

Oregon Developmental Disabilities Services

STATUS REPORT

Office of Developmental Disability Services

Date: March 4, 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	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	Most significant change this week was the revised date for the completion of the amended LOC for from the end of February to April 30 th , 2014.

Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green.

Several of the individual project plans from each work stream lead have been updated. We are now working with the remaining work stream leads to complete their project plans.

Due to the demand on the field to complete individual assessments by June 30th, and the inability for case managers to free time for training, the roll out of new ISP is being delayed. A revised schedule has been included in this week’s work stream report. The delay has provided an opportunity to do a small pilot of the ISP across as many unique service settings as possible. The goal is to learn from the pilot where there are opportunities for revision before the formal field test.

Regarding the work being done on the amended Level of Care (LOC) form, following an internal review and a review by CMS, there are recommended changes to the Title XIX form being reviewed. The release date, which had been late February is now been revised to April 30th, 2014, to allow time for these additional modifications.

There were several updates in the Contracts Administration work stream this last week. Specifically, the CDDP contract amendment, which was on hold until feedback was received from County attorneys, is being prepared and will be sent to the Counties for signature by March 10th. The final drafting of the brokerage amendment will be sent to the OHA/DHS Contracts Unit and to the brokerage directors no later than March 7th. Other contract amendments are discussed in the work stream narrative.

Translation estimates on the service brochures were received and approved. The cost estimate for printing is being developed and we should have that later this week. We are in the process for developing a brochure distribution strategy.

Work on the one assessment is progressing. The stakeholder committee met in February and at the beginning of March and submitted a recommendation on a tool for use to DHS.

Only one milestone was targeted for completion this last week—“External Exception Process Update Completed.” The draft form was completed, but feedback is still being sought.

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 Brokerages is complete	Complete	02/18/14	02/18/14
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.	Complete	03/01/14	03/03/14
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	
LOC: Amend form & instructions	Behind 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: Brokerage amendment to brokerages	On Schedule	03/07/14	
Service Access: External Exception Process Update Completed	Behind Schedule	03/01/14	

Work Stream UPDATES

WORKSTREAMS	CMS Compliance <i>Strategy Lead: Joli Schroeder</i>	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. Tribal notification was completed on February 28, 2014.
	Oregon Administrative Rules (OAR's) <i>Strategy Lead: Acacia McGuire</i>	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), all eligibility comments have now been received. This rule will be reviewed and edited internally in the next few weeks. 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 April.

<p>Functional Needs Assessment (FNAT) <i>Strategy Lead: Kristine Duffy</i></p>	<p>Behind Schedule</p>	<p>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 has received lists from most of the brokerages so that state staff may begin scheduling assessments with brokerage customers. 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.</p> <p>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.</p> <p>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 this week, 03/04/14; participation is optional.</p> <p>The One Tool stakeholder committee met in February and March and has recommended a tool for use to DHS.</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 was February 19. We are still trying to get confirmation from users that have tested the procedure and patches that they correct the issues.</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. Upon further internal review and a review by CMS there are some additional comments and proposed changes to the Title XIX which are currently being discussed and reviewed. The release date for the amended LOC form is now scheduled for April 30th.</p> <p>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. This was postponed in the last few weeks due to competing priorities including waiver amendments but continues to be in the works.</p> <p>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.</p> <p>Due to the demand on the field to complete individual assessments by June 30th, and the inability for case managers to free time for training, the roll out of new ISP is being delayed.</p> <p>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.</p> <p>Update on small pilot: This delay has provided an unexpected opportunity to try the new ISP with a representative individual from as many unique service settings as we are able to coordinate. Currently recruiting for: two individuals, one living in a 24 hour residential setting for adults and one for children; an adult in a supported living setting; two individuals – one living in an adult foster home, and one in a child foster home; a child living in the family home; an adult living in the family home; adult living in their own home; a child served through the Children’s Intensive In Home program and a person served through the brokerage. Because of work load demands on the field, we know we will not reach a 100% representative sample, however what we learn will offer further opportunities to make revisions to the ISP prior to the formal field test.</p>
<p>Plan of Care (POC) <i>Strategy Lead: Julie Harrison</i></p>	<p>On Schedule</p>	<p>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.</p> <p>Internal meetings for developing the training plan for overall POC implementation are scheduled.</p> <p>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.</p> <p>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 now targeted to begin on 3/17/14 for POC pilot entry/set up of POC plans with service dates beginning 4/1/14.</p> <p>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.</p>
<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p>On Schedule</p>	<p>There are no outstanding reports and no CDDP reviews scheduled at this time.</p> <p>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.</p> <p>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</p>

<p>Training <i>Strategy Lead: Marilee Bell</i></p>	<p>On Schedule</p>	<p>documentation that accompanies the completed assessment.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Understanding SSA Benefits and Employment sponsored through Vocational Rehabilitation has been offered to Services Coordinators and Personal Agents on Friday, March 14, 2014 in Salem. Many are taking advantage of this training.</p> <p>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.</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: Gene Evans (Interim)</i></p>	<p>On Schedule</p>	<p>The Service Overview brochure and the children/family brochure were completed. The final feedback was submitted to DHS publications and we received and approved the cost of translation. The cost estimate for printing should be received any day. We are also discussing strategies for distribution to the field.</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</p>

			<p>at this time. <u>ON SCHEDULE AS PART OF AGENCY WIDE WEB PAGE AUDIT/REVIEW.</u> Additionally, the FAQs currently on the page are being reviewed and internal dialog regarding paring down the list to a manageable number is occurring.</p>
	<p>Contracts Administration: <i>Contracts Owner/Lead:</i> <i>Renee Shippey</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 was discussed at the CDDP Program Managers' meeting on 02/13/14. County attorneys asked for additional time to review. No additional comments were received from the County attorneys so final draft will be sent to OC&P 3/4/14. The OHA/DHS Contracts unit will compile amendment and prepare to send for signature to the counties by 3/10/14.</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. Final drafting work will be completed and final draft sent to the contracts unit and to brokerage directors on or before March 7, 2014.</p> <p>Note: Any contract amendments that may be necessary due to the agency's rebalance will be prepared once final legislative decisions are known.</p> <p>Decisions have been made regarding what other contracts may need to be amended, solicited or drafted to accommodate changes resulting from the K Plan requirements. No new solicitations are being done at this time. There is an amendment being done to an OTAC contract to address training needs. The OHSU agreement for NCI has been amended to accommodate a change to that process to alleviate workload from the brokerage and CDDP staff while they are working on other tasks that they need to accomplish as a requirement of K Plan documentation.</p>
	<p>Service Access: <i>Lead/Sherri Yoakum</i></p>	<p>On Schedule</p>	<p><u>Fair Hearing/Complaints:</u> 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.</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><u>Exceptions and Review Process:</u> Exception requests 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 was developed by 03/01/14 and was reviewed internally on 03/03/14. Before implementation, feedback from the field will be obtained and a pilot conducted. A draft transmittal regarding the use of the form is forthcoming. 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.</p> <p><u>New Services process map/flowchart:</u> 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.</p>