

# Oregon Developmental Disabilities Services

## STATUS REPORT

### Office of Developmental Disability Services

Date: March 18,2014

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	G	High-level roadmap or Gantt chart showing how strategies unfold over time, leading to milestones and targets
SCOPE	G	Scope has been identified.
RESOURCES	G	Strategy owners have validated and added additional information about adequate resources
CHANGES	G	POC pilot no longer occurring

#### Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green. The remaining work stream project plans were completed and submitted this last week. The timing of this is important as the majority of the state staff working on these work streams begin deployment this week to help with backlogged needs assessments. As a result, some things will be on hold, but we will use the project plans and our weekly meetings to regularly evaluate how priority work will be accomplished.

#### Some highlights for this week’s status report include:

For the compliance work stream, 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. Corrective action plans for some of the waivers are due to CMS throughout the month of May. We will begin to track those on next week’s report.

All feedback from the Rules Advisory Committee (RAC), for the complaint and eligibility rules has now been received. Final updates and summaries are in process for both rules at this time. CMS currently has the Eligibility Rule for review.

Regarding needs assessment work, the team conducted a survey to measure the appropriateness of assessment results based on Personal Agent/Service Coordinator professional judgment. 180 completed surveys were received. Additional surveys will be requested for CNAs. Based on field reports and initial survey results, the team is reviewing the CNA algorithm, with initial emphasis on the scoring for young children.

The One Tool stakeholder committee has recommended the use of the Connecticut-LON. The team is gathering additional information about the tool, including the availability, additional information about the norming process, electronic platform, training, technical support, and cost.

Recommended changes to the Title XIX LOC form are being reviewed. As mentioned in last week’s report, the release date is now April 30<sup>th</sup>, 2014, to allow time for these additional modifications. It is anticipated the Technical Guide will be updated and released with other policy information regarding when the LOC must be submitted to ODDS, when the LOC expires, etc. by April 30<sup>th</sup>, 2014.

The planned POC Pilot is delayed and the scope of the pilot may be changed; the focus continues to be on completing work for full implementation on July 1<sup>st</sup>. Additionally, contracting for use of a single FI for POC implementation is in process. Finally, the POC In-home provider record creation/load to the DHS provider database is approximately 80% complete and implementation of supporting business processes for POC in-home provider management is initiated.

Under the Service Access work stream, the forms unit is working with ODDS to implement changes to the Notification of Planned Action.

A draft of the transmittal explaining the new Funding Review process for exceptions has been sent to external partners for review, along with the new (pilot) Request for Funding form and form instructions. Feedback will be received this week with the transmittal finalized for distribution next week.

Completing the high level process map providing guidance to the field for those enrolling individuals into the waiver or k plan services has been identified as a top priority. The map will be a high level overview of the required documents and timelines in order to provide access to services. The intended date of distribution is 03/28/14, and we will be sharing a draft with the field prior to the document being finalized.

Finally, under the Contracts Administration work stream, a miscommunication between County attorneys and DHS has caused further delays in the CDDP contract amendments. Coordination between County attorneys and DHS is occurring, but the delay is the reason the work stream status is currently behind schedule; more details about the miscommunication are included in the work stream section.

## UPCOMING MILESTONES

RESPONSIBLE – MILESTONE	STATUS	DUE DATE	COMPLETED DATE
Each Strategy owner/team has a roadmap/schedule charted towards milestones and targets	Complete	<del>11/22/13</del> 01/06/14	3/17/14
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	Complete	03/15/14	03/04/14
ISP: Conclude 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	
Contracts: CDDP amendment to the Counties	Behind Schedule	02/14/14	
Contracts: Brokerage draft amendment to brokerages	Complete	03/07/14	3/17/14
Service Access: External Exception Process Update Completed	Behind Schedule	03/01/14	

