

# Oregon Developmental Disabilities Services

## **STATUS REPORT**

### **Office of Developmental Disability Services**

Date: March 11, 2014

Project Owner: Trisha Baxter

Steering Team members: Lea Ann Stutheit, Chelas Kronenberg, Eleshia Ledridge, Bruce Baker, Darleen O'Keeffe

Cross Program Team Leads: Marilee Bell, Kristine Duffy, Julie Harrison, Joli Schroader, Bruce Baker, Mike Parr, Brent Watkins, Gene Evans (interim), 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	No significant changes to report this week

#### **Executive update:**

At this time, the majority of the project work streams are on schedule and the overall project is trending green, though it feels like the overall schedule is beginning to slip a little as one of the work stream slipped behind schedule, temporarily, and a couple of the milestones slipped as well.

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.

There are approximately 2,000 backlogged assessments that need to be completed before July 1, 2014. In order to complete this task, ODDS has worked out a plan with CDDPs and Brokerages to complete the task. CDDPs felt they would be able to complete their assessment backlog, but the number of Brokerage assessments that need to be done is considerably higher. State staff are being trained this week and the majority of staff from ODDS central office will be deployed to the field to assist with completion of this task. ODDS staff will begin field assessments beginning next week. In addition, a number of county staff and regional staff have agreed to assist in this effort, and will be deployed as well.

For the FNAT work stream, a significant milestone was achieved last week with the publishing of the ANA/CNA manual on March 6<sup>th</sup>. Also, a decision was made to research the Connecticut assessment tool. By the end of April, a decision will be made about whether or not to use this tool or another. Also, the team is collecting data about whether the current ANA/CNA assessments are yielding correct results. 172 completed surveys have been received from the field; additional surveys will need to be requested for CNAs.

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 30<sup>th</sup>, 2014, to allow time for these additional modifications.

Under the ISP work stream, the Career Development plan within the new ISP continues to be piloted. The employment and ISP teams are meeting to update one another on findings. The small trial is on track to be conducted March 15 through April 15. Volunteer SC/PAs have stepped forward to assess the draft ISP in the various service elements.

Last week we reported that the final draft of the CDDP amendment was to be sent to the OHA/DHS contracts unit on March 4<sup>th</sup> and prepared for signature by the counties by 3/10/14. The Contracts unit has requested a meeting with the work stream lead to discuss final changes on 3/11/14. Upon completion of that discussion the Contracts unit will finalize the document with DOJ and submit to the CDDPs for signature. We also reported last week that the final draft of the brokerage amendment rewrite would be sent to the Contracts unit and brokerage directors on or before March 7<sup>th</sup>. Submission has been adjusted to March 14, 2014 to allow work stream lead to complete request forms for Contracts and submission to both the contracts unit and brokerage directors simultaneously.

## UPCOMING MILESTONES

RESPONSIBLE – MILESTONE	STATUS	DUE DATE	COMPLETED DATE
Each Strategy owner/team has a roadmap/schedule charted towards milestones and targets	Behind Schedule	<del>11/22/13</del> 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: One tool stakeholder group completes recommendations.	Complete	03/01/14	03/03/14
FNAT: Complete research on the assessment tool recommended to be the “one tool” for all service settings and final decision on tool implementation	On Schedule	4/30/14	
FNAT: Published ANA/CNA Manual for field use	Complete	03/07/14	03/06/14
ISP: Begin piloting new career development plan with individuals in each service element	On Schedule	03/15/14	03/04/14
ISP: : Conduct small pilot with SCs/PAs representing the various service settings	On Schedule	04/15/14	
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: Release date of amended form & instructions	On Schedule	04/30/14	
POC: Train Pilot Plan of Care (POC)	Behind Schedule	<del>02/28/14</del> 03/07/14	
POC: Pilot Plan of Care (POC)	Schedule Slipping	<del>03/01/14</del> 04/01/14	
Contracts: CDDP amendment to the Counties	Behind Schedule	02/14/14	
Contracts: Brokerage draft amendment to brokerages	Behind Schedule	03/07/14	
Service Access: External Exception Process Update Completed	Behind Schedule	03/01/14	

