DHS | Oregon Department of Human Services
INTELLECTUAL/DEVELOPMENTAL DISABILITIES

OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES FUNDAMENTALS MAP℠

FOUNDATIONS

ODDS MISSION
ODDS, Stakeholders and the developmental disabilities community come together to provide services, supports and advocacy to empower Oregonians with intellectual and developmental disabilities to live full lives in their communities

ODDS VISION
People and families access quality supports that are simple to use and responsive to their strengths, needs and choices, while they live and thrive as valued members of their community

ODDS VALUES
Choice, self-determination and person-centered practices | Children and families together | Health, safety and respect | Community inclusion and community living | Strong relationships | Service equity and access

KEY GOALS

- Engaged and Supported Employees
- Collaborative Community Partnerships
- Organizational Excellence
- Equitable, $ustainable and Accessible Services
- Oregonians with I/DD Live Healthy, Safe and Full Lives in their Community

CORE PROCESSES / PROCESS OWNER / SUB PROCESSES

OPERATING PROCESSES – Mission Critical Functions | **SUPPORTING PROCESSES –Enables the Mission Critical Functions**

OP1 Engaging stakeholders — ANNA	OP2 Developing and maintaining providers — DARLENE	OP3 Providing training and technical assistance (TA) — ACACIA	OP4 Managing rules and policy — CHELAS	OP5 Ensuring quality and compliance — DARLENE	OP6 Providing state delivered services — BRUCE	SP1 Leading the Agency — LILIA	SP2 Developing and supporting employees — BRENT	SP3 Managing finances — ANNA	SP4 Procuring and contracting — LEA ANN	SP5 Managing data and information — LEA ANN
1. Developing strong and culturally diverse partnerships 2. Understanding stakeholders needs, preferences and concerns 3. Incorporating input into decision making 4. Communicating decisions, activities and rationale 5. Conducting active outreach to targeted groups and underrepresented communities 6. Strengthening partnerships with Oregon tribes 7. Participating in community outreach, collaboration and problem solving	1. Identifying service needs 2. Defining qualifications to meet needs 3. Processing provider applications 4. Certifying, licensing and endorsing approved providers 5. Enrolling providers 6. Managing periodic renewal of credentials 7. Responding to provider performance issues	1. Identifying need for training and TA 2. Developing sustainable and appropriate curriculum for training and TA 3. Delivering training and TA 4. Evaluating effectiveness of training and TA 5. Assessing training and TA outcomes 6. Adjusting training or TA when policy or practice requires 7. Repeating if warranted	1. Analyzing policy issues 2. Gathering and incorporating stakeholder input 3. Interpreting state and federal policies 4. Comparing current and future state rules and policies 5. Amending Oregon Administrative Rules and Medicaid approved documents 6. Completing utilization reviews and decisions 7. Processing hearing requests and providing witness testimony 8. Investigating and resolving complaints	1. Identifying standards 2. Communicating standards 3. Conducting reviews 4. Identifying gaps 5. Developing corrective action plans 6. Monitoring compliance with plans for improvement 7. Using data to analyze trends 8. Providing recommendations to improve quality 9. Taking actions to sustain improvement	1. Screening for appropriateness of services 2. Conducting assessments 3. Completing service planning process 4. Delivering services in accordance with service plan 5. Managing transition out of state delivered services 6. Providing quality assurance	1. Collaboratively defining agency priorities 2. Aligning resources and activities to priorities 3. Establishing agency goals or targets 4. Establishing performance measures 5. Analyzing and evaluating agency performance 6. Prioritizing agency performance improvement initiatives 7. Implementing strategic initiatives 8. Communicating agency priorities, goals and results	1. Evaluating staffing needs 2. Recruiting diverse talent 3. Onboarding staff 4. Coaching and providing job skills training 5. Providing opportunities for development, cross-training and advancement 6. Providing clear expectations and timely performance feedback 7. Fostering inclusion and diversity 8. Performing 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. Assessing procurement requests 2. Evaluating budget availability 3. Negotiating contract terms 4. Writing statement of work (SOW) 5. Submitting SOW to OC&P 6. Receiving executed contract 7. Monitoring contracts and invoices for compliance 8. Processing amendments as needed 9. Performing contract settlements and terminations as needed	1. Defining ODDS data system needs 2. Developing requirements 3. Collaborating with OIS for system development 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

PROCESS MEASURES

OP1	OP2	OP3	OP4	OP5	OP6	SP1	SP2	SP3	SP4	SP5
a. Stakeholder input	a. First time quality of provider applications	a. Policy implementation	a. Temp emergency rules ratio	a. Timely QA reports b. Licensing quality c. Service eligibility	In development	In development	a. Timely performance evaluations b. One year retention	a. Timely monthly financial reporting b. On target spend biennium	a. Timely processing of procurement and contracts b. Contracts on time c. Contracts on budget	a. eXPRS user satisfaction b. Ad hoc report quality c. eXPRS development

OUTCOME MEASURES / MEASURE OWNER

O1 Employee engagement — BRUCE	O2 CME QA improvement — DARLENE	O3 Agency provider performance — DARLENE	O4 Partner engagement — ACACIA	O5 Compliance — LEA ANN	O6 Process measure improvement — LEA ANN	O7 Progress on strategic initiatives — ANNA	O8 Operating within budget — LEA ANN	O9 Service equity — ANNA	O10 Access to providers — CHELAS	O11 Safety — DARLENE	O12 Individuals thriving in their community — ANNA
a. Employee engagement	a. CME performance improvement	a. 24 hour licensed provider performance	In development	In development	a. Process measure improvement	In development	a. On target spend b. Maximizing federal match	In development	a. Access to Children's Residential services	a. Adult abuse	a. NCI adult service outcomes b. Child service outcomes c. In-home services d. Employment First

2019-21 KEY PERFORMANCE MEASURES

- Abuse Rate
- In-home services
- Service Eligibility
- Employment First

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