

Policy Transmittal Developmental Disabilities Services



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Number: DD-PT-23-048

Issue date: 09/14/2023

Topic: Developmental Disabilities

Due date:

Transmitting (check the box that best applies):

- ☒ New policy ☐ Policy change ☐ Policy clarification ☐ Executive letter
☐ Administrative Rule ☐ Manual update ☐ Other:

Applies to (check all that apply):

- | | |
|--|--|
| ☐ All DHS employees | ☐ County Mental Health Directors |
| ☐ Area Agencies on Aging: {Select type} | ☐ Health Services |
| ☐ Aging and People with Disabilities | ☐ Office of Developmental Disabilities Services (ODDS) |
| ☐ Self Sufficiency Programs | ☒ ODDS Children's Intensive In Home Services |
| ☒ County DD program managers | ☐ Stabilization and Crisis Unit (SACU) |
| ☒ Support Service Brokerage Directors | ☐ Other (please specify): |
| ☒ ODDS Children's Residential Services | |
| ☐ Child Welfare Programs | |

Policy/rule title:	Quality Assurance Checks (QAC) for Certified ONA Assessors		
Policy/rule number(s):		Release number:	
Effective date:	October 1, 2023	Expiration date:	
References:			
Web address:	https://www.oregon.gov/odhs/rules-policy/oddsrulesdocs/411-425.pdf		

Discussion/interpretation: The Quality Assurance Check (QAC) is a new quality assurance measure for certified ONA assessors and will replace the previous practice of an annual pass/no pass test of assessors during one of the quarterly trainings. The new QAC is also a re-certification of all ONA Assessors that will be conducted by the Quality Assurance/Trainers (QATs) from the ODDS Assessment Unit once every two years.

The QAC process will include an Assessment Unit QAT observing the completion of an ONA by each of the certified assessor(s) at every CME. It is expected that the Assessment Unit QAT will work with the assessor to identify an already scheduled or upcoming assessment to serve as the QAC ONA. It is expected that this process will take anywhere from one to three months to complete, depending on the number of assessors at the CME.

The workload expectation from CMEs is limited to the following:

- CME assessor coordinates scheduling of the ONA with the person and/or ISP team and the QAT.
- Each assessor is to participate in a feedback session with the QAT after their QAC ONA has been submitted.
- Option for the CME to participate in an exit meeting with the QAT after all QAC ONAs have been submitted.

Completion of the QAC ONA will result in the assessor receiving either a 'Provisional' or 'Pass' status. The 'Provisional' or 'Pass' scoring matrix, available on the [Compass page](#), is based on coding inconsistencies between the QAT and the CME assessor.

Assessors receiving 'provisional' status:

- Will be required to work with their supervisor and the QAT for further training and technical assistance followed by another QAC ONA.

Assessors receiving 'pass' status:

- Will receive a certificate that certifies them for two years, or when the CME's next QAC process occurs.

When all QACs for a CME are complete, there will be an offered opportunity for a QAC exit meeting which would include the QAT, the CME assessors, assessment leads and CME leadership. The exit meeting will include a review of trends identified between that CME's assessors. It will also focus on areas of strengths and areas in need of improvement. Should the CME decline the option of an exit meeting, a summary of the QAT findings from all QACs for that CME will be provided via email.

Implementation/transition instructions:

QAC reviews will happen in years the CME does not have a Quality Assurance Field Review (QAFR) with ODDS and will not be scheduled within three (3) months before or after the CME's QAFR. CIIS/Kids Res programs will not have a QAC review scheduled within three (3) months before or after their annual QAFR has concluded. For example:

- A CME's last QAFR was 11/2022. The QAC would be scheduled for 11/2023.
- A CME's last QAFR began 4/2023, with the full process not being completed until 2/2024, the QAC would not be scheduled until after 5/2024.
- Should the schedule change for a CME's QAFR, the QAC schedule will also be reviewed to avoid extra workload on the CME.

Training/communication plan: The QAC reviews will be discussed at each new ONA Assessor Training, as well as during the next ONA quarterly training. Information regarding the QAC process will also be added to the ONA Assessor Toolkit Compass page.

Communication/training:

This transmittal will be discussed during the next Monthly Transmittal Review. Please send questions in advance to ODDS.Questions@odhsoha.oregon.gov.

The Monthly Transmittal Reviews are held the second Wednesday of every month at 2 pm using the Zoom platform. Please register in advance for these meetings:

<https://www.zoomgov.com/meeting/register/vJlsc-qvqD8iGURx5OQk8TAdIS6Arg9ZAf4>

After registering, you will receive a confirmation email containing an appointment and information about joining the meeting. American Sign Language (ASL) and live captioning will be provided. To request other accommodations or languages, please send an email to ODDS.Questions@odhsoha.oregon.gov at least three business days prior to the meeting.

Local/branch action required: No action needed at this time. ODDS Assessment Unit QAT will reach out to CME leadership to discuss scheduling the QAC process.

Central office action required:

Field/stakeholder review: ☒ Yes ☐ No

If yes, reviewed by: Posted on Engagement and Innovation website

Filing instructions:

If you have any questions about this policy, contact:

Contact(s): Carrie Forty	
Phone:	Fax:
Email: ODDS.AssessmentQuestions@odhs.oregon.gov	