

# Oregon Developmental Disabilities Services

## STATUS REPORT

### Community First Choice Option (K Plan)

Date: January 7, 2014

Project Owner: Trisha Baxter

Steering Team members: Lea Ann Stutheit, Shelly Reed, Chelas Kronenberg, Eleshia Ledridge, Nelsa Brodie, Bruce Baker

Cross Program Team Leads: Shelly Reed, Marilee Bell, Kristine Duffy, Julie Harrison, Darlene O'Keefe, Bruce Baker, Mike Parr, Brent Watkins, Nelsa Brodie, Dana Hittle, Acacia McGuire

#### Overall project status:

| July | Aug | Sep | Oct | Nov | Dec | Jan '14 | Feb | Mar | Apr | May | Jun |
|------|-----|-----|-----|-----|-----|---------|-----|-----|-----|-----|-----|
| G    | G   | Y   | G   | G   | Y   | G       |     |     |     |     |     |

#### Dashboard status:

|           |   |  |
|-----------|---|--|
| SCHEDULE  | Y | High-level roadmap or Gantt chart showing how strategies unfold over time, leading to milestones and targets |
| SCOPE     | G | Scope has been identified.   |
| RESOURCES | Y | Strategy owners need to validate and add information additional information about adequate resources         |
| CHANGES   | Y | Suggestion to add Core Competency as a separate workstream-Marilee Bell as the Lead                          |

### Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green. Generally, the project feels healthier. Even those work streams behind schedule have positive momentum. The team requested and received information from partners regarding strategies needed to complete the FNA work. The team has collected data that will be shared with CDDPs and Brokerages about the number of assessments that will need to be completed each month in order to be compliant. The FAQs regarding the FNAT will go out this week in an Informational Memorandum (IM). Interpretation guidance will be sent out in a Policy Transmittal (PT) by the end of the week. An AR regarding keeping LOC active is still in draft process. The focus of the AR is on individuals who are currently on the waiver or k-plan. The Expenditure guidelines are still behind schedule, but version one of the revised rates is complete and under review.

The QA work stream revised the milestone regarding the development of the Brokerage review schedule. The team felt the backlog of Brokerage review reports needed to be completed first. Once complete, a new schedule will be developed. The two brochures on services for adults and children received final edits and are currently at the DHS publications office for formatting. The milestone for hiring of a QA field review manger was refreshed. The posting for the position closes on January 16<sup>th</sup>, with a target date to have the manager in place the week of February 24<sup>th</sup>. The two milestones related to FNAT contracting were combined as the HSRI contracting cannot occur until SIS contracting is resolved; at this time that milestone is on hold. Under the ISP work stream, a services and funding page is being drafted to help existing ISPs meet K Plan requirements; a request to select stakeholders for review and feedback will be made by the end of next week. The process mapping is being revised to incorporate recent updates. A group meets this week to incorporate changes that will go out to select stakeholders for review and feedback.

### UPCOMING MILESTONES

| RESPONSIBLE – MILESTONE   | STATUS          | DUE DATE          | COMPLETED DATE |
|---|-----------------|-------------------|----------------|
| Each Strategy owner/team has a roadmap/schedule charted towards milestones and targets              | Behind Schedule | 11/22/13-01/06/14 |                |
| <b>Compliance:</b> Updated Draft Exception Process  | On Schedule     | 02/01/14          |                |
| <b>Compliance:</b> Finalize Exception Process   | On Schedule     | 03/01/14          |                |
| <b>QA/QI:</b> Onboard new QA field review manager   | On Schedule     | 03/01/14          |                |
| <b>QA/QI:</b> Jackson CDDP Review Final Report completed within 90 days of review                   | Complete        | 12/20/13          | 1/6/14         |
| <b>QA/QI:</b> Jefferson CDDP Review Final Report completed within 90 days of review                 | On Schedule     | 02/21/14          |                |
| <b>QA/QI:</b> Brokerage review schedule will be developed once backlog of field reviews is complete | On Schedule     | TBD               |                |
| <b>FNAT:</b> In home tool FAQ developed & posted on the web   | Behind Schedule | 12/13/13          |                |

