

# Action Request Transmittal Developmental Disabilities Services



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**Number:** APD-AR-19-008

**Issue date:** 1/25/2019

**Topic:** Developmental Disabilities

**Effective date:** 2/1/2019

**Subject:** Provider Profiles and Vacancy Tracking

**Applies to (check all that apply):**

- |                                                                |                                                                                                                 |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees                     | <input type="checkbox"/> County Mental Health Directors                                                         |
| <input type="checkbox"/> Area Agencies on Aging: {Select type} | <input type="checkbox"/> Health Services                                                                        |
| <input type="checkbox"/> Aging and People with Disabilities    | <input checked="" type="checkbox"/> Office of Developmental Disabilities Services (ODDS)                        |
| <input type="checkbox"/> Self Sufficiency Programs             | <input type="checkbox"/> ODDS Children's Intensive In Home Services                                             |
| <input checked="" type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU)                                                   |
| <input type="checkbox"/> ODDS Children's Residential Services  | <input checked="" type="checkbox"/> Other ( <i>please specify</i> ): Brokerages; 24-hour residential providers; |
| <input type="checkbox"/> Child Welfare Programs                |                                                                                                                 |

**Action required:**

The Department is developing a searchable residential provider vacancy list inclusive of ODDS-licensed Adult 24-hour Programs and Adult Foster Homes, Multnomah County DD-Licensed Adult Care Homes, and ODDS-certified Supported Living Programs. The list will include descriptions of sites, current Provider support skills, and vacancy status. Development of this resource includes involvement of Providers, Community Developmental Disabilities Programs (CDDPs) and ODDS.

**Providers** who want their vacancy and site information included on this list must complete procedures described below. Participation is not mandatory.

The initial roll out of the searchable residential provider vacancy list will be released mid-March 2019. Following the initial roll out, the vacancy list will be updated twice a month.

**For the initial vacancy posting in mid-March:** Providers must submit their *Provider Profiles* to their local Designated Referral Contact (DRC) at the CDDP with sufficient time for the CDDP to review and submit to ODDS. Providers may submit their *Provider*

*Profiles* to their CDDP by February 22, 2019 to have their vacancy listed on the initial roll-out in mid-March. All providers who submit their initial profiles *prior* to or on February 22, 2019 will have their vacancy added to the vacancy listing. This will allow at least 10 business days for the CDDP to review the initial submissions, conversations between CDDPs and Providers to address their questions or recommendations, and form submission to ODDS. Any *Provider Profiles* received after February 22, 2019 will be included on the next vacancy listing in April.

1. Providers must visit: <https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/index.aspx> and click on “Residential Services Provider Profiles and Vacancy Listing” to find complete the *Provider Profile Form* (4124) electronically in its entirety, using the *Instructions* (4124i), also found on the website, to ensure they provide the most accurate information possible.
2. Providers will submit their *Profile Form* for review to the DRC in the County where the site or program is located. Providers can find the DRC contact on the webpage mentioned above. DRCs (or CDDP designees, per their internal procedures) will review *Profile Forms* and discuss with the submitting Providers any identified concerns about the information reported.
  - a) CDDPs may not alter the submitted *Provider Profile Form* without agreement of the Provider.
  - b) If after conversations between the DRC (or other CDDP designee) and the Provider it is agreed that information should be altered, the CDDP can make alterations and submit the *Profile Form* to ODDS via [ODDS.FieldLiaison@state.or.us](mailto:ODDS.FieldLiaison@state.or.us).
  - c) After the initial roll-out of this process, CDDPs will be expected to forward the *Provider Profile Forms* within 10 days after agreements are made about any changes to the *Provider’s Profile Form*.
  - d) If no concerns about information reported on the *Provider Profile Form* are identified by the CDDP which would require consultation with the Provider, the CDDP must submit the *Provider Profile Form* to the ODDS within 10 days of receiving it from the Provider, after the initial roll-out phase. The Provider will have the final decision about information reported on their own *Provider Profile Form*.
3. Any initial *Provider Profiles* that are directly submitted from Providers to ODDS will not be reviewed or entered into the statewide vacancy list. These will be returned to the submitting Provider. The *Provider Profile Form* must first be reviewed by the CDDP, then submitted to ODDS by the CDDP.
4. Providers who choose to submit a *Profile Form* must engage in a self-assessment of their site/program as they complete the *Profile Form*. The Provider should take into consideration for this assessment any feedback they

have received from their DRC, case managers, residents, and employees; recent licensing classifications, corrective actions or other licensing outcomes; staffing levels in the home or program, abilities, work experience, and training of each direct care staff person; current residential composition; success and challenges in prior placements, and the physical characteristics of the home (if the home is owner-controlled or operated).

5. **Vacancy Updates following initial submission:** Once a *Provider Profile Form* is initially received by ODDS, a Provider may choose to use the *Provider Profile Form* to ONLY report changes to vacancies they want reflected on the vacancy list. When reporting vacancy information changes ONLY, Providers will update only SECTION II of the *Provider Profile Form* (the vacancy information section), then directly submit the it with the vacancy section updated to the ODDS: [ODDS.FieldLiaison@state.or.us](mailto:ODDS.FieldLiaison@state.or.us). It's important for Providers to report changes in vacancy information in a timely manner to help maintain accurate information in the published vacancy list.  
\*\* NOTE: If ODDS does not have an initial *Provider Profile* on file prior to the submission of only SECTION II with vacancy updates, the form will be returned to the provider and the DRC for full completion prior to entering data on the searchable residential provider vacancy list.
6. Providers are strongly encouraged to review their *Provider Profile Form* approximately every 6 months OR whenever their reported information about the characteristics of the home, program, staff skills, or resident composition undergo a significant change that may impact the home or program's ability to meet expectations of individuals searching for a new