Oregon Developmental Disabilities Services

STATUS REPORT

Office of Developmental Disability Services

Date: February 25,2014
Project Owner: Trisha Baxter
Steering Team members: Lea Ann Stutheit, Chelas Kronenberg, Eleshia Ledridge, Nelsa Brodie, Bruce Baker, Darleen O'Keeffe
Cross Program Team Leads: Marilee Bell, Kristine Duffy, Julie Harrison, Joli Schroader, Bruce Baker, Mike Parr, Brent Watkins, Nelsa Brodie, Dana Hittle, Acacia McGuire, Renee Shippey, 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	Changed the Fair Hearings work stream to a broader category—"Service Access." The exceptions and review process and the service eligibility process map/flow chart were moved under this work stream.

Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green, with few target deadlines due this last week.

A decision was made by the steering committee to change the scope of the Fair Hearing work stream to include the exceptions and review process and the process map/flow chart related to new services. The work stream name was changed to "Service Access" to reflect the broadening of the scope. Neither of these activities fit well into the two previous work streams reporting on them and the new work stream more accurately reflects the nature of the tasks.

Several of the individual project plans from each work stream lead have been updated. We asked that the remainder be submitted by Friday, February 21st. No new project plans were received and we are now checking in with each work stream lead to see what support they need to complete this task.

Last week, it was erroneously reported that the POC milestones and work stream were behind schedule. The milestones and work stream targets were discussed and confirmed and this week's status report will reflect the work stream is back on schedule.

Additional stakeholder feedback on the service brochures was finalized and the revisions were sent to DHS publications. We are now waiting for the final changes to be incorporated and an estimate for the cost of translation and printing to be provided.

Work on the one assessment is progressing. Four tools were identified by the group to be the most promising and two meetings are scheduled this week to do a more intense review of the tools. Feedback is being collected and analyzed and sent to ODDS management in the form of a recommendation.

Milestones completed this week included, a new QA manager has been hired and is on board and the Jefferson County CDDP review report being completed; Additionally, a new milestone was added for the ISP work stream-- piloting new career development plan with individuals in each service element.

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	
QA/QI: Onboard new QA field review manager	**Complete**	03/01/14	02/20/14
QA/QI: Jefferson CDDP Review Final Report completed within 90 days of review	**Complete**	02/21/14	02/24/14
QA/QI: Schedule for completion of reports for all previously reviewed	**Complete**	02/18/14	02/18/14

Brokerages is complete			
FNAT: Individual CDDP/Brokerage strategies to ODDS to complete assessments within the next 90 days	**Complete**	02/01/14	2/14/14
FNAT: One tool stakeholder group completes recommendations.	**On Schedule**	03/01/14	
FNAT: Draft of ANA/CNA Manual	**Complete**	01/31/14	02/14/14
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	02/13/14
ISP: Begin piloting new career development plan with individuals in each service element	**On Schedule**	03/15/14	
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: 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	**On Schedule**	~~12/09/13~~ 2/28/14	
POC: Train Pilot Plan of Care (POC) participant CDDPs	**On Schedule**	~~02/28/14~~ 03/07/14	
POC: Pilot Plan of Care (POC) in field beginning 03/01/14	**On Schedule**	~~03/01/14~~ 04/01/14	
Contracts: CDDP amendment to the Counties	**Behind 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	
Service Access: Internal Exception Process	**Complete**	02/01/14	02/01/14
Service Access: External Exception Process Update Completed	**On Schedule**	03/01/14	

Work Stream UPDATES

WORKSTREAMS	CMS Compliance *Strategy Lead: Joli Schroader*	**On Schedule**	**Waiver amendment updates**: Work continues on the support services, children's behavioral and medically fragile children's waiver renewals and the comprehensive services amendments for July 1 implementation. Meetings are currently occurring related to the work of renewing the waivers.
	Oregon Administrative Rules (OAR's) *Strategy Lead: Acacia McGuire*	**On Schedule**	The Eligibility OAR (411-320-0080) and Complaint OAR (OAR 411-318) are on track for a 07/01/14 implementation. Based on feedback from the Rules Advisory Committee (RAC), the Eligibility Rule has been edited and distributed to the RAC for final revisions/comment. There are still some comments that are due to come in shortly. The Complaint OAR received final comment from the RAC on 2-7-14. The Perm Summaries are in process for both rules at this time. CMS to review the Eligibility Rule in March.

