

# Oregon Developmental Disabilities Services

## STATUS REPORT

### Office of Developmental Disability Services

Date: June 17, 2014

Project Owner: Trisha Baxter

Steering Team members: Lea Ann Stutheit, Chelas Kronenberg, Eleshia Ledridge, Bruce Baker, Darlene O’Keeffe, Acacia McGuire

Cross Program Team Leads: Marilee Bell, Kristine Duffy, Julie Harrison, Joli Schroader, Bruce Baker, Mike Parr, Brent Watkins, Brenda Autry, Dana Hittle, Chrissy Fuchs, Renee Shippey, Sherri Yoakum

#### Overall project status:

Oct '13	Nov	Dec	Jan '14	Feb	Mar	Apr	May	June	July	Aug	Sept
G	G	Y	G	G	G	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	Y	revised FNAT & POC milestones & change of overall work streams from Green to Yellow

### Executive update:

This week the CMS Compliance work stream completed their submission of Support Services, Behavioral Model and Medically Fragile Children’s Waiver for renewal to CMS. They are still on schedule for approval of waivers on July, 1, 2014.

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

The OAR work stream will send a summary of all programmatic changes and an implementation policy to the field by June 20, 2014 to assist staff with new program rule changes.

The FNAT work stream will complete field testing for the new ANA questions by June 20, 2014.

Employment Service rates for Tier 7 supports will be sent to CDDPs and individuals by June 21, 2014.

The contract work stream has completed the amendment to the CLCM’s contract. Amendment will be executed this week once ODDS signs off.

Quality Assurance work stream held meetings with staff regarding Employment First, ISP, Complaints and SERT.

#### Transmittals this week:

**Employment and Day Support Activities  
Individual Rights, Complaints, Notices and Contested Case Hearing**

### UPCOMING MILESTONES

RESPONSIBLE – MILESTONE	STATUS	DUE DATE	COMPLETED DATE
<b>Compliance:</b> Corrective Action Plan (CAP) due to CMS for Behavioral Model children’s waiver; Medically Fragile children’s waiver; Medically Involved Children’s Waiver; Support Services and Comprehensive Services Waivers	Completed	05/27/14	05/27/14
<b>Compliance:</b> Submit Support Services Waiver, Behavioral Model Waiver, and Medically Fragile Children’s Waiver for renewal and Comprehensive Waiver for amendment of employment services. To include transition plan, public comment and waiver CAP changes.	Completed	06/15/14	06/15/14
<b>Compliance:</b> Comprehensive Services waiver amendment for 6% employment services rate increase submitted to CMS	On Schedule	06/29/14	
<b>OAR:</b> Summary of rule changes and implementation policy to the field	On Schedule	06/20/14	

<b>FNAT:</b> Revisions to the CNA to address scoring for children (0-4 yrs. old) are being delayed and will be combined with 7/1 release	<b>On Schedule</b>	<del>05/16/14</del> ; 7/1/14	
<b>FNAT:</b> Interim ANA tier assignments and review procedures sent to Brokerages and CDDPs	<b>Behind Schedule</b>	<del>06/06/14</del> ; 6/21/14	
<b>FNAT:</b> Interim tier assignments and review procedures for individuals with SNAPs sent to Brokerages and CDDPs	<b>On Schedule</b>	6/30/2014	
<b>FNAT:</b> ANA catch up of backlogged assessments	<b>On Schedule</b>	06/30/14	
<b>FNAT:</b> Addition of assessment questions to address skills training for social interaction	<b>On Schedule</b>	07/01/14	
<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	<b>Behind Schedule</b>	<del>4/30/14</del> ; <del>5/30/14</del> ; 06/30/14	
<b>ISP:</b> Conduct and conclude field test with Services Coordinators, Personal Agents, and individuals residing in each service setting.	<b>On Schedule</b>	07/30/14	
<b>POC:</b> Agency provided Employment/Day services moved into POC	<b>Behind Schedule</b>	<del>07/01/14</del> ; 09/01/14	
<b>POC:</b> Contracting for the use of the single FI for POC implementation	<b>Behind Schedule</b>	6/30/14	
<b>QA:</b> Develop a statistically valid sample standard that will be used for field reviews of CDDPs and Brokerages	<b>Behind Schedule</b>	06/13/14	
<b>QA:</b> Create a QA workgroup and hold first meeting	<b>On Schedule</b>	06/20/14	
<b>QA:</b> Create a 2yr. review schedule that incorporates reviewing each CDDP and Brokerage	<b>On Schedule</b>	06/27/13	
<b>QA:</b> Hire field review personnel	<b>Behind Schedule</b>	08/01/14	
<b>LOC:</b> Release date of amended form & instructions. Final form will be done by next week.	<b>Behind Schedule</b>	<del>04/30/14</del> ; 05/30/14	
<b>Service Access:</b> Notification of Plans Action form revision implementation.	<b>On Schedule</b>	7/1/14	
<b>Contracts:</b> CDDP amendment to the Counties	<b>Behind Schedule</b>	02/14/14	
<b>Contracts:</b> Brokerage amendment to the Brokerages	<b>Behind Schedule</b>	03/21/14	
<b>Contracts:</b> Transition management of Umatilla CDDP back to Umatilla county.	<b>On Schedule</b>	<del>07/01/14</del> ; 08/01/14	
<b>Contracts:</b> Transition management of Douglas CDDP from Douglas County	<b>On Schedule</b>	07/01/14	
<b>Contracts:</b> Transition management of Columbia CDDP from Columbia County	<b>On Schedule</b>	07/01/14	

