

# Oregon Developmental Disabilities Services

## STATUS REPORT

### Office of Developmental Disability Services

Date: April 1, 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	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	Added a new milestone around the completion of the communications process

#### Executive update:

At this time, the majority of the project work streams are on schedule and the overall project is trending green. While significant work is being done, the majority of the current milestones are not targeted for completion until the end of April and into May.

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

Under the OAR work stream, the first Legislative Concept Meeting regarding the current statute definition of an “other developmental disability” was held 3-27-14; the next scheduled meeting is slated for April; proposed changes will not be submitted until fall of 2014.

CNA version a.2 was targeted is now targeted for release on April 11<sup>th</sup>. ANA/CNA technical assistance call-ins are scheduled through April and May; the next call is scheduled for April 15<sup>th</sup>.

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 and OHA for feedback.

Under the Communication Strategy work stream, the printing cost estimate was received and approved for the informational brochures; a distribution strategy is being discussed. The draft of the communication map and RACI, as well as the transmittal process diagram was completed on 03/28/14. It has been distributed internally for feedback and meetings are scheduled to discuss operationalizing the process. Finally, minor modifications were made to the K plan web-page to make the informational brochures more accessible; additional modifications are currently being discussed.

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. Additionally, Brokerages were asked to return their comments regarding the brokerage amendment by March 25<sup>th</sup>; Brokerage Directors have requested and been granted additional review time; the comments are now due back on April 2<sup>nd</sup>. In addition to compiling submitted comments, feedback will be sought at the Brokerage Directors meeting on April 11<sup>th</sup>.

Under the Service Access work stream, the transmittal explaining the new Funding Review process for exceptions, along with the new (pilot) Request for Funding form and form instructions went out to the field on 03/28/14; The high level process map for enrolling people into services went out for stakeholder review on 03/26/14.

## 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
<b>Compliance:</b> Corrective Action Plan (CAP) due to CMS for Behavioral Model children’s waiver	On Schedule	05/08/14	
<b>Compliance:</b> CAP due to CMS for Medically Fragile children’s waiver	On Schedule	05/15/14	
<b>Compliance:</b> CAP due to CMS for Support Services waiver	On Schedule	05/27/14	
<b>Compliance:</b> Final CAP due to CMS for Comprehensive Services waiver	On Schedule	06/30/14	
<b>FNAT:</b> Revisions to the CAN to address scoring for young children (0-4 yrs. old)	On Schedule	05/16/14	
<b>FNAT:</b> ANA catch up of backlogged assessments	On Schedule	06/30/14	
<b>FNAT:</b> 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	
<b>FNAT:</b> Published ANA/CNA Manual for field use	Complete	03/07/14	03/06/14
<b>ISP:</b> Conclude small pilot with SCs/PAs representing the various service settings	On Schedule	04/15/14	
<b>ISP:</b> Compile findings of small pilot; make recommendations prior to launch of the formal field test	On Schedule	04/30/14	
<b>QA:</b> Create a QA strategic plan	On Schedule	04/11/14	
<b>Communication :</b> 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	Complete	12/06/13	3/28/14
<b>Communication:</b> Finalize communication process flow and train ODDS staff on the process	On Schedule	4/30/14	
<b>LOC:</b> Release date of amended form & instructions	On Schedule	04/30/14	
<b>Contracts:</b> CDDP amendment to the Counties	Behind Schedule	02/14/14	
<b>Contracts:</b> Brokerage draft amendment to brokerages	Complete	03/07/14	3/17/14
<b>Service Access:</b> External Exception Process Update Completed	Complete	03/01/14	03/28/14

