

Policy Transmittal

Select originating program



Authorized signature

Number:
Issue date:

Topic: Developmental Disabilities

Due date:

Transmitting (check the box that best applies):

- New policy
 Policy change
 Policy clarification
 Executive letter
 Administrative Rule
 Manual update
 Other:

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children’s Intensive In Home Services |
| <input checked="" type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input checked="" type="checkbox"/> Other (<i>please specify</i>): Eligibility Specialists |
| <input type="checkbox"/> ODDS Children’s Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Policy/rule title:	DD Eligibility Specialist Core Competency Reviews		
Policy/rule number(s):	OAR 411-320-0030 OAR 411-320-0080	Release number:	
Effective date:	XX/XX/2021	Expiration date:	
References:			
Web address:			

Discussion/interpretation: This policy transmittal updates and replaces [SPD-IM 10-011](#) DD Eligibility Specialists (ES) Core Competency Assessments and [SPD-IM 11-076](#) DD ES Core Competency Reviews, and provides guidance on the annual ES Core Competency Review policy.

Eligibility Specialists (ES) must participate in core competency training within the first year of entering the position, complete annual training as outlined in Oregon

Administrative Rule (OAR) 411-320-0030 and demonstrate core competency. Community Developmental Disabilities Programs (CDDPs) must have developmental disability eligibility determinations completed by an ES who meets core competency requirements.

Core competency is measured in all areas of eligibility determinations, use of appropriate Oregon Administrative Rules (OARs), ODDS policies and worker guides. Measures include categorical questions in areas of: Age Eligibility Category; Co-Occurring Conditions; Consultations; Critical Thinking; Eligibility Fundamentals; eXPRS Eligibility; Notices; Progress Notes; Redeterminations; Transfers. These categories and measures are detailed in the Eligibility Competency Review Notice and the ES Core Comp Rating Sheet.

Implementation/transition instructions: Beginning X/XX/2021 ODDS will begin using updated core competency tools and templates and implement new standard operating procedures and policy for Eligibility Specialist Core Competency Reviews and Eligibility Specialist Mentor criteria. The ODDS core competency related documents include:

1. ODDS ES Core Competency Review Notification letter
2. ODDS ES Core Competency Rating Sheet
3. ODDS Competency Review Summary Report

Competency Rating

- ES staff must achieve 80% or higher according to the ODDS ES Core Competency Rating Sheet to meet minimum competency requirements for independent eligibility determinations
- ES staff scoring 95% or higher for two consecutive years will be reviewed biannually instead of annually
- ES staff on the 95% biannual review schedule, with at least three years' experience as an ES qualify to be an Eligibility Mentor

Competency Review Process

ODDS: The D&E Coordinators will randomly select files recent from eXPRS eligibility and coordinate with the CDDP to insure independent determinations are submitted. For a new ES, the first 3+ independent files will be reviewed to measure initial core competency. Additional files for any review may be requested by the D&E as needed.

- Types of files requested may include, but is not limited to:
 - Initial eligibility approvals and denials
 - Redetermination approvals and denials
 - Transfers

- All age categories: Early Childhood, School-Age, Adult
- An ES Competency Review Notification will be sent when an ES core comp review is occurring. The ODDS request will include:
 - This PT reference
 - ES Competency Rating Sheet
 - A randomized list of eXPRS determinations the ES is listed as completing
- The D&E Coordinators complete reviews and send an ES Competency Summary Report within 30 days of the submission of the final file
- At the time of the report delivery, the D&E Coordinator will offer a follow up meeting with the ES, supervisor and/or program manager. If any revisions are agreed to, a revised report may be issued by the D&E Coordinator. All managers will be included in formal correspondence.

CDDPs: Files must be sent within 5 business days of the request and must include all requested documents. Send files to ODDS.DE@dhsosha.state.or.us. If an alternative means of delivery is required, please coordinate with the D&E Coordinator making the request.

The CDDP and D&E Coordinator will collaborate on the eXPRS determination file list to assure the random list represents independent samples of the ES's work.

File Documents: The core competency files submitted must include the following documents, and others upon request:

- All ODHS forms (application, notices, 729, memos, etc.)
- All written correspondence (including appeal info if applicable)
- All determination documents (evaluations, assessments, medical, school, Vocational Rehabilitation, Social Security Administration records)
- All Progress notes (referral through determination and/or hearing)
- Eligibility Statement (the summary document used internally)
- For redeterminations, include the original eligibility notice and internal eligibility statement
- Eligibility training/meeting attendance and participation for the past year

Core Competency Outcomes

Meeting Core Competency: When an ES meets core competency with an overall score of 80% or higher, independent eligibility determinations may proceed for a new ES, and annual reviews of core competency will occur.

ES Mentors: When an ES achieves 95% core competency for two consecutive reviews they qualify for bi-annual core competency reviews and an opportunity to become an ES Mentor. Eligibility Mentorship is a voluntary peer-to-peer support option. When an ES has attained the below criteria, the D&E Coordinator will include

an invitation to be a mentor in the core competency review feedback report. An ES interested in accepting or withdrawing as a mentor should notify the D&E Coordinator.

ES Mentor Standards: To meet the eligibility mentor standard, an ES must:

- Have two consecutive core competency reviews at 95%
- Have at least three (3) years of ES experience
- Be willing to consult with other ES staff on eligibility best practices, resources and tools
- Continue to qualify for bi-annual core competency reviews, with ongoing 95% core competency
- Ensure they receive all sufficient file data from an ES necessary to formulate appropriate guidance

Not Meeting Competency: When an eligibility core competency review is less than 80% and core competency is not met the CDDP and ES must complete all the below actions:

1. Have eligibility determinations reviewed prior to issuing a decision notice; reviews may be with an ES Mentor or D&E Coordinator (see below review instructions)
2. Attend the next ODDS Core Competency training, and ongoing until core competency is met
3. Collaborate with ODDS and CDDP managers to meet core competency within an agreed upon timeline
4. Complete another core competency review within 6 months of the first review, or another timeline as agreed upon with ODDS and the CDDP
5. If core competency continues to not be met, the CDDP program manager and/or eligibility supervisor must meet with the ES to achieve eligibility outcomes and review work

Diagnosis and Evaluation (D&E) Consultations: Until an ES has demonstrated core competency, the ES should follow the D&E Consultation process as required or when another ES is unavailable to mentor.

1. Cases must be submitted, per [DD-PT 21-016](#) ODDS D&E Coordinator Consultations
2. The CDDP program manager, eligibility supervisor and the ES may choose D&E consultation options:
 - a. All consultations must be submitted (eligible, not eligible and re-determinations) for D&E review for three (3) months
 - b. Staff only new applications (eligible and not eligible) with D&E for four (4) months
 - c. Staff a sample of all determinations (eg. 1/3 or 1/2 etc. files) with D&E – duration of 5 months

Training/communication plan: Monthly Statewide Eligibility Specialist meeting; Monthly Transmittal Call; D&E Consultation as needed.

Local/branch action required: CDDP Program Managers, Eligibility Supervisors and Eligibility Specialists should review and implement processes related to this transmittal.

Central office action required: Provide consultation and training as needed.

Field/stakeholder review: Yes No

If yes, reviewed by:

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): ODDS D&E Coordinator	
Phone:	Fax:
Email: ODDS.DE@dhsosha.state.or.us	