

FOUNDATIONS

KEY GOALS

OUTCOME MEASURES & OWNERS

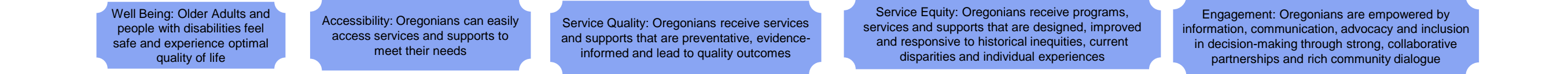
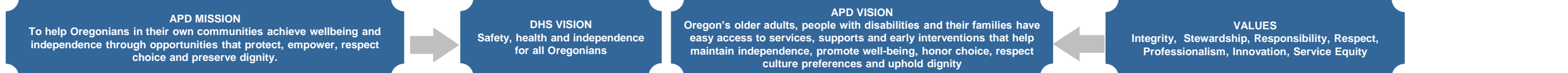
CORE PROCESSES

SUB PROCESSES

PROCESS MEASURES

PROCESS OWNER

2019-21 KEY PERFORMANCE MEASURES



O1 Consumers are Safe Marie Cervantes	O2 Services are Equitable Erika Miller	O3 Prevention & Independence Jane-ellen Weidanz	O4 Person-centered Services Jane-ellen Weidanz	O5 Easy Access to Information Elisa Williams	O6 Adequate Provider Capacity Ann McQueen	O7 Services Delivered within Guidelines Angela Munkers	O8 Operational Excellence Mike McCormick	O9 Employee Engagement Ian Wilson
a. % of people being abused b. % of people reporting they feel safe c. % increase in Safeline calls d. % of licensed facilities with deficiency free surveys	a) # of communities receiving LTSS benefits b) % of workers on HCC Registry who speak languages other than English c) # of communities represented in positions at SR 24 and above d) % of APD staff receiving Bilingual Differential	a) Average length in stay of OPI b) % of low income seniors getting food security services c) % of Seniors and people with disabilities living in-home	a) % of consumers that have identified goals, strengths and preferences identified and updated at least annually b) % of consumers who report easy access to services	a) % increase of ADRC calls, web hits and social media followers b) # of newly enrolled individuals statewide receiving Options Counseling	a) % change in licensed care setting b) % change in direct care	a) % of consumers receiving benefits within policy guidelines (Financial, SSI, LTSS, SNAP)	a) % of CMS assurances 90%+ b) % of APD spending plans within target. c) % Overall QA Accuracy (SNAP, Waiver Medicaid, DDS)	a) Timely performance evaluations b) One year retention

OPERATING PROCESSES | **SUPPORTING PROCESSES**

OP1 Educating & Informing	OP2 Screening Consumers	OP3 Determining Eligibility	OP4 Providing Services & Protection	OP5 Developing & Maintaining Providers	SP1 Ensuring Compliance	SP2 Developing & Implementing Policy	SP3 Engaging Stakeholders	SP4 Developing & Managing Staff	SP5 Managing Budget / Finance	SP6 Managing Data & Information
1. Identifying potential audiences 2. Engaging with identified audiences 3. Developing operational readiness 4. Creating messaging & media content 5. Delivering education & awareness services 6. Evaluating & refining efforts	1. Identifying & assessing individual's needs and risks 2. Matching individuals to correct program(s) 3. Providing program information 4. Sending individual's data to appropriate internal partner for eligibility determination 5. Referring individuals to external partners/resources 6. Requesting individual's feedback on experience	1. Receiving referrals 2. Determining/confirming individual goals & needs 3. Gathering & verifying information 4. Applying program rules, regulations & policies 5. Determining program benefits & levels 6. Communicating eligibility outcomes 7. Conducting hearings	1. Triaging safety and risk issues 2. Developing and/or investigating case plan 3. Authorizing services 4. Issuing and coordinating benefits 5. Providing protective services 6. Monitoring service authorizations and plan 7. Refining case / protective service plan	1. Identifying & cultivating external resources 2. Educating potential & existing providers 3. Assessing provider capacity 4. Approving providers 5. Communicating & training providers 6. Supporting quality improvement	1. Developing policies & procedures for measuring compliance 2. Informing audiences of applicable rules & criteria 3. Measuring compliance 4. Determining & processing corrective action 5. Monitoring to gauge effectiveness of corrective actions 6. Revising or removing corrective actions 7. Providing compliance information	1. Assessing need and prioritizing for policy change 2. Comparing current state to future state 3. Determining specific change 4. Creating workplan 5. Drafting policy changes 6. Convening internal / external workgroups 7. Submitting changes for approval 8. Implementing approved changes	1. Identifying stakeholders 2. Developing relationships with stakeholders 3. Understanding stakeholder needs, preferences and concerns 4. Analyzing stakeholder proposals 5. Communicating impacts, concerns and preferences of stakeholder proposals 6. Collaborating with stakeholders on key issues 7. Communicating decisions / activities and rationale, including consideration of stakeholder input	1. Evaluating staffing needs 2. Recruiting diverse talent 3. Onboarding staff 4. Coaching and providing training 5. Providing opportunities for development 6. Providing clear expectations and timely performance feedback 7. Fostering inclusion and diversity 8. Inspiring open communication and engagement	1. Developing budget 2. Managing budget 3. Advocating for needed resources 4. Complying with fiscal requirements 5. Maximizing federal revenue 6. Developing and managing rate and service methodologies 7. Processing payments and recoupments	1. Defining APD data system needs 2. Developing requirements 3. Collaborating with OIS for system development and data changes 4. Testing system and data changes 5. Implementing system and data changes 6. Creating reports and data queries 7. Providing ad hoc reports 8. Managing data security
a) % of respondents reporting easy access to information b) % increase in town hall or community forums c) % increase in activities designed to increase consumer awareness of abuse d) % of districts completing service equity plans e) % increase in outreach to underserved communities and Tribes	a) % of first calls that go to a live screener b) Length of time from initial call to call back c) % decrease in call-backs to screener related to clarity or more information needed d) % increase in accuracy and timely information from ADRC	a) Timely eligibility re-determinations (Medicaid; SNAP) b) Timely initial assessments c) Timely re-assessment d) Timely hearings	a) Timely delivery of services to plan b) % of calls assigned for field contact that meet policy timelines: community; facility c) % average of all investigation reports completed within policy timelines – community & facility d) Service adequacy e) Person-centered case planning and delivery	a) Timely provider enrollment: new; renewal b) # of Technical Assistance opportunities offered c) # of outreach activities to recruit new providers	a) Timely provider license renewal b) Timely audit finding remediation c) Timely corrective action processing of abuse reports	a) % of policy processes/projects that meet set deadline b) % of consumers participating in RACs c) % of Policy Development Processes that follow defined process d) # of central office staff visiting field offices	a) Stakeholder satisfaction b) # of in-person stakeholder meetings			
Kristi Murphy	Jessica Soltesz	Trevor Waskin	Mat Rapoza	Zena Lerma Jack Honey	Dave Allm	Chris Ellis	Max Brown	Cheri Hawkins-Weltz	Tatia Halleman	Diana Nott

Long Term Care Prevention

Long Term Care Recipients Living Outside of Nursing Facilities

Abuse Investigation Timeliness