

**DD Eligibility Specialist Core Competency Reviews – Transmittal,
Review Notice and Summary Report Engagement and Innovation
stakeholder feedback**

ODDS appreciates those who took the time and opportunity to review the Eligibility Specialist (ES) Core Competency Review materials. We value your input in making our program better. Comments may be compiled to decrease duplication, paraphrased or simplified. ODDS has made every effort to address all concepts noted in the comments.

Feedback: The transmittal should clarify when eligibility files will be reviewed for a new Eligibility Specialist. How can the new ES complete an independent file if they have not demonstrated core competency? How long does an ES have to meet the minimum 80% competency review?

Response: Thank you for your question, the policy has been updated to add more clarity.

Feedback: The transmittal states when an ES that does not meet the minimum 80% core competency rating, determinations must be reviewed by an ES Mentor or D&E Coordinator. Could the files also be reviewed by an ES Peer or CDDP Manager or ES Supervisor? When is an informal peer consultation appropriate? It seems that leeway needs to be made to allow for smaller CDDP's with employees that wear multiple hats.

Response: Thank you for your questions and comment. Only ODDS or an ES Mentor may review eligibility for a determination for another ES who has not demonstrated core competency. For more information please see Oregon Administrative Rule (OAR) 411-320-0030(10)(d)(B) – Organization and Program Management.

Additional details have been added to the policy with case examples when an informal peer consultation with another ES who has demonstrated core competency, but is not a mentor, and when an ES Mentor/ODDS review for a determination must occur.

Feedback: If a file is reviewed by an ES Mentor-what timeline needs to be followed so that the first ES does not miss any timelines?

Response: Thank you for your response, the policy has been updated to add clarity.

Feedback: The Core Comp Review Notice states, "Review the file list and respond within 1 business day" What if the ES is out of office for a day or a week or more?

Response: ODDS appreciates the response and comment. ODDS includes managers in these emails; we have updated the policy to indicate 1-2 business days and to notify ODDS if there are concerns with the timing of the scheduled review.

Feedback: I'm confused on the expectations of the internal staff training a new ES. Many of us who are back-ups or filling in while hiring don't do every aspect of the application and determination process. We train and have the new ES staff take on some aspects to help out. Is ODDS indicating that the internal staff filling that role would also need to be doing competency reviews?

Response: Thank you for your response; revisions have been made to the Policy to add clarification.

Feedback: With this new policy draft it appears a current CDDP staff (i.e., supervisor or program manager, etc.) who is already core competency trained (likely several times over), but has not been receiving competency reviews themselves could not review the files and sign off? Are we not grandfathering in staff who have done this work for years in back-up or secondary roles to allow for continuity of services and application processes?

Response: Thank you for your input; eligibility determinations and competency are established in rule and ODDS guidance is that the CDDP must have an ES who demonstrates core competency or consult with ODDS or another CDDP ES that has met competency for all determinations.

Feedback: Could onboarding a new ES look more like when a Service Coordinator (SC) comes on board who has to complete core competencies before working alone?

Response: Thank you for your response; ODDS has added this to our future training considerations.

Feedback: We are confused on the timing or order of events. If a staff comes on board in January and has been learning internally and just did the core comps training in May, when are they submitting their 3 independent files to the D&E?

Response: Thank you for your response; a core competency review of at least 3 files will occur within than six (6) months after an ES completes core competency training, which allows time for an ES to gain experience, consult with ODDS or an ES Mentor, and complete independent determinations for review. The policy language has been updated to reflect the comment.

Feedback: Page 3 D&E Consultations section is confusing the way it's written. Considering our volume and likely the volume of other CDDPs, how will ODDS ensure they complete timely consultation reviews to ensure we meet OAR timeframes? We are often backed up to the final days (90 and/or 180) often.

Response: Thank you for your response; the policy has been updated for clarity.

Feedback: It would be helpful for eligibility specialists to know the individual components of each of the competencies being measured; the more detailed the rubric, the more they know about how to perform, what they still need to learn, how they will be evaluated.

Response: Thank you for your response. ODDS has updated the documents to provide clarity on the core comp review rating questions which are provided during a review and during annual core competency trainings.

Feedback: I think State-wide scoring or grading individual performance is generally a western, dominant cultural approach. I wonder if perhaps team-

based audits / evaluations are a more inclusive, communal approach (large counties already have the team for this and smaller, adjoining counties may be able to collaborate and be evaluated together as well). I also wonder about whether you've been able to brainstorm other incentives besides not being assessed as often. As you implement this approach, maybe you'll discover changes or other ways to encourage team and individual growth.

Response: Thank you for this suggestion; ODDS has added this to our future considerations for intentional equitable measures.

Feedback: What is the expectation of the Eligibility Mentor role? This is not a paid task to the CDDP to assist other CDDP ES? What is this role, as it appears to be replacing the D&E review for ES that are not core comp certified for those that volunteer?

Response: Thank you for the response. Please see DD-PT 21-216 ODDS D&E Coordinator Consultations for details on current formal D&E review standards. ODDS is developing standards for peer reviews.

Feedback: Are larger CDDP with multiple ES required to have the ES complete all tasks (initial elig, redet and transfers)? The way the documents are currently written all ES would have to perform all tasks on an ongoing basis to be able to have work in all categories for review. Many larger counties divide these tasks so how would this scoring be conducted? Is there a timeline for doing these tasks only once a year? Is there an option for larger CDDP to have ES rated only on tasks they perform?

Response: Thank you for your response. Please see OAR 411-320-0030(9)(b) for Eligibility Specialist duties; these are used for core competency regardless if a CDDP chooses to organize duties differently.

Feedback: Are ES required to track meeting attendance now? We do not track this currently. Are call ins mandatory for all ES staff? At times, Larger CDDP have a single ES attend and report back during internal staff meetings.

Response: Thank you for the question. Not at this time; ODDS tracks attendance and participation in core competency.

Feedback: The “Competency Assessment Feedback” form appears to make the intake interview an area of review based on the listing of “In General (suggestions for growth)” this is an area of debate on what is in the rule and what is best practice. How “critical thinking” rated/scored/evaluated?

Response: Thank you for your response; policy provides guidance for best practice and should be followed. CDDP’s wishing to discuss specific duties for an eligibility specialist should contact ODDS. The policy and core comp review tools have been updated to add more details on rating.