## Work Stream UPDATES

<p>CMS Compliance <i>Strategy Lead: Joli Schroader</i></p>	<p><b>On Schedule</b></p>	<p><b><u>Waiver amendment/renewal updates:</u></b> Waivers were submitted on June 15, 2014. We still anticipate waivers will be approved for a July 1, 2014 effective date. <b><u>Corrective Action Plan (CAP) Updates:</u></b> No additional updates this week: OHA and ODDS finalized the CAP and submitted it to CMS on 5/27/2014.</p>
<p>Oregon Administrative Rules (OAR's) <i>Strategy Lead: Mike Parr</i></p>	<p><b>On Schedule</b></p>	<p>Rule Advisory Committee meetings (RACs) have been scheduled weekly between July and August. Invitations to stakeholders for participation on these RACs have been sent and the RAC rosters are under development.</p> <p>Rule changes were communicated to the "k" Plan Design and Implementation Council on May 30th and shared at both the DD Managers meeting and Brokerage Directors meeting the second week of June. ODDS program staff have nearly completed the rule language changes to the 14 affected sets of program rule. OHA has begun to review the changes.</p> <p>A summary of all programmatic changes will be forthcoming to the field by June 20th as well as an implementation policy to assist the field with compliance of the new program rule changes. These rules will be filed as temporary rules on 7/1/14.</p>
<p>Functional Needs Assessment (FNAT) <i>Strategy Lead: Kristine Duffy</i></p>	<p><b>Behind Schedule</b></p>	<p>Catch-up assessments for brokerage customers are nearing completion. The majority of Central Office staff has returned to Central Office to resume their regularly scheduled work. The ReBar Unit is still doing assessments for the Brokerage.</p> <p>ANA and CNA version B will be released 7/1/14. The new ANA questions regarding support needed for community integration and social interaction are undergoing final review. Field testing of the new questions will be completed by 6/20/14.</p> <p>The team is calculating the impact of CNA version B algorithm changes for previously completed assessments, so that the additional hours can be made available to children who have already been assessed.</p> <p>The Interim tier schedule for individuals who have not yet had a SIS assessment, but have either an ANA or SNAP will be communicated in a single transmittal to be released to the stakeholders for review on 6/20/14. The final transmittal will be released on June 27, 2014.</p> <p>Employment Service rates for individuals previously determined to require Tier 7 supports will be sent to CDDPs and individuals by June 20, 2014. Procedures for requesting a review of the initial Tier 7 rate will be included in the Tier notice.</p> <p>DHS Administration will review the recommendations and make a decision on the "single assessment tool" by the end of June.</p>
<p>Level of Care (LOC) <i>Strategy Lead: Chrissy Fuchs</i></p>	<p><b>Behind Schedule</b></p>	<p>The LOC form has been finalized and we are working on a release date.</p> <p>The waiver and k-plan technical guides have been finalized and we are working internally to get them released.</p>

