functions

**OP1 Engaging stakeholders — ANNA**
1. Developing strong and culturally diverse partnerships
2. Understanding stakeholders needs, preferences and concerns
3. Incorporating input into decision making
4. Communicating decisions, activities and rationale
5. Conducting active outreach to targeted groups and underrepresented communities
6. Strengthening partnerships with Oregon tribes
7. Participating in community outreach, collaboration and problem solving

**OP2 Developing and maintaining providers — DARLENE**
1. Identifying service needs
2. Defining qualifications to meet needs
3. Processing provider applications
4. Certifying, licensing and endorsing approved providers
5. Enrolling providers
6. Managing periodic renewal of credentials
7. Responding to provider performance issues

**OP3 Providing training and technical assistance (TA) — ACACIA**
1. Identifying need for training and TA
2. Developing sustainable and appropriate curriculum for training and TA
3. Delivering training and TA
4. Evaluating effectiveness of training and TA
5. Assessing training and TA outcomes
6. Adjusting training or TA when policy or practice requires
7. Repeating if warranted

**OP4 Managing rules and policy — CHELAS**
1. Analyzing policy issues
2. Gathering and incorporating stakeholder input
3. Interpreting state and federal policies
4. Comparing current and future state rules and policies
5. Amending Oregon Administrative Rules and Medicaid approved documents
6. Completing utilization reviews and decisions
7. Processing hearing requests and providing witness testimony
8. Investigating and resolving complaints

**OP5 Ensuring quality and compliance — DARLENE**
1. Identifying standards
2. Communicating standards
3. Conducting reviews
4. Identifying gaps
5. Developing corrective action plans
6. Monitoring compliance with plans for improvement
7. Using data to analyze trends
8. Providing recommendations to improve quality
9. Taking actions to sustain improvement

**OP6 Providing state delivered services — BRUCE**
1. Screening for appropriateness of services
2. Conducting assessments
3. Completing service planning process
4. Delivering services in accordance with service plan
5. Managing transition out of state delivered services
6. Providing quality assurance

### SUPPORTING PROCESSES –Enables the Mission Critical Functions

**SP1 Leading the Agency — LILIA**
1. Collaboratively defining agency priorities
2. Aligning resources and activities to priorities
3. Establishing agency goals or targets
4. Establishing performance measures
5. Analyzing and evaluating agency performance
6. Prioritizing agency performance improvement initiatives
7. Implementing strategic initiatives
8. Communicating agency priorities, goals and results

**SP2 Developing and supporting employees — BRENT**
1. Evaluating staffing needs
2. Recruiting diverse talent
3. Onboarding staff
4. Coaching and providing job skills training
5. Providing opportunities for development, cross-training and advancement
6. Providing clear expectations and timely performance feedback
7. Fostering inclusion and diversity
8. Inspiring open communication and engagement

**SP3 Managing finances — ANNA**
1. Developing budget
2. Managing budget
3. Advocating for needed resources
4. Complying with fiscal requirements
5. Maximizing federal revenue
6. Developing and managing rate and service methodologies
7. Processing payments and recoupments

**SP4 Procuring and contracting — LEA ANN**
1. Assessing procurement requests
2. Evaluating budget availability
3. Negotiating contract terms
4. Writing statement of work (SOW)
5. Submitting SOW to OC&P
6. Receiving executed contract
7. Monitoring contracts and invoices for compliance
8. Processing amendments as needed
9. Performing contract settlements and terminations as needed

**SP5 Managing data and information — LEA ANN**
1. Defining ODDS data system needs
2. Developing requirements
3. Collaborating with OIS for system development
4. Testing system and data changes
5. Implementing system and data changes
6. Creating reports and data queries
7. Providing ad hoc reports
8. Managing data security

## PROCESS MEASURES

- OP1: a. Stakeholder input
- OP2: a. Timely application process; b. First time quality of provider applications; c. # of applications
- OP3: a. Policy implementation; b. Required TA volume
- OP4: a. Rules amended; b. Temp emergencies ratio; c. Rule follow-up
- OP5: a. Timely reports; b. Licensing quality
- OP6: Under development
- SP1: Under development
- SP2: a. Timely performance evaluations; b. One year retention
- SP3: a. Timely monthly financial reporting; b. On target spend biennium
- SP4: a. Timely processing of procurement and contracts; b. Contracts on time; c. Contracts on budget
- SP5: a. eXPRS user satisfaction; b. Ad hoc report quality; c. eXPRS development

## OUTCOME MEASURES / MEASURE OWNER

**O1 Employee engagement — BRUCE**
a. Employee engagement survey

**O2 CME QA improvement — DARLENE**
a. CME performance
b. CME performance improvement

**O3 Agency provider performance — DARLENE**
a. 24 hour licensed provider performance
b. Other provider performance

**O4 Partner engagement — ACACIA**
a. Partner engagement survey

**O5 Compliance — LEA ANN**
a. Audit findings
b. Timely response to audit findings

**O6 Process measure improvement — LEA ANN**
a. Process measure improvement

**O7 Progress on strategic initiatives — ANNA**
a. Strategic plan scorecard performance improvement
b. Progress on top 4 strategic plan initiatives

**O8 Operating within budget — LEA ANN**
a. Quarterly unit budget management
b. Maximizing federal match

**O9 Service equity — ANNA**
a. CME service equity plans
b. ODDS service equity plan

**O10 Access to providers — CHELAS**
a. Access to in-home providers
b. Access to Children's Residential
c. Employment provider growth

**O11 Safety — DARLENE**
a. Timely serious incident follow-up
b. Adult abuse
c. Provider actions

**O12 Individuals thriving in their community — ANNA**
a. Identified preferences reflected in Individual Support Plan
b. NCI adult service outcomes
c. Child service outcomes

## 2019-21 PROPOSED KEY PERFORMANCE MEASURES

- Abuse Rate
- In-home services
- Service Eligibility
- Employment First

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