



Jan. 29, 2019

To: All ODDS Staff and Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

Subject: Oregon I/DD Case Management Survey

Your voice is important – we want to hear your ideas about case management

ODDS is working with a contractor, Health Management Associates (HMA), to learn more about people’s experiences with case management for individuals with intellectual/developmental disabilities (I/DD) in Oregon.

[Case management is the system, people and processes involved in helping people with I/DD and their families access supports and services. In Oregon, we call our case managers “services coordinators” or “personal agents.”]

As part of this effort, we are seeking participants in a voluntary, confidential survey about the functions of I/DD case management – what is working well, and what could be better.

The survey will take most people about 15-20 minutes to complete. Please consider taking the time to fill out the survey, and to pass this information on to others who may be interested.

While the survey is public and open to all stakeholders, it is really important that people at the heart of the I/DD system – people with disabilities and their families – are able to provide their opinions. We need your help spreading the word and encouraging people to participate.

The [survey is online](#).

If you have questions, need help with the online survey, or would like to receive a paper copy of the English-language survey, please email Robyn Odendahl, rodendahl@healthmanagement.com or Sharon Lewis, slewis@healthmanagement.com.

If you need help taking the survey in a different language, please contact Melissa Crawford at Melissa.E.Crawford@state.or.us or 503-945-5811.

Thank you for considering our request – your input will help us improve!

Sincerely,

A handwritten signature in cursive script that reads "Lilia".

Lilia Teninty
Director
Office of Developmental Disabilities Services

Previous ODDS Director's Messages are available at
<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/Pages/messages.aspx>

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explore our website.

You can get this document in other languages, large print, braille or a format you prefer. Contact the Oregon Office of Developmental Disabilities Services at 503-945-5811. We accept all relay calls or you can dial 711.

Questions and answers about the ODDS Case Management Assessment and Gap Analysis Project

What is the project and who is working on it? ODDS has engaged Health Management Associates (HMA), in collaboration with the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and Supports Development Associates (SDA) to:

- Review Oregon’s Case Management system for people with intellectual and developmental disabilities
- Seek stakeholder perspectives on what is working and what is not
- Consider options and opportunities for improvements and further development of best practices
- Develop recommendations and a proposed framework for roles, responsibilities and functions of case management entities in the future

Why has ODDS decided to look at Case Management? The ODDS strategic plan includes this goal about case management:

Reforming the case management system so that every case management entities’ role and responsibility is clear and every entity operates fully in a person-centered approach.” Case management is fundamental to accessing person-centered services and the frontline against abuse and neglect. The vision is that it is easy for people and families to understand how to access and navigate services through a case management system that is simple, responsive and predictable. In this system, case managers have the time to develop a deep understanding of what the individuals they are serving need, and that they have the proper tools and training to produce best outcomes for people with I/DD and their families. Reforming the case management system will likely require statutory changes – operating requirements for Community Developmental Disability Programs (CDDPs) and Brokerages are codified in the Oregon Revised Statutes. It will also require agreeing on a shared vision for what an ideal case management system should look like, acceptance that how case management is carried out in the future will look different than it does today, an information technology system to support new work processes and data reporting, and a system-wide change-management strategy to support the reforms.”

What are the steps in the process and the timeframes? HMA and collaborators have designed a process to ensure maximum opportunity for stakeholders to inform the future of case management and the roles and responsibilities of services coordinators and personal agents. The process includes:

- Review of current statute, regulations, policy guidance and case management practices (November 2018-March 2019)
- Interviews and meetings with stakeholders (December 2018-January 2019)
- Statewide survey (January-February 2019)
- Focus groups with people with disabilities and family members (January-February 2019)
- Summary report on findings from interviews, surveys, and focus groups (February 2019)
- Workgroup meetings to develop recommendations (February-April 2019)
- Public comments on workgroup recommendations (April 2019)
- Final report (May 2019)

If I have questions about the Case Management project, who should I contact? Please feel free to contact Anna Lansky, ODDS, at anna.s.lansky@state.or.us or Sharon Lewis, HMA, at slewis@healthmanagement.com.