|   |                             |                             |          |
|---|-----------------------------|-----------------------------|----------|
| <b>FNAT:</b> Draft strategy development to complete assessments in the next 60-90 days  | <b>Complete</b>             | 01/06/14                    |          |
| <b>FNAT:</b> SIS contracting negotiations/HSRI contracting regarding tool   | <b>On hold</b>              | TBD                         |          |
| <b>ISP:</b> Expenditure Guidelines; revised rates under review; incorporating stakeholder comments/feedback for clarity   | <b>Reassessing Timeline</b> | TBD                         |          |
| <b>ISP: Version 1 of</b> Expenditure guidelines finalized and distributed to the field  | <b>Behind Schedule</b>      | 01/06/14                    |          |
| <b>Communication :</b> Develop streamlined process that includes internal staff as well as partners on reviewing AR, PT, IM's and approving, as well as developing best practices | <b>Behind Schedule</b>      | 12/06/13                    |          |
| <b>Communication:</b> Draft Brochures (Services Overview for children and adults brochure and children/family brochure)   | <b>Complete</b>             | 12/27/13                    | 01/10/14 |
| <b>Communication:</b> Finalize and distribute brochures   | <b>On Schedule</b>          | 02/07/14                    |          |
| <b>Communication:</b> FAQ to get kids into K services   | <b>Behind Schedule</b>      | 12/20/13                    |          |
| <b>LOC:</b> Amend form & instructions   | <b>In Process</b>           | <del>12/09/13</del> 2/28/14 |          |
| <b>OAR's :</b> finalized for 1/1/14   | <b>Complete</b>             | 12/27/13                    | 12/28/13 |
| <b>POC:</b> Pilot Plan of Care (POC) in field beginning 03/01/14  | <b>On Schedule</b>          | 03/01/14                    |          |

## Work Stream UPDATES

|                    |  |                    |   |
|--------------------|--|--------------------|---|
| <b>WORKSTREAMS</b> | Compliance<br><i>Strategy Lead: Darlene O'Keefe</i>                      | <b>On Schedule</b> | <p><b>Waiver amendments:</b> to be effective February 1, 2014. Submitted November 13, 2013. These include:</p> <ol style="list-style-type: none"> <li>1. Comp Waiver - adding PETI language, restoring level of care to 1 adaptive</li> <li>2. Support Services Waiver - adding PETI language, restoring level of care to 1 adaptive</li> <li>3. Work beginning on the support services waiver renewal</li> <li>4. Work beginning on comprehensive services waiver updates</li> </ol> |
|                    | Oregon Administrative Rules (OAR's)<br><i>Strategy Lead: Shelly Reed</i> | <b>On Schedule</b> | OAR's have been implemented effective 12/28/13. Team has reviewed CFR's and identified the OAR's that will need updating and alignment by July 1, 2014. Draft rules for Complaints and Hearings are in process with the last Rule Advisory Committee meetings scheduled in January.   |

