

Information Memorandum Transmittal Developmental Disabilities Services



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Issue date: 4/21/2020

UPDATED

Topic: Developmental Disabilities

Due date:

Subject: Temporary Suspension of ODDS QA Reviews-COVID-19 response-
UPDATED

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 type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input checked="" 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 checked="" type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

On March 20, 2020, an email was sent to CDDP Program Managers, Brokerage Directors, and other select Case Management Entity (CME) personnel announcing the temporary suspension of all quality assurance onsite visits performed by the ODDS Quality Assurance team. The suspension of quality assurance activities also pertains to onsite reviews performed by the ODDS Eligibility and Employment teams.

In addition to the suspension of all QA onsite visits, most remediation requirement timelines related to the completion of QA Corrective Action Plans (CAP) will be temporarily suspended; this applies to CAPs issued by the ODDS QA, Eligibility, and Employment teams.

The following is a detailed explanation of what remediation activities may be paused as well as those that still need to be completed as soon as possible:

1. CMEs currently waiting for an initial draft of CAP following the completion of an onsite review: If a CME has not yet received the initial draft of the CAP, the ODDS QA team will attempt to send a copy of the draft within 30 days from the end of the onsite review. However, extenuating circumstances related to ODDS' COVID-19 response may prevent the CAP from being sent within that timeframe. If this occurs,

the CME will be informed of the delay.

2. **CMEs that have received a CAP in draft status:** The CME Corrective Action Plan response and submission of disputed findings is temporarily suspended. If a CME chooses to submit proposed remediation and dispute findings, those submissions will still be accepted.

3. **CMEs that have been issued a CAP in final status:** Current timelines identified on the CAP are suspended. New timelines for completion of remediation activities will be discussed when appropriate.

Note: For those awaiting a report on Employment Career Development Plans, at this time we are still awaiting internal reporting. Due to the requirements of COVID-19 response, this is currently delayed. ODDS will provide that report as soon as possible upon request, but it is not currently available.

Exceptions: Types of individual remediation still needed to be completed as soon as possible:

- A. Expired Level of Care/Oregon Needs Assessments (have not been renewed within 12 months)
- B. Expired Individual Support Plans (have not been renewed within 12 months)
- C. Unusual or serious incidents identified during the QA review must be entered into CAM, as soon as possible
- D. Exception Request forms (form 0541DD) related to lapsed (gaps in service) Level of Care and Individual Support Plans must be submitted as soon as possible

Any remediation activities CMEs continue to complete during this period of suspension should be kept by the CME in an electronic or paper file. Once ODDS QA activities resume in full, each CME affected by the suspension of QA activities will be contacted and timelines for submission of CAPs or remediation will be redetermined.

If a CME's scheduled QA onsite review was postponed due to the COVID-19 pandemic, reviews will be rescheduled allowing adequate time for ODDS and the CME to prepare for the upcoming review.

This action is specific to the current COVID-19 pandemic, once it is safe to resume regular operations, all QA activities and expectations will resume.

This transmittal has been updated to include a link to the ODDS COVID-19 Frequently Asked Questions page. CME personnel can access the most current information about QA reviews affected by COVID-19 here: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/ODDS%20Resource%20Library/ODDS-COVID-CME-FAQs.pdf>

If you have any questions about this information, contact:

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