## Work Stream UPDATES

WORKSTREAMS	<p>CMS Compliance  <i>Strategy Lead: Joli Schroader</i></p>	<p><b>On Schedule</b></p>	<p><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. The tribal notice was verbally given on February 19<sup>th</sup> and in writing on the 28th. Still left to complete on the Support Services waiver is the composite overview of Appendix J, Appendix A performance measures and the QIS sections. The Support Services waiver is the template for completing the other three. For waiver 0375 Corrective Action Plan (CAP) is due to CMS by 5/27/14; along with completed OHA/DHS MOU updated. For the 0565 Waiver additional evidence will be due from draft report between 7/1/14 and 9/30/14. A timeline for this work will come out later. The final report will be out after that and OHA will have 90 days from receipt of the final report to submit a CAP if necessary. The 0117 final CAP is due 6/30/14. The 40194 Waiver CAP is due to CMS by 5/8/14. The 40193 Waiver CAP is due to CMS by 5/15/14.</p>
	<p>Oregon Administrative Rules (OAR’s)  <i>Strategy Lead: Acacia McGuire</i></p>	<p><b>On Schedule</b></p>	<p>The Eligibility OAR (411-320-0080) and Complaint OAR (OAR 411-318) are on track for a 07/01/14 implementation. All feedback from the Rules Advisory Committee (RAC), for both rules has now been received. Final updates and Perm Summaries are in process for both rules at this time. CMS currently has the Eligibility Rule for review.</p>
	<p>Functional Needs Assessment (FNAT)  <i>Strategy Lead: Kristine Duffy</i></p>	<p><b>On Schedule</b></p>	<p>Letters have been sent to brokerage customers that will be receiving an assessment by state or county staff over the next two and a half months. Assessments are being scheduled and conducted by both state and county staff. Collaboration between the brokerages, county staff and state staff is going well.</p> <p>The team conducted a survey to measure the appropriateness of assessments results based on Personal Agent/Service Coordinator professional judgment. 180 completed surveys were received. Additional surveys will be requested for CNAs. Based on field reports and initial survey results, the team is reviewing the CNA algorithm, with initial emphasis on the scoring for young children.</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, technical support, 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. Some compatibility issues may be prevented by keeping current on software updates from Microsoft. Other issues can be minimized by identifying the folder containing the assessment file(s) as a “trusted source” in MS Excel. The team has encountered new issues from users who have transitioned to MS Excel 2013 and has requested 2013 to diagnose the new 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 LOC form 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 policy regarding keeping LOC active is still in draft process. This policy is currently being reviewed by internal staff and ideally will be released to the field for review within the next 2 weeks.</p> <p>Along with the completion of the updated LOC and LOC instructions, it is anticipated that the Technical Guide will be updated and have other policy information regarding when the LOC must be submitted to ODDS, when the LOC expires, etc. It is anticipated this will be released April 30<sup>th</sup>. This will not be a change from what is currently being practiced and there will be a period (likely 30 days) for implementation for any changes.</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 on the draft ISP has begun. Those participating include Services Coordinators from Polk, Multnomah, and Washington Counties; Creative Supports Brokerage; and individuals served in adult and children’s residential services; foster care; Supported Living SACU; adult in-home; children in family homes; CIIS; people served through brokerages and children’s foster care.</p> <p>The intent of this trial is to gather feedback from ISP members who have not been a part of the development of the new ISP. Involvement ranges from a conversation and walk through of the tool and taking feedback, to actual use of the new ISP.</p> <p>Thus far, specific policy and implementation questions have been brought forward. Staff will collect the feedback from those engaged in this process, for further discussion, review and revisions to the ISP, the ISP process and implementation strategies prior to the full field test.</p> <p>A draft of the ISP was sent to CMS last week for review and feedback.</p> <p>The following dates and activities continue to be on target:  April 17<sup>th</sup> three one hour webinars will be offered to the I/DD community for a brief overview and update on the new ISP.  April 23 and 24<sup>th</sup> a kick off training for SCs and PAs involved in the field test  April 24<sup>th</sup> – a kick off training for all contributors (providers, family members, people in support)  5/1-6/30: Conduct formal field test, with three listening sessions scheduled through out the 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;  11/1/14 Begin use of the new ISP for ISPs coming due.</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>POC Pilot is being revisited, and the focus continues to be completing work for full implementation on July 1<sup>st</sup>.</p> <p>Contracting for piloting the use of single FI for POC implementation is in process.</p> <p>POC In-home provider record creation/load to DHS provider database is approximately 80% complete; work continues to finish this task. Implementation of supporting business processes for POC in-home provider management is initiated.</p> <p>Development &amp; testing of POC system functionality continues.</p>
<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p><b>On Schedule</b></p>	<p>Work began last week on developing the purpose, scope, large-scale desired outcomes/goals, and strategies for the new QA unit as we prepare to re-design our field review process for CDDPs and Brokerages. We have had three meetings and have an additional two meetings scheduled this week. The purpose of this week's meetings will be to finish some of the work around goals and strategies. The target is to have all of the work done, including the identification of specific activities that will be reviewed related to Waiver, K plan, and Administrative Rule compliance, development of a reporting system, hiring and training of field staff, and the notification and training of CDDPs and Brokerages of the new auditing process by September 2014. Assessment catch up and technical challenges could lead to a revision of the schedule at a future date.</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>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>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. 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</p>

		<p>forthcoming.</p> <p>The Assistive Technology Discussion Tool is available for stakeholder review. The tool is designed to help ISP teams consider: what assistive technology (AT) may be helpful for a person, planning needs to acquire and implement the AT; and how to evaluate effectiveness. A webinar on April 9, 2014 is scheduled from 10 – 11 am for those interested in participating in the field test review. To register your participation go to <a href="https://www4.gotomeeting.com/register/566947623">https://www4.gotomeeting.com/register/566947623</a></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 and discussed at CDDP Program Managers’ meeting on 02/13/14. The target to finalize the amendments was revised to allow County attorneys more time to review. A miscommunication issue has been identified between the County attorneys and DHS. The attorneys have been waiting for DHS to do some adjustments to the language before they begin reviewing the document. The amendment has been updated and submitted to the ODDS Deputy Director to coordinate with County attorneys and DOJ to finalize the language prior to submitting to the County’s 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. The documents were sent to the Office of Contracts and Procurement and to the brokerage directors on 3/17/14.</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:</p>	<p><b>On Schedule</b></p>	<p><b><u>Fair Hearing/Complaints:</u></b></p>

*Lead/Sherri Yoakum*

The Office of Forms and Document Management has assigned a staff member to work with ODDS staff in implementing the suggested changes to the Notification of Planned Action.

**Exceptions and Review Process:**

A draft of the transmittal explaining the new Funding Review process has been sent to external partners for review, along with the new (pilot) Request for Funding form and form instructions. Feedback will be received this week with the transmittal finalized for distribution next week.

**New Services process map/flowchart:**

The process map that is being developed will be a high level map providing guidance on enrolling individuals into waiver or k-plan services. The map will be a high level overview of the required documents and timelines in order to provide access to services. The intended date of distribution is 03/28/14, but a draft will be shared with the field for input prior to the document being finalized.