

Policy Transmittal Developmental Disabilities Services



UPDATED

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Number: DD-PT-21-048
Issue date: 9/14/2021

Topic: Developmental Disabilities

Due date: July 1, 2021

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	Release number:	
	OAR 411-320-0080		
Effective date:	07/01/2021	Expiration date:	
References:			
Web address:			

Discussion/interpretation: **September 14, 2021 Updates noted in red.** This policy transmittal updates and replaces [SPD-IM 10-011](#) DD Eligibility Specialists 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 7/1/2021 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 during annual core competency reviews, 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 may qualify to be an Eligibility Mentor

Competency Review Process

ODDS Procedures: The D&E Coordinators (D&E) will randomly select files recent from eXPRS eligibility and coordinate with the CDDP to ensure independent

determinations are submitted. A new ES will have a core competency review within six (6) months of completing eligibility core competency training. Competency reviews will include at least 3 independent files to be reviewed to measure core competency. Additional files for review may be requested by the D&E as needed.

- 1) **Files:** Types of files requested includes all determination types listed below. If a CDDP chooses to organize eligibility tasks differently, the ES must complete the next full determination in the eligibility category the CDDP re-assigned, and provide an independent file from that category. (Example: One ES completes only redeterminations; the next incoming transfer and initial application must be completed by the ES and submitted for core competency review; additional response time is allowed).
 - a) Initial eligibility approvals and denials
 - b) Redetermination approvals and denials
 - c) Transfers
 - d) All age categories: Early Childhood, School-Age, Adult
- 2) **Notification:** An ES Competency Review Notification will be sent when an ES core comp review is occurring. The ODDS request will include:
 - a) This PT reference
 - b) ES Competency Rating Sheet (listing all competencies measured)
 - c) A randomized list of eXPRS determinations the ES is listed as completing
- 3) **Findings:** The D&E Coordinators complete reviews and send an ES Competency Summary Report within 30 days of the submission of the final file
- 4) **Feedback Meeting:** 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.

CDDP Tasks: 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. When an ES has not had a competency review and needs to submit independent examples of work, the ES should complete all steps of the determination process including writing a decision notice and send the file to ODDS for the core comp review; simultaneously the determination review by an ES Mentor or ODDS may occur separately to complete a timely determination.

- 1) **Response Time:** Files must be sent within 5 business days of the request and must include all requested documents unless another timeline is agreed to. 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.

- 2) **File Documents:** The core competency files submitted must include the following documents, and others upon request:
- a) All ODHS forms (application, notices, 729, memos, etc.) **and Release of Information forms**
 - b) All written correspondence (including appeal info if applicable)
 - c) All determination documents (evaluations, assessments, medical, school, Vocational Rehabilitation, Social Security Administration records)
 - d) All Progress notes (referral through determination and/or hearing)
 - e) Eligibility Statement (the summary document used internally)
 - f) For redeterminations, include the original eligibility notice and internal eligibility statement
 - g) Eligibility training/meeting attendance and participation for the past year

Core Competency Outcomes

Eligibility 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 ongoing annual reviews of core competency thereafter. ES peer support on general eligibility topics not leading to a determination may be provided by ES's who demonstrate core competency or an ES supervisor, as professional networking opportunities and general work reviews.

All case consultations that result in a determination should be completed by ODDS, an ES Mentor or an ES Supervisor Mentor as defined below.

Example: A new ES is wondering if their questions for an Admin Exam cover the areas necessary and contacts another ES.

Example: An ES who has not met core competency is reviewing an evaluation and developmental history to identify if a file is decision ready, and if their decision is supported by the records and sends the eligibility summary to an ES Mentor who has agreed to provide a review.

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, which has previously occurred informally. When an ES has attained the below criteria, the D&E Coordinator will include a mentor invitation in the core competency review feedback report. An ES interested in accepting or declining a mentor invitation should notify the D&E Coordinator.

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

- 1) Have two consecutive core competency reviews at 95%
- 2) Have at least three (3) years of ES experience
- 3) Be willing to consult with other ES staff on eligibility best practices, resources, and tools
- 4) Continue to qualify for bi-annual core competency reviews, with ongoing 95% core competency
- 5) Ensure they receive all sufficient file data from an ES necessary to formulate appropriate guidance
- 6) Are able to respond to eligibility requests timely or decline the consultation

ES Supervisor Mentor: An Eligibility Specialist supervisor who has either attended two (2) full eligibility core competency trainings in the past five (5) years, or has over six (6) years of experience as an ES, and regularly participates in continuing education to remain current on eligibility rules and policies, may also provide these reviews for their staff so long as competency is demonstrated.

Not Meeting Competency: When a CDDP does not have an ES who is trained and has met core competency, or an eligibility core competency review is less than 80%, 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 D&E Consultation section)
- 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 a core competency review within 6 months of core competency training or the last 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 and
- 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, or
- b) Staff only new applications (eligible and not eligible) with D&E for four (4) months, or
- c) Staff a sample of all determinations (e.g. 1/3 or ½ 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.

Questions sent to ODDS.Questions@dhsosha.state.or.us will be addressed during the regularly scheduled webinars (2nd Wednesday of the month at 2:00 pm):

[Join Microsoft Teams Meeting](#) OR +1 971-277-2343
Conference ID: 468 508 153#

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: Engagement & Innovation stakeholder review; Updates – Eligibility Supervisors from Clackamas, Jefferson, Linn, Marion, Multnomah, Polk, and Willowa Community Developmental Disabilities Programs

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	