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| <p>Functional Needs Assessment (FNAT)<br/> <i>Strategy Lead: Kristine Duffy</i></p> | <p><b>On Schedule</b></p>            | <p>The team continues to gather data from the field that will help determine strategies to get the needs assessments completed in the field within the next 60-90 days. A draft plan was completed as of 01/13/14</p> <p>The FAQ s will go out this week in an Informational Memorandum (IM). Interpretation guidance will be sent out in a Policy Transmittal (PT) that includes:</p> <ul style="list-style-type: none"> <li>• "Best Practices" document developed by ReBAR that includes interpretation guidance on selected sections (this is complete)</li> <li>• "Complex Medical" interpretation guidance (this is complete)</li> <li>• "Differentiating between Behavior Supervision Level" (draft is complete)</li> </ul> <p>The PT should be ready to go by 01/17/14</p> <p>The ANA/CNA Manual draft will be completed by January 31. The Complex Medical &amp; Behavior documents, above, will be incorporated into the corresponding sections of the Manual, and the FAQ &amp; Best Practices will be included as appendices</p> <p>The team has determined that the issues people encountered using the assessment tools were related to MS Excel version compatibility and not bugs in the tool. The team has developed procedures and identified potential patches to prevent these issues. Communication will go out to the field by January 31<sup>st</sup>. In the meantime, issues have been addressed as reported.</p> |
| <p>Level of Care (LOC)<br/> <i>Strategy Lead: Acacia McGuire</i></p>                | <p><b>On Schedule</b></p>            | <p>The amended Level of Care form has been reviewed internally and the field has also used and reviewed the form. The upcoming rule changes in 2014 will require another amendment to the form. The Steering team agreed it would be best to postpone releasing the amended form until the rule changes can be incorporated in an effort to mitigate confusion to the field with multiple form releases. The release date for the amended LOC form is now scheduled for late February.</p> <p>A transmittal regarding keeping LOC active is still in draft process. The plan is to focus this AR on individuals who are currently on the waiver or k-plan. This transmittal is anticipated out by February 7, 2014.</p> <p>Another AR regarding a change from enrolling the individual on the waiver or k-plan once it has the signature of the D&amp;E coordinator is also in draft process. Anticipated to be released by February 7<sup>th</sup> with an effective date of March 7<sup>th</sup> as this is a major shift for all parties involved.</p>   |
| <p>Individual Support Plan (ISP)<br/> <i>Strategy Lead: Marilee Bell</i></p>        | <p><b>On Schedule</b></p>            | <p>All meetings have occurred as scheduled.</p> <p>Group has developed a draft "One" ISP format. Implementation target date is: July '14</p> <p>A services and funding page is being drafted to help existing ISPs meet K Plan requirements. A request to select stakeholders for review and feedback will be made by the end of next week.</p>   |
| <p>Plan of Care (POC)<br/> <i>Strategy Lead: Julie Harrison</i></p>                 | <p><b>Schedule being revised</b></p> | <p>No changes this reporting period. Discussions with the Home Care Commission and SEIU are still occurring.</p> <p>Currently, a draft timeline is being developed which will re-set the current timelines targeting a July 1, 2014 effective date. This plan will be reviewed on a regular basis with SEIU.</p>  |
| <p>Quality Improvement<br/> <i>Strategy Lead: Brent Watkins</i></p>                 | <p><b>Behind Schedule</b></p>        | <p>The CDDP reviews are currently on schedule. The Jackson County CDDP report was sent to Jackson County on 1/6/14. The only outstanding CDDP review report at this point is Jefferson County/Best Care, which is in process, but not due for completion until 2/21/14.</p> <p>The team is now working to address the backlog of Brokerage review reports. On schedule for completion will be created by 01/24/14, after which, a schedule for the annual brokerage reviews will be developed.</p> <p>The QA review team manager position was re-posted and closes on January 16<sup>th</sup>.</p> <p>A QA plan to do some random sampling of service compliance is in</p>  |

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|---|------------------------|---|
|   |                        | development   |
| Core Competencies<br>Strategy Lead: Marilee Bell                              | <b>On Schedule</b>     | Core competencies for residential and employment providers; service coordinators and personal agents are established. Working on training modules per competency and testing with The Learning Center.  |
| Communication Strategy:<br><i>Strategy Owner/Lead:</i><br><i>Nelsa Brodie</i> | <b>Behind Schedule</b> | <p>The Service Overview brochure has received final edits, been shared with OHA and DHS waiver unit and will be ready for print prior to January 31<sup>st</sup>. The children/family brochure has vetted by stakeholders and feedback has been received from OHA and DHS waiver unit. The target date for printing is also January 31<sup>st</sup>.</p> <p>A draft communication map along with a " RACI" (Responsible, Accountable, Consulting and Informing)chart are in development that will propose a streamlined communication process on information throughout the program as well as transmittal vetting.</p> <p>An FAQ for how to get kids into K services is in development and internal review. There continues to be discussion and clarification on policy issues and we are working on clarifying those areas.</p> <p>A Review of the K Plan web page and break down into sections specific for staff and sections specific for families has started, but no proposals have been made at this time.</p> |