## Work Stream UPDATES

<b>WORKSTREAMS</b>	CMS Compliance <i>Strategy Lead: Joli Schroeder</i>	<b>On Schedule</b>	<p><b><u>Waiver amendment/renewal updates:</u></b>            The support services, children’s behavioral and medically fragile children’s waiver renewals and the comprehensive services waiver amendment have all been submitted to CMS for approval.</p> <p><b><u>Evidence Report Update:</u></b>            The Medically Involved Children’s waiver review evidence package, covering review period March 1, 2010-February 28, 2014, is due to CMS by April 30, 2014.</p> <p><b><u>Corrective Action Plan (CAP) Updates:</u></b>            The Behavioral 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.            The Support Services waiver CAP is due to CMS by 5/27/14.            The Comprehensive Services waiver final CAP is due to CMS by 6/30/14.</p>
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<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>The first Legislative Concept Meeting regarding the current statutory definition of "other developmental disability" was held 3-27-14 and the next is scheduled for April. This is a high-level discussion at this time, as proposed changes will not be submitted until fall of 2014.</p>
<p>Functional Needs Assessment (FNAT)  <i>Strategy Lead: Kristine Duffy</i></p>	<p><b>On Schedule</b></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 continues to go 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, previously scheduled for release on April 4<sup>th</sup> is delayed to April 11<sup>th</sup>. 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>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.</p>
<p>Level of Care (LOC)  <i>Strategy Lead: Acacia McGuire</i></p>	<p><b>On Schedule</b></p>	<p>Additional comments and proposed changes to the Title XIX LOC form are currently being discussed and reviewed. CMS made some suggestions that will require additional clarification to both the LOC Assessment form and instructions. The updated form was sent back to CMS last month to review proposed changes.</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 week.</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>.</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>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 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, individuals in support)  5/1-6/30 - Conduct formal field test, with three listening sessions scheduled throughout 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 on completing work needed 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>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 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 prioritize this work in coordination with the QA manager.</p>
<p>Training <i>Strategy Lead: Marilee Bell</i></p>	<p><b>On Schedule</b></p>	<p>Call-ins on the ANA/CNA are scheduled and will continue into the foreseeable future. The next call is scheduled for April 15<sup>th</sup>. ReBAR staff are currently conducting trainings when requested and providing technical assistance to brokerages and CDDPs on the ANA/CNA assessment tools as needed.</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 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 scheduled for <b>June 24 and 25, 2014</b>, to be held in Eugene. The planning committee has scheduled meetings to begin in April.</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><b><u>Service Brochures:</u></b> The Service Overview brochure and the children/family brochure were completed. The cost estimate for printing was received and approved. We are discussing strategies for distribution to the field.</p> <p><b><u>Internal Communication Process:</u></b> The development of a communication map and “RACI” (Responsible, Accountable, Consulting and Informing) chart was completed on 03/28/14 and distributed to the steering committee and cross-programs group for comment. A meeting to begin the process of operationalizing the strategy is scheduled for 04/03/14. Once expectations are finalized, ODDS staff will be trained on the process.</p> <p><b><u>Web page redesign:</u></b> A review of the K Plan web-page and breakdown into sections specific for staff and sections specific for families has started and very basic changes were made to the right side navigation to highlight the brochures. Other modifications are being discussed that will make the page more user-friendly. <u>ON SCHEDULE AS PART OF AGENCY WIDE WEB PAGE AUDIT/REVIEW.</u> ODDS staff had a meeting with DHS communications on 03/31/14 to discuss the large-scale overhaul of the ODDS web pages. Additional meetings are being scheduled.</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. 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</p>

			<p>signature. Once the County attorneys and DOJ have completed their review and made any necessary changes OC&amp;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 were asked to return their comments by March 25<sup>th</sup>; Brokerage Directors have requested and been granted additional review time; the comments are now due back on April 2<sup>nd</sup>. The comments will then be compiled and any necessary changes to the amendment will be drafted in conjunction with staff from OC&amp;P and any changes or requested changes that are not included in the amendment will be responded to at the Brokerage Directors meeting on April 11<sup>th</sup>. The amendment will then be sent to DOJ for final review. OC&amp;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. 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> ODDS staff met last week with the Forms Developer to go over requested revisions to the current form. We were able to explain the intent of the revisions and answer questions. The Forms Developer stated they should have the revisions completed within the next 2-3 weeks and be able to be completed before the required date of July 1, 2014. As individuals and their representatives are receiving notices now for when a negative action is taken for their services, we are seeing a slight increase in service hearings. In one instance, it has shown us where our rules need to be tightened up. We have been in consultation with DOJ and will add this to the list of rules that need updating.</p> <p>The formation of a complaint process brochure and poster to be available in local offices is being discussed. The intended audience is individuals and their families or representatives who are receiving services, or seeking to receive services. Feedback from families and individuals has revealed that the complaints process is not well known.</p> <p><b><u>Exceptions and Review Process:</u></b> A transmittal explaining the new Funding Review process was sent on 3/28/14, along with the new (pilot) Request for Funding form and form instructions. The pilot form will be used for a few months before being finalized and added to the DHS forms web page. Comments on the form and instructions are requested by May 31<sup>st</sup> so revisions can be made; it is not intended that additional updates on this process will be needed in this report.</p> <p><b><u>New Services process map/flowchart:</u></b> The process map that is being developed will provide 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 map went out to brokerages, CDDPs, and internal stakeholders to review on 03/26/14; after a brief period of review, the map will be finalized and distributed.</p>

