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Number: APD-AR-17-042

Issue date: 7/21/2017

Topic: Developmental Disabilities

Due date: August 4, 2017

Subject: Designated Referral Contact

Applies to (check all that apply):

- All DHS employees
- Area Agencies on Aging
- Aging and People with Disabilities
- Self Sufficiency Programs
- County DD Program Managers
- ODDS Children's Residential Services
- Child Welfare Programs
- County Mental Health Directors Health Services
- Office of Developmental Disabilities Services(ODDS)
- ODDS Children's Intensive In Home Services
- Stabilization and Crisis Unit (SACU)
- Other (please specify): Brokerage Directors

Action required:

Each CDDP and Brokerage must identify a Designated Referral Contact (DRC) (or a separate DRC for children and a DRC for adults) within each Case Management Entity (CME) and provide the following details to the assigned Field Liaison (see Field Liaison contact information below) by August 4, 2017:

- DRC Name
- DRC Email address
- DRC Phone number
- Supervisor name
- Supervisor email
- Supervisor phone number

Reason for action:

Statewide funding to support all ODDS Regions is being eliminated by September 30, 2017. With the elimination of the funding, each case management entity is being required to identify one contact person within each office to assist with coordination of both local and statewide resources for residential (group homes and foster homes) referrals.

The DRCs will be expected to participate in regular conference calls with the Field Liaison to support other CME DRCs as well as provide updates on available group home or foster home resources within each County. Conference calls will be scheduled by the designated Field Liaison member.

For any referrals to SACU and Children's Group Homes, CMEs must present documentation of all other referral attempts, including:

- names of providers,
- dates of referrals, and
- the reason for denial by provider or refusal by CME of the vacancy. ODDS is not requiring a specific tracking form for this at this time, but CMEs must be prepared to present documentation of this information with submission of the referral packet.

At this time the current organization and references to 'Regions' will remain in place for simplicity and reference.

- *Karen Markins* will be the Field Liaison for Metro/North Coast) and Eastern Region [KAREN.E.MARKINS@state.or.us](mailto:KAREN.E.MARKINS@state.or.us)
- *Matt Bighouse* will be the Field Liaison for Mid-Valley Region, Southern Region, and Cascade Region [Matt.L.BIGHOUSE@state.or.us](mailto:Matt.L.BIGHOUSE@state.or.us)

## **FREQUENTLY ASKED QUESTIONS:**

### **Q: What is a Designated Referral Contact (DRC)?**

*A: The Designated Referral Contact will have a critical role in each Case Management Entity (CME). The DRC will be a resource for each CME, supporting other case managers in identifying both local and State resources for group home or foster care home placements. The DRC will be the liaison for other CME DRCs as well as to the ODDS Field Liaison staff.*

### **Q: Is each CME required to have a Designated Referral Contact?**

*A: Yes. Each CME will be required to name a DRC to ensure there is a single point of contact to address referrals that are outside of the CME's county boundaries. This is intended to keep the lines of communication with other entities and ODDS clear and to avoid confusion during the referral process.*

### **Q: What is expected of the DRC?**

*A: It is expected that the DRC will be an internal resource for their respective CME and to other CME DRCs. The DRC will participate in regular conference calls (likely about a one- hour call) with the State and other regional DRCs for the purpose of sharing home vacancy information, progress on/barriers to specific referrals, and to collaborate with*

partnering CMEs on extraordinarily challenging referral situations for both children and adults. (Conference call schedule to be sent separately.)

**Q: What is the role that ODDS Field Liaison's will play if the DRCs are going to be supporting each other?**

*A: The ODDS Field Liaisons (FL) will be supporting the DRCs and the CMEs, especially during this transition as Regional Programs are dissolved. The FLs will facilitate the conference calls with each Regional area. The FLs will maintain a statewide database of provider resources which will eventually be available to the field in real time. As the CMEs have difficulty finding placements for individuals, the FLs will be an additional support similar to how ODDS has been available in the past.*

**Q: Does ODDS expect that the DRC will have this role as a sole position? Or can each CME figure out how to structure their CME independent of direction from ODDS?**

*A: When considering the volume of referrals outside of a single county area, the amount of time committed to the DRC role will most likely vary. CME's are free to structure the internal referral processes as they wish. The DRC role is intended to be a single point of contact when referring for choice or crisis group home or foster placements outside of the local area. The DRC also is the point person for sharing group home and foster home vacancy info with ODDS and other CMEs.*

**Q: Our CDDP wants to have a DRC for children and a DRC for adults. Will this model be supported by ODDS or is it required that only one DRC be identified?**

*A: ODDS is open to having a DRC for children and a DRC for adults. It is up to each CME to identify if this model will work for their program.*

**Q: Will the new DRC role come with additional required forms, documentation, rules, and processes to follow?**

*A: The process is intended to assist the CME's in navigating the greater statewide system. There will be a minimal number of new standardized forms processes implemented to keep the process as clear and consistent and as streamlined as possible for CMEs and for providers.*

- Residential / Foster Vacancy Profile Form
- Referral Packet checklist
- 2-page Residential Foster Adult Referral Form
- Children's Residential & Foster Referral form

**Q: Will a statewide Release of Information (ROI) form need to be developed?**

*A: Not at this time. This is no different than the way business is currently conducted, a ROI that specifies the parties and what information is to be released can be either the CDDP/Brokerage specific form or the state form. There are no plans to require the statewide form at this time. Releases of information will be required if any CDDP or*

Brokerage is talking to another CDDP or Brokerage in an effort to find resources. You may use your own form or the state form (MSC 2099).

**Field/stakeholder review:**     Yes     No

**If yes, reviewed by:** CDDPs, Regional office and Brokerages

*If you have any questions about this action request, contact:*

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