<p>Individual Support Plan (ISP)  <i>Strategy Lead: Marilee Bell</i></p>	<p><b>On Schedule</b></p>	<p>The first call-in for the CDP occurred on 6/10/14. Two more are scheduled for 6/17/14 and 6/24/14. The CDP is scheduled to roll-out statewide July 1, 2014. This roll-out will include changes based on the input provided during the pilot phase.</p> <p>During last week's call-in with SCs, PAs and Providers, we learned that preparing for and holding ISPs with the new tool is actively occurring. Feedback themes include: process is much quicker when the SC/PA knows the person well; for new individuals this process takes much longer; redundancies are being identified and tracked for further discussion; great interest in understanding how the Career Development Plan and the ISP will dovetail.</p> <p>The following ISP development dates and activities remain:  5/15-7/30 - Conduct formal field test, with three listening sessions scheduled throughout the field test.  8/1 – 9/30 - Integrate and adjust, based on learning from field test; make decisions where necessary, change processes based on learning  8/26 – 28 - Introduce broad and intimate details of ISP at SC/PA conference  9/1-10/31 - Prepare training materials and final comments for statewide release  11/1/14-12/15/14 - Roll out of regional trainings statewide  1/1/15 – Statewide implementation</p>
<p>Plan of Care (POC)  <i>Strategy Lead: Julie Harrison</i></p>	<p><b>Behind Schedule/  Schedule under revision</b></p>	<p><b><u>POC System Functionality:</u></b>  Plan creation bug fixes are currently being tested in UAT for release soon. Additional POC claims process functionality is being finalized and tested for release.</p> <p><b><u>Implementation Schedule Revision</u></b>  Per communication to stakeholders sent on Fri 5/29, the schedule for POC implementation has been revised. Agency provided employment/day services will be moved to POC starting 9/1/14. Other services will be transitioned to POC at a later date still to be determined.</p> <p><b><u>CDDP and Brokerage Training</u></b>  “eXPRS Create Plan of Care for CDDPs and Brokerages” was completed. Currently there are 1697 POCs created and in draft; 66 POCs with at least one service in accepted status. ODDS is compiling questions received from the training and will be developing an FAQ document.</p> <p><b><u>Provider Agency Training:</u></b>  Net link training sessions previously scheduled for June have been canceled. New training dates for late July/early Aug are being scheduled. Those dates will be released when the scheduling is finalized.</p> <p><b><u>Personal Support Worker Training</u></b>  Initial PSW informational/training webinars were completed. Notice sent to PSWs on 6/6/2014 regarding delay of POC implementation for them. Additional training will be scheduled to correspond with the revised implementation schedule.</p> <p><b><u>Fiscal Intermediary Contracting</u></b>  Due to changing scope, the FI contract is still under negotiation with the identified contractor, but it is still scheduled to be finalized and operationalized by July 1, 2014.</p>

		<p><b>PSW eXPRS Enrollment</b> - POC In-home provider record creation/load to DHS provider database continues. As of 6/10/14 we have approximately 4635 PSW and 416 IC-PSW providers successfully enrolled/registered to be utilized for POC. Additional provider types continue to be in the registration/enrollment process.</p>
<p>Quality Improvement <i>Strategy Lead: Brent Watkins</i></p>	<p><b>On Schedule</b></p>	<p>The results of the second population sample simulation were very consistent with the first simulation. Internal meetings and conversations continue to occur regarding the review schedule. We are on target to have a decision on the schedule by June 27th.</p> <p>The QA Compliance Specialist positions (CDDP/Brokerage field reviewers) have been posted. The position closes on June 23rd.</p> <p>Data is being compiled so that the report of the Umatilla CDDP follow up can be completed and shared. A correction and remediation strategy will be developed and sent as part of the report.</p> <p>We have met with staff with specialties around Employment First, ISP, complaints, and SERT to discuss review questions that could be added to help measure our compliance with performance measures reported to CMS.</p>
<p>Training <i>Strategy Lead: Marilee Bell</i></p>	<p><b>On Schedule</b></p>	<p>Stakeholder groups representing Services Coordinators, Personal Agents, Direct Support Professionals and Self advocates are vetting draft core competencies.</p> <p>Competencies vetted thus far through the stakeholder group, that pertain to direct support professionals include: Identify methods of support and non-physical intervention to use with all people supported:</p> <ul style="list-style-type: none"> <li>• Demonstrate dignity and respect to all people supported</li> <li>• Understand how to respond to person-to-person or person-to-property incidents by acting to protect the person and others from harm</li> <li>• Demonstrate dignity and respect to all people supported</li> <li>• Use person centered language in all interactions</li> </ul> <p>Competencies vetted thus far through the stakeholder group, that pertain to Services Coordinators and Personal Agents include:</p> <ul style="list-style-type: none"> <li>• Have a basic understanding of the system of delivering services funded by the Centers for Medicare and Medicaid Services</li> <li>• Understand resourceful stewardship of public funds and how case management must ultimately answer to the taxpayer</li> <li>• Know the specific forms and/or electronic record-keeping systems that are necessary to complete required documentation.</li> <li>• Understand the case management responsibility to follow confidentiality standards and be able to cite specific examples of situations that are deemed confidentiality violations</li> <li>• Be familiar with the Core Values of the Oregon department of Human Services; Understand other values within the Oregon I/DD system</li> <li>• Understand the case management role in choice advising</li> <li>• Understand and use person centered language in all interactions</li> </ul> <p>Once feedback has been incorporated into curriculum, ODDS staff will have the opportunity to review. The curriculum will continue to be in a state of updating through the next several months, as policies are drafted, vetted, clarified and published through ODDS.</p>

