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Feb. 11, 2021

To: All ODDS Stakeholders

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

Subject: Please take our survey to improve case management

Your input is needed as we redesign how we do case management. Please [fill out the survey](#) by March 12, 2021.

Background

The first goal in our [strategic plan](#) is to create a system that is easy to use. Redesigning our case management system is key to accomplishing that goal.

In fall 2018, we contracted with Health Management Associates (HMA) to explore what is working well in case management and what could be done better. HMA used interviews, focus groups, meetings, surveys and questionnaires to get input. About 1,000 stakeholders across the state provided input.

HMA's work focused primarily on the various functions of case management as experienced by the people who rely upon supports. For example, people receiving supports, and their families, were asked which case management activities they would like to see improved, expanded or enhanced.

We used [HMA's report](#) to create a blueprint to redesign case management. It's similar to how architects draw blueprints to guide how homes get built. We're calling it the Blueprint Project. The recommendations were developed with input from case managers, self-advocates and other stakeholders. We were ready to get input on the recommendations but then

COVID hit, so the Blueprint Project needed to be put on hold. It is now time to get your input.

What is case management?

To make sure we all have a similar idea on what case management is, we're providing some brief examples.

Case management is provided by someone called a Services Coordinator or Personal Agent. They work for case management entities, which are also called Brokerages and Community Developmental Disabilities Programs.

Case management helps people with I/DD with things like:

- Helping find resources and services
- Connecting people to information
- With the person, building the plan each year
- Answering questions
- Monitoring health, safety and support needs

Case management may look like phone calls, emails, face-to-face conversations, meetings, and referrals, and should be provided in a way that works best for the person with I/DD.

Why reform case management?

A reformed case management system would achieve two things:

- Every case management entity's role and responsibilities are clear.
- Every case management entity operates in fully a person-centered approach.

Please complete the survey

Your input will help us prioritize what we need to do. You will be able to tell us how strongly you agree or disagree with the recommendations. You will also be able to share your thoughts on the recommendations

The survey is available in six languages. You can pick the language you prefer from the option at the top right of the survey.

Please feel free to share this survey with others who have a role in I/DD case management.

Thank you in advance for completing this [important survey](#).

Sincerely,

A handwritten signature in black ink, appearing to read "Lilia". The signature is fluid and cursive, with a large loop at the beginning.

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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