

Oregon Developmental Disabilities Services

STATUS REPORT

Office of Developmental Disability Services

Date: March 25, 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	Several new milestones added this week

Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green. The project plans that were received last week were put into an overall project plan. New milestones were added to this week’s status report using the information gleaned from the project plan.

Some highlights for this week’s status report include:

In the compliance work stream, new milestones were added for the purpose of tracking critical upcoming deadlines related to Corrective Action Plans (CAP) for several waivers.

Regarding needs assessment work, catch-up assessments are being scheduled and conducted--collaboration between brokerages and external staff is going well; The team has begun review of CNA results for young children in response to assessment survey results. A survey link will be added this week to the ODDS Assessment mailbox auto-reply to collect additional data on CNA results; CNA version a.2 will be released by April 4th; The recommendation of the One Tool stakeholder group was submitted to DHS administration and has been shared with CMS--the team continues to gather additional information about the Connecticut-LON.

The QA team is in the process of developing a strategic plan that will address the scope of work to be done, major deliverables, and tasks associated with each of those deliverables. The completion of the strategic plan is targeted for 04/11/14, after which it will be shared with ODDS management for the purpose of obtaining their feedback.

The ODDS contracts unit continues to work with County attorneys to finalize the language in the CDDP contract amendment before submitting to the Counties for signature. Once done, and necessary changes are made, OHA/DHS contracts unit will create the final documents to submit to the counties for signature; Regarding the brokerage amendment, brokerages have been requested to return their comments by 03/25/14, after which, the amendment will be sent to DOJ for final review prior to it being submitted to the brokerages for final signature

Under the Service Access work stream, the draft transmittal explaining the new Funding Review process for exceptions was reviewed by external partners last week, along with the new (pilot) Request for Funding form and form instructions; the transmittal will go out to the field by the end of this week; The high level process map for enrolling people into services will go out to the field for review this week. Distribution is targeted for 03/28/14.

UPCOMING MILESTONES

RESPONSIBLE – MILESTONE	STATUS	DUE DATE	COMPLETED DATE
Each Strategy owner/team has a roadmap/schedule charted towards milestones and targets	Complete	11/22/13 01/06/14	3/17/14

Compliance: Corrective Action Plan (CAP) due to CMS for Behavioral Model children's waiver	On Schedule	05/08/14	
Compliance: CAP due to CMS for Medically Fragile children's waiver	On Schedule	05/15/14	
Compliance: CAP due to CMS for Support Services waiver	On Schedule	05/27/14	
FNAT: Revisions to the CNA to address scoring for young children (0-4 yrs. old)	On Schedule	05/16/14	
FNAT: ANA catch up of backlogged assessments	On Schedule	06/30/14	
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 selection	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 informal test with SCs/PAs representing the various service settings	On Schedule	04/15/14	
ISP: Compile findings of small test; make recommendations prior to launch of the formal field test	On Schedule	04/30/14	
QA: Create a QA strategic plan	On Schedule	04/11/14	
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	CMS Compliance <i>Strategy Lead: Joli Schroader</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 amending/renewing the waivers. Tribal notification was completed on February 28, 2014. 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. The Support Services Corrective Action Plan (CAP) is due to CMS by 5/27/14; along with completed OHA/DHS MOU updated. The Behavioral model waiver for children's waiver CAP is due to CMS by 5/8/14. The Medically Fragile children's waiver CAP is due to CMS by 5/15/14.
	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. 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>Functional Needs Assessment (FNAT) <i>Strategy Lead: Kristine Duffy</i></p>	<p>On Schedule</p>	<p>Catch-up assessments for brokerage customers are being scheduled and conducted by state, regional, county and brokerage staff. Collaboration between brokerages and external staff is going well.</p> <p>The team has begun review of CNA results for young children in response to assessment survey results. A survey link will be added this week to the ODDS Assessment mailbox auto-reply to collect additional data on CNA results.</p> <p>CNA version a.2 will be released by April 4th. Version a.2 removes the school year adjustment for children not yet eligible for school and includes minor, positive algorithm adjustments. <i>Version b for both ANA and CNA are scheduled for Mid-May.</i></p> <p>Additional ANA/CNA call-ins will be scheduled through April and May as requested by call-in participants.</p> <p>The recommendation of the One Tool stakeholder was submitted to DHS administration and has been shared with CMS. The team continues to gather additional information about the Connecticut-LON.</p>
<p>Level of Care (LOC) <i>Strategy Lead: Acacia McGuire</i></p>	<p>On Schedule</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 30th.</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 30th. 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>On Schedule</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>A very small trial is being conducted through Oregon Technical Assistance Corporation on the current draft ISP. Services Coordinators, personal agents, family members and agency representatives are taking a very critical and constructive look at how the draft ISP can be applied to the service setting with which they are most familiar. Some of the feedback we are gathering will allow us to make agreed upon changes prior to the formal field test.</p> <p>The following dates and activities continue to be on target: April 17th 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 24th a kick off training for SCs and PAs involved in the field test April 24th – 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>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>POC Pilot is being revisited, and the focus continues to be completing work for full implementation on July 1st.</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. Development & testing of POC system functionality continues.</p>
<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p>On Schedule</p>	<p>The QA team continues to hold work sessions with the objective of having a strategic plan to share with ODDS management by 04/11/14. A very high level project plan was created last week that identified some of the major deliverables and some of the higher level tasks associated with each deliverable. We will be able to begin to add dates to the project plan upon completion of the strategic plan.</p> <p>A schedule was developed that targeted June 30th 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>Training <i>Strategy Lead: Marilee Bell</i></p>	<p>On Schedule</p>	<p>Weekly calls on the ANA/CNA will continue into the foreseeable future. ReBAR staff are currently conducting trainings when requested and providing technical assistance to brokerages and CDDPs on the ANA/CNA assessment tools.</p> <p>The Oregon Employment Learning Network (OELN) is providing two day training on Social Security Benefits and Work Incentives in Medford on</p>

			<p>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: http://events.r20.constantcontact.com/register/event?oeidk=a07e8nc8bt38d977b05&llr=6puwdydab</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 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 https://www4.gotomeeting.com/register/566947623</p> <p>The correct dates for The Oregon Gathering are June 24 and 25, 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 21st in Corvallis. Additional information will be forthcoming.</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 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>Behind Schedule</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 Counties for signature. Once the County</p>

			<p>attorneys and DOJ have completed their review and made any necessary changes OC&P will create the final documents to submit to the Counties 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. Brokerages have been requested to return their comments by March 25th. The comments will be compiled and any necessary changes to the amendment will be drafted in conjunction with staff from OC&P. The amendment will then be sent to DOJ for final review. OC&P staff will finalize the document upon receiving DOJ approval and submit to the brokerages for signature.</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. 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> 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.</p> <p><u>Exceptions and Review Process:</u> 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. We received feedback last week, and the transmittal will go out by the end of this week.</p> <p><u>New Services process map/flowchart:</u> 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. It is going out to stakeholders in the field this week for review.</p>