	Functional Needs Assessment (FNAT) *Strategy Lead: Kristine Duffy*	**Behind Schedule**	Reports received from CDDPs have indicated that they are either current now, or will be able to be current without additional resources from the department. Brokerages will need assistance in catching up the backlogged assessments. DHS is awaiting customer lists from the brokerages so that state staff may begin scheduling assessments with brokerage customers. To date, one brokerage has submitted the information. A letter has been drafted to send to individuals giving them a heads up that they will be contacted by state staff for a new assessment, and the purpose of the new assessment.

The draft of the ANA/CNA manual was completed by the adjusted target date of 02/14/14 and is now being reviewed by OHA, the DHS waiver unit and the ODDS management team. The final version is expected to be ready for publication to the field via transmittal by March 7th. Three ANA/CNA call-ins with the field are scheduled, the first of which is scheduled to occur this week.

The team will be collecting data about whether the assessments are yielding correct results. This will be done using a short (2-5 minute to complete) survey via SurveyMonkey. We'll be asking personal agents and services coordinators to respond for the last assessment completed. The survey will go out next week, 03/02/14; participation is optional.

Work on the one assessment tool is moving forward. There are two meetings scheduled this week to do a more intensive review of the four tools the workgroup found most promising. The group was asked to provide feedback via SurveyMonkey, the results of which are supposed to come in 02/25/14. The results of the survey will be used to prepare a recommendation to ODDS management.

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 was February 19. We are still trying to get confirmation from users that have tested the procedure and patches that they correct the issues. |
| | Level of Care (LOC) *Strategy Lead: Acacia McGuire* | **On Schedule** | 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.

A transmittal regarding keeping LOC active is still in draft process. The plan was to focus this AR on individuals who are currently on the waiver or k-plan. As this AR has transformed it now focuses on waiver and k-plan service requirements. The goal is to have it for internal review this week and to the field by 3-3-14.

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. |

Individual Support Plan (ISP) *Strategy Lead: Marilee Bell*	**On Schedule**	Piloting of the Career Development plan within the new ISP is underway. The revised roll out schedule is as follows: 3/15-4/15: small pilot with an individual receiving supports in each service element; Between 4/15 & 5/1: Webinars to orient counties, brokerages and providers to the new ISP and to offer feedback; organizing kick off and activities related to the field test 5/1-6/30: Conduct formal field test 7/1 – 8/15: Integrate and adjust based on learning from field test; develop ISP curriculum tied to Core Comps; design training roll out 8/26 – 28 : Introduce broad and intimate details of ISP at SC/PA conference 9/1-10/15: Provide regional trainings statewide; Use of new ISP for all ISPs coming due in October	
Plan of Care (POC) *Strategy Lead: Julie Harrison*	**On Schedule**	A detailed project plan for POC with more specific milestone targets was submitted last week. The specifics of the plan will be added to the overall project plan document. The POC specific communications plan is in rough draft. This is meant to be an internal working document about how and to whom specific information will be communicated. Internal meetings for developing the training plan for overall POC implementation are scheduled Training will need to be done with internal staff and external partners. That training is scheduled to take place between 03/07/14 and 03/17/14 and we are still on schedule for that to occur. POC Pilot target start date was originally anticipated to begin 03/01/14. The scheduled eXPRS release on Feb 6th did not occur as scheduled The pilot is targeted to begin on 3/17/14 for POC pilot entry/set up of POC plans with service dates beginning 4/1/14. Ongoing status reports will be reviewed with SEIU. A letter of agreement with SEIU extending the POC implementation to 07/01/14 was signed on 02/10/14.	
Quality Improvement *Strategy Lead: Brent Watkins*	**On Schedule**	The Jefferson CDDP review report was completed and sent to the county on 2/24/14. A phone conversation to discuss the review is scheduled for 02/26/14. There are no outstanding reports and no CDDP reviews scheduled at this time. The team has met regarding the completion of the brokerage review reports and now has a target date of 06/01/14 for the completion of all outstanding reviews. The work stream lead will periodically check in on progress to ensure the schedule does not slip. We 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, or when requested by a CDDP or a brokerage. 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.	
Training *Strategy Lead: Marilee Bell*	**On Schedule**	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. An initial meeting was scheduled on 02/28 to develop additional detail for this work stream, but a new conflict for many has resulted in the 2/28 meeting being cancelled and rescheduled. The regional forums initially identified as rolling out with the ISP training have been put on hold due to workload issues for the field. Staff cannot be freed to attend training.	

