

Oregon Developmental Disabilities Services

STATUS REPORT

Office of Developmental Disability Services

Date: February 4, 2014

Project Owner: Trisha Baxter

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

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

Overall project status:

July	Aug	Sep	Oct	Nov	Dec	Jan '14	Feb	Mar	Apr	May	Jun
G	G	Y	G	G	Y	G	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	G	Two new work streams were added this week. 1. Training 2. Fair Hearing Compliance

Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green, though one work stream fell behind schedule this week—Functional Needs Assessment Tool (FNAT). 02/01/14 targets, other than those associated with the FNAT, were met.

Two new work streams were added to the project status this week: 1. Training, which absorbed the core competency work stream. 2. Fair Hearings Compliance

The transmittal regarding the FAQs for children accessing K Plan services went out to the field on 02/03/14.

We are in the process of getting updated individual project plans from each work stream lead, with an anticipated completion date still being 02/14/14.

Both service brochures were distributed to the field one week ahead of the target date; the brochures are also posted on the DHS K Plan web page. We are working on a final draft of the communication process in preparation for a review with internal stakeholders. The process map describing service eligibility is being finalized; version 1 of that map is targeted for completion by 02/07/14.

An ODDS Exceptions committee has been created and as of 02/01/14, most funding exceptions were being processed by the committee. A secure e-mail box has been created and funding exceptions requests are now being sent directly to the exceptions e-mail box. There are a few tasks that are in process, including a list of types of exceptions and the creation of a new exception request form that is expected to be completed for implementation March 1, 2014 when the mailbox will be utilized by the field for most requests.

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	
Compliance: Internal Exception Process	Complete	02/01/14	02/01/14
Compliance: External Exception Process Update Completed	On Schedule	03/01/14	
QA/QI: Onboard new QA field review manager	On Schedule	03/01/14	
QA/QI: Jefferson CDDP Review Final Report completed within 90 days of review	On Schedule	02/21/14	
QA/QI: Schedule for completion of reports for all previously reviewed Brokerages is complete	On Schedule	02/18/14	
FNAT: In home tool FAQ developed & posted on the web	Complete	12/13/13	1/17/14

FNAT: Initial high level strategy development to complete assessments in the next 60-90 days	Complete	01/06/14	01/15/14
FNAT: Individual CDDP/Brokerage strategies to ODDS to complete assessments within the next 90 days	Behind Schedule	02/01/14	
FNAT: One tool stakeholder group completes recommendations.	On Schedule	03/01/14	
FNAT: Draft of ANA/CNA Manual	Behind Schedule	01/31/14	
FNAT: Published ANA/CNA Manual for field use	On Schedule	03/07/14	
ISP: Expenditure Guidelines; revised rates under review; incorporating stakeholder comments/feedback for clarity. Version 1 of Expenditure guidelines finalized and posted to the internet.	Complete	01/06/14	02/3/14
Communication : 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	Behind Schedule	12/06/13	
Communication: Draft Brochures (Services Overview for children and adults brochure and children/family brochure)	Complete	12/27/13	01/10/14
Communication: Finalize and distribute brochures	Complete	02/07/14	01/30/14
Communication: FAQ to get kids into K services	Complete	12/20/13	01/28/14
LOC: Amend form & instructions	In Process	12/09/13 2/28/14	
POC: Pilot Plan of Care (POC) in field beginning 03/01/14	On Schedule	03/01/14	
Contracts: CDDP amendment to the Counties	On Schedule	02/14/14	
Contracts: Decisions on remaining contracts, solicitations or amendments	On Schedule	02/28/14	
Contracts: Brokerage amendment to brokerages	On Schedule	03/07/14	

Work Stream UPDATES

WORKSTREAMS	Compliance <i>Strategy Lead: Darlene O'Keefe</i>	On Schedule	<p>Waiver amendments: Were effective February 1, 2014. These included:</p> <ol style="list-style-type: none"> 1. Comp Waiver - adding PETI language, restoring level of care to 1 adaptive 2. Support Services Waiver - adding PETI language, restoring level of care to 1 adaptive 3. Work beginning on the support services waiver renewal 4. Work beginning on comprehensive services waiver updates <p>The ODDS Exceptions Committee members have been identified and beginning February 1, 2014 most funding exceptions are being processed by the Exceptions Committee. The Committee is working on processes and criteria for each type of exception. The secure e-mail box has been established for submission of exception requests. The requests are now being submitted through the e-mail box (ODDS.Exceptions@state.or.us) by ODDS staff processing the requests and will be utilized by the field for exception requests beginning as transmittals are distributed for specific topics. A list of types of exceptions is being created to determine the work needed for development of processes and the timelines. An Exception Request Form will be created and is expected to be completed by March 1, 2014 when the mailbox will be utilized by the field for most requests.</p> <p>The Complaint and Hearings rule and other rules which will require changes to reflect the central Complaint and Hearing rule are on track for a 07/01/14 implementation date.</p>