		<p>Upcoming dates include the following:  9/1-9/30 – Loading curriculum into on line learning center  10/1-1/15 – Field test of curriculum for Residential, employment providers; Services Coordinators and Personal Agents  1/15-3/14/15 – Changes incorporated as a result of field test; publish, test and reload into Learning Center  3/15/15 – Statewide implementation  A no cost extension to the OTAC contract is being proposed, extending the full roll out of the electronic based competencies to April 30, 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>Registration for the Oregon Gathering is open through the DHS Learning Center. The dates are June 24 and 25. For more information please follow the attached link:</p> <p><a href="http://www.oregon.gov/dhs/DD/rebar/Documents/Mark%20your%20calendar%202014.pdf">http://www.oregon.gov/dhs/DD/rebar/Documents/Mark%20your%20calendar%202014.pdf</a></p>
<p>Communication Strategy:  <i>Strategy Owner/Lead:</i>  <i>Brenda Autry</i></p>	<p><b>On Schedule</b></p>	<p><b><u>Web page redesign:</u></b>  Initial web content for the redesigned ODDS web pages is scheduled to be submitted to the web team by June, 6<sup>th</sup>. <u>ON SCHEDULE AS PART OF AGENCY WIDE WEB PAGE AUDIT/REVIEW.</u></p>
<p>Contracts Administration:  <i>Contracts Owner/Lead:</i>  <i>Renee Shippey</i></p>	<p><b>Behind Schedule</b></p>	<p><b><u>Contract Amendments:</u></b>  The CDDP amendment is closer to being completed. ODDS met with CDDP representatives May 15th to discuss which issues needed to be resolved before the amendment could be signed and which could wait for future discussion. Updated document and decision information was submitted to the county contacts, attorneys and ODDS staff on May 16<sup>th</sup>. DOJ and DHS received comments from external CDDP staff and attorneys on June 6<sup>th</sup>. DOJ and ODDS will review the responses in preparation for finalizing the amendment this week. DOJ made final changes and has sent to County Council for one final review.</p> <p>OHA/DHS contract staff met with DOJ and reviewed the brokerage amendment. DOJ has reviewed and ODDS is rewording and will work with DOJ and OHA/DHS staff to finalize language. OHA/DHS contract staff will finalize the document upon receiving DOJ approval and submit to the brokerages for signature. OC&amp;P has updated the amendment with DOJ requested changes and submitted to DOJ for final approval on June 12th.</p> <p><b><u>CDDP Case Management Contracts:</u></b></p> <p><u>Umatilla CDDP:</u>  DHS and Umatilla county continue to work toward an August 1, 2014 transition date. Umatilla Contract has been drafted and is going to DOJ for review the week of the 9th</p> <p><u>Douglas CDDP:</u>  Following an evaluation of submitted proposals, ODDS informed proposers of their intent to award the contract to Community Living Case Management (CLCM). The amendment to CLCM's current contract was drafted the week of the 9th. The amendment has been submitted to DOJ for approval prior to submitting to CLCM for signature. The amendment was submitted to DOJ on June 12th for approval prior to submitting to CLCM for signature. The amendment was sent to CLCM and has now been returned and submitted to ODDS for final signature. Amendment will be executed this week.</p> <p><u>Columbia CDDP:</u> DHS has drafted an emergency contract for services in Columbia County and it has been submitted to DOJ for review.</p>

	<p>Service Access: <i>Lead/Sherri Yoakum</i></p>	<p><b>On Schedule</b></p>	<p>Received feedback from our ODDS field staff and other stakeholders about the revised Notification of Planned Action. We will be reviewing the suggestions and incorporating if appropriate. Once final revisions are made, the form will be sent back to OFDM for implementation on 07-01-14. Accompanying the newly revised Notification of Planned Action form will be a detailed instruction sheet for field staff to assist in filling out the form.</p> <p>ODDS also received Complaint website feedback from the Communicating with Families and Self-Advocates Group. The feedback now needs to be reviewed and final verbiage sent to the DHS/OHA Website Developer for implementation of a new webpage.</p> <p><b><u>New Services process map/flowchart:</u></b> The draft process map providing guidance on enrolling individuals into waiver or k-plan services is undergoing final review prior to release.</p>
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