		ANA/CNA call ins have been scheduled for: 2/25/14; 3/10/14; and 3/24/14. ReBAR staff are currently conducting trainings when requested and providing technical assistance to brokerages and CDDPs on the ANA/CNA assessment tools.

Core Competencies for residential and employment providers, and service coordinators and personal agents are established. Working on training modules per competency and testing with the Learning Center.

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:

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. 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. 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. |
| Communication Strategy: *Strategy Owner/Lead: Nelsa Brodie* | **On Schedule** | The Service Overview brochure and the children/family brochure were completed. The final feedback was submitted to DHS publications and we are waiting for a printing and translation cost estimate.

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.

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. ON SCHEDULE AS PART OF AGENCY WIDE WEB PAGE AUDIT/REVIEW. Additionally, the FAQs currently on the page are being reviewed and internal dialog regarding which need to be updated is occurring. |
| Contracts Administration: *Contracts Owner/Lead: Renee Shippey* | **On Schedule** | 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 was discussed at the CDDP Program Managers' meeting on 02/13/14. County attorneys asked for additional time to review. As a result, the work stream lead is requesting a revised target of 03/10/14 to finalize the amendments.

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.

Discussions are occurring regarding other contracts that may need to be solicited or amended to accommodate ongoing K Plan requirements. |

OREGON DEPARTMENT OF HUMAN SERVICES

| Service Access:
Lead/Sherri Yoakum | **On Schedule** | This work stream was previously titled Fair Hearings, but we found that there were other activities that did not fit neatly into other work streams. As all of these activities were related to service access, the work stream was renamed to more accurately reflect the nature of the activities.

Fair Hearing/Complaints:
ODDS staff met for the first time last week to review the existing Notification of Planned Action forms. There are two versions currently being used; one for services and one for eligibility. Staff have started revisions to consolidate the two forms as well as add categories of capturing voluntary reduction of services and voluntary closure of services. Revisions and forms are still being worked on.

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.

Exceptions and Review Process:
Sixteen exception requests have come before the Exceptions Committee since February 1st. Exception requests will continue to be submitted for review on a weekly basis and funding decisions are sent within one week of the review. A draft Funding Request form, scheduled to be implemented 03/01/14, is under review for pending implementation and will be sent to the CDDPs and brokerages for feedback. At this time, the CDDPS and brokerages are continuing to submit their exception requests to their ODDS liaison who then forwards the information to the Exceptions Committee. Over the next couple of months, the Exceptions Committee will be developing the external submission process for CDDPs and brokerages to submit requests directly to the Committee.

New Services process map/flowchart:
This was previously under the communication work stream, but is related to service access, so was moved to the new service access work stream. The process map/flowchart describing service eligibility, or more specifically, the workflow for new enrollments into I/DD, was completed on 02/11/14 and is now being circulated for feedback and refinement. |