<p>Oregon Administrative Rules (OAR's) <i>Strategy Lead: Acacia McGuire</i></p>	<p>On Schedule</p>	<p>The Eligibility OAR (411-320-0080) is on track for a 07/01/14 implementation.</p>
<p>Functional Needs Assessment (FNAT) <i>Strategy Lead: Kristine Duffy</i></p>	<p>Behind Schedule</p>	<p>We are continuing to work with CDDPs/Brokerages to get them accurate data. The team is working on identifying reasons for differences in the number of downloaded assessments showing in our data reporting tool and the number reported by CDDPs/Brokerages. The CDDPs/Brokerages are being asked to validate the information they receive is aligned with what they have; how they plan to complete the assessments within the next 90 days; and if they cannot, what support or additional resources they will need in order to complete them. The target to have all of these plans communicated to ODDS was 02/01/14, but we are still working on getting accurate data to send to CDDPs so this piece of the work effort is delayed. ODDS is also assessing internal capacity should the need arise to assist in the effort.</p> <p>The ANA/CNA Manual draft is taking longer than anticipated. It was initially anticipated it would go out on January 31st. The new target to have the draft distributed for review is February 14. The final version is expected to be ready for publication via transmittal by March 7th.</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. The amended target to have communication go out to the field is February 19. In the meantime, issues have been addressed as reported.</p>
<p>Level of Care (LOC) <i>Strategy Lead: Acacia McGuire</i></p>	<p>On Schedule</p>	<p>The amended Level of Care (LOC) 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. It was anticipated that the transmittal would go out by February 7, 2014. After consultation with OHA, it was decided that additional information is required and a policy will be forthcoming. We hope to have the policy ready for distribution by 03/01/14.</p> <p>The AR regarding the enrollment date for the LOC has been revised due to information regarding the waiver and k plan. An AR regarding LOC enrollment is in draft process and will be released as soon as possible with other enrollment information. This AR will likely have an effective date one month from the issue date to allow time for this change to occur.</p>
<p>Individual Support Plan (ISP) <i>Strategy Lead: Marilee Bell</i></p>	<p>On Schedule</p>	<p>Piloting of the Career Development plan within the new ISP is underway. Overall ISP field test design is being developed and participants are being identified for roll out in March, running through April, 2014. Web based orientations to the ISP will be provided for CDDP Program Managers, Services Coordinators, Brokerage Directors and Personal Agents prior to the field test launch.</p>
<p>Plan of Care (POC) <i>Strategy Lead: Julie Harrison</i></p>	<p>Schedule under development</p>	<p>Discussions with the Home Care Commission and SEIU are still occurring. Currently, a draft timeline is being developed targeting a July 1, 2014 effective date. This plan will be reviewed on a regular basis with SEIU once an agreement has been reached.</p>