## Work Stream UPDATES

<b>WORKSTREAMS</b>	CMS Compliance <i>Strategy Lead: Joli Schroader</i>	On Schedule	<b>Waiver amendment updates:</b> 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><b>On Schedule</b></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 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. Letters will begin being mailed on March 12, with assessments beginning as early as Monday, March 17.</p> <p>The draft of the ANA/CNA manual was published in transmittal APD-PT-14-008 on March 6th.</p> <p>The team is collecting data about whether the assessments are yielding correct results. 172 completed surveys have been received from the field. Additional surveys will need to be requested for CNAs.</p> <p>The One Tool stakeholder committee met in February and March and has recommended a tool for use to DHS. The team is gathering additional information about the Connecticut-LON, including the availability of the tool, additional information about the norming process, electronic platform, training, and cost.</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><b>On Schedule</b></p>	<p>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. CMS made some suggestions that will require additional clarification to both the LOC Assessment form and instructions. Thus, while the LOC is currently being updated per rule changes and stakeholder input/review there are now additional changes which need to be made to bring the LOC in compliance. In order to accommodate the requested changes, the schedule has been revised and a new release date for the amended LOC form is now targeted for April 30<sup>th</sup>.</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 and has been sent for internal review</p> <p>A policy or update to current policy regarding LOC enrollment is in draft process and will be released as soon as possible with other enrollment information. The policy 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><b>On Schedule</b></p>	<p>The Career Development plan within the new ISP continues to be piloted. The employment and ISP teams are meeting to update one another on findings.</p> <p>The small trial is on track to be conducted March 15 through April 15. Volunteer SC/PAs have stepped forward to assess the draft ISP in the following service settings: Adult 24 hour residential; Children’s 24 hour residential; Supported Living; Adult foster; SACU; Adult in-home supports; Children in family homes; CIIS and brokerage services. Participation in this small trial is tailored based on the SC/PAs availability ranging from a thorough walk through and discussion of the plan, to actually using the ISP with an individual. The intent of this small trial is discover what works well; potential problems; redundancies and any new information that can be addressed prior to the full ISP field test begins.</p> <p>Due to the demand on the field to complete individual assessments by June 30<sup>th</sup>, and the inability for case managers to free time for training, the roll out of new ISP is being delayed.</p> <p>The following dates and activities continue to be on target:  Between 4/15 &amp; 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>Plan of Care (POC) <i>Strategy Lead: Julie Harrison</i></p>	<p><b>On Schedule</b></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>The development of the POC pilot training materials is in process, though the actual training, which was targeted to begin on 3/7/14, is now behind schedule.</p> <p>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. The first meeting is scheduled for March 20.</p>
<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p><b>On Schedule</b></p>	<p>There are no outstanding reports and no CDDP reviews scheduled at this time.</p> <p>A schedule was developed that targeted June 30<sup>th</sup> as a completion date for outstanding brokerage review reports. Staff that were planning to complete these reports are now being deployed to assist with the needs assessment backlog. ODDS will discuss if and how we can meet the target date for completion.</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 documentation that accompanies the completed assessment.</p>
<p>Training <i>Strategy Lead: Marilee Bell</i></p>	<p><b>On Schedule</b></p>	<p>The next ANA/CNA call in is scheduled for 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</p>

	<p>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>Additionally, the Oregon Employment Learning Network (OELN) is providing two day training on Social Security Benefits and Work Incentives in Medford on 3/31//14 – 4/1/14, and in Pendleton on 5/6/14 – 5/7/14. There are spaces yet available. For information and/or to register, go to:  <a href="http://events.r20.constantcontact.com/register/event?oeidk=a07e8nc8bt38d977b05&amp;llr=6puwdydab">http://events.r20.constantcontact.com/register/event?oeidk=a07e8nc8bt38d977b05&amp;llr=6puwdydab</a></p> <p><b>Core Competencies</b> 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. A no cost extension to the OTAC contract is being proposed, extending the full roll out of the electronic based competencies to March 31, 2015. As a result, the deliverables will be adjusted. This accommodates the delay in the new ISP roll out, and provides opportunity for clarity based on system changes that continue to occur. Details are forthcoming.</p> <p>The Oregon Gathering is tentatively scheduled for June 25 and 26, 2014, to be held in Eugene. Additional information will be forthcoming.</p> <p>The Services Coordinators/Personal Agents conference is tentatively scheduled for August 20 and 21<sup>st</sup> in Corvallis. Additional information will be forthcoming</p>
<p>Communication Strategy:  <i>Strategy Owner/Lead: Gene Evans (Interim)</i></p>	<p><b>On Schedule</b></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 has not been received, yet. 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 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: Renee Shippey</i></p>	<p><b>Behind Schedule</b></p> <p>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. No additional comments were received from the County attorneys so final draft will be sent to the Contracts unit on 3/4/14. The contracts unit has requested a meeting with the work stream lead to discuss final changes on 3/11/14. Upon completion of that discussion the Contracts unit will finalize the document with DOJ and submit to the CDDPs for signature.</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</p>

			<p>staff prior to resubmitting to the brokerage director's for final review. Final drafting work will be completed and final draft sent to the Contracts unit and brokerage directors on or before March 7, 2014. Submission has been adjusted to March 14, 2014 to allow work stream lead to complete request forms for Contracts and submission to both the contracts unit and brokerage directors simultaneously.</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><b>On Schedule</b></p>	<p><b><u>Fair Hearing/Complaints:</u></b> The consolidation of the existing Notification of Planned Action forms (SDS0947 &amp; SDS5104) has been made and it has been referred to the Office of Forms and Document Management (OFDM-if they are still called that), this week. It will then be assigned to an OFDM staff to work with ODDS staff in finalizing edits. Once edits have been finalized, ODDS staff will be able to edit the instruction form as well.</p> <p><b><u>Exceptions and Review Process:</u></b> The committee name has been changed to Funding Review Committee to better reflect the scope of the reviews being conducted, which includes exceptions. The funding review process is being fast-tracked for implementation this month. A transmittal is being developed for implementation of the process and a request form. Use of the request form will be mandatory and it will be a state-wide pilot to test functionality in the field. The process will move more quickly when necessary information is provided with the form at the time of the request.</p> <p><b><u>New Services process map/flowchart:</u></b> <u>No new update:</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>