<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p>Behind Schedule</p>	<p>The CDDP reviews are currently on schedule. 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 scheduled meeting to discuss the backlog of Brokerage review reports occurred on 02/04/14. The team believes they can have a plan of completion to management by 02/18/14. Once we have the schedule, we will report on the target date for completion of all outstanding reviews.</p> <p>The initial interviews for the QA review team manager position interviews will wrap up this week.</p> <p>No new information related to QA of the ANA/CNAs: We are continue to provide QA on ANA/CNAs where significant inconsistencies are found from one section to another and rates that are unusually high or low. A plan is being developed to do a statewide QA of assessments and provide TA to CDDPs through that process. This statewide QA will allow us to develop a process to ensure assessments are administered consistently and aligned with the training provided as well as being consistent with the documentation that accompanies the completed assessment. The schedule for statewide rollout is still under review.</p>
<p>Training <i>Strategy Lead: Marilee Bell</i></p>	<p>On Schedule</p>	<p>This is a new work stream to report on the various training activities identified in other work stream areas and recognize the training needs and potential delivery strategies outside of those identified in this document. This work stream should help ensure that the correct resources are committed to a coordinated training effort and ensure that delivery is appropriate and timely. There is a training meeting scheduled for Monday, February 10th, to coordinate and discuss tools, resources, purpose, and breadth of training related to supporting field staff and systems changes. More detail for this work stream should be available following that meeting.</p> <p>Core Competencies, which had previously been its own work stream has now been folded into the training work stream. 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.</p> <p>ODDS has contracted with Oregon Technical Assistance Corporation (OTAC) to lead the Core Competency project with input from a wide range of stakeholders, and in compliance with contract expectations. General scope for work to be completed and timelines are described below:</p> <p>04/30/14: A training curriculum, a delivery strategy for field testing materials and a training roll out plan for all targeted audiences will be developed. The training curriculum content will focus on discrete core responsibilities and be based on values and strategies inherent in person-centered thinking practices.</p> <p>07/31/14: Field tests of identified competencies with the designated target audience will have occurred; materials will have been updated according to findings; promising practices will be incorporated into the curricula materials and delivery strategies; training materials using progressive technological means will be made available; and a system for broad communication about available training materials will be made available.</p> <p>12/30/14: The roll out of the core competencies shall be completed, including training to the field on expectations and use of core comp training; tracking system shall be fine-tuned to include: employees participation in training, training topic, date of training and achieving of competency; provision of training to supervisors; reports for DHS defined and built.</p>
<p>Communication Strategy: <i>Strategy Owner/Lead: Nelsa Brodie</i></p>	<p>On Schedule</p>	<p>The Service Overview brochure and the children/family brochure were completed ahead of the scheduled date and have been posted on the K plan internet page. We are currently waiting on the cost estimate for translation and additional printing.</p>

			<p>A communication map and “RACI” (Responsible, Accountable, Consulting and Informing) chart are in development. This chart will have three purposes: proposing a transmittal vetting process, a more efficient communications process to ensure information sharing throughout the program, and a review of current standing meetings. It was presented to the K-Plan Steering committee, on 01/27/14. The next step is to incorporate the feedback, create a final draft, review with internal stakeholders, and train on the process. A training date will be determined once the final document is approved.</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. <u>ON SCHEDULE AS PART OF AGENCY WIDE WEB PAGE AUDIT/REVIEW</u></p> <p>The process map describing service eligibility is being finalized. Version 1 of that map should be ready for distribution by 02/07/14.</p>
	<p>Contracts Administration: <i>Contracts Owner/Lead:</i> <i>Renee Shippy</i></p>	<p>On Schedule</p>	<p>Previously, we reported that the draft CDDP Amendment to add Plan of Care Language and K Plan case management requirements has been drafted and approved by DOJ. It has now been sent to County counsels for review, and will be discussed at the next meeting on February 13th.</p> <p>The re-write of the brokerage amendment to add Plan of Care Language, K Plan language and additional requirements has been redrafted to bring it into alignment with the CDDP Agreement and is currently in final review by internal staff prior to resubmitting to the brokerage director’s for final review prior to submitting to OC&P.</p> <p>Discussions are occurring regarding other contracts that may need to be solicited or amended to accommodate ongoing K Plan requirements.</p> <p>*Target completion dates for this work is included in the project milestones</p>
	<p>Fair Hearing Compliance: <i>Lead/Sherri Yoakum</i></p>	<p>Schedule under development</p>	<p>Historically ODDS has not consistently provided notices of planned actions to individuals when services have been reduced, denied, suspended or terminated. Since the implementation of the K-Plan, there is specific language that states that any time a service is requested by an individual that is denied (verbally or in writing) by the ODDS field structure we are to provide a notice of planned action that will then allow individuals the opportunity to request a Fair Hearing.</p> <p>With this change, ODDS will need to provide worker guides, manuals, and training to the ODDS field structure. In addition, we will need to potentially provide training to the APD Hearings Representatives. A more detailed schedule of how and when these tasks will be completed will be coming in subsequent weeks.</p> <p>The Complaint and Hearings rule and other rules which will require changes to reflect the central Complaint and Hearing rule are on track for a 07/01/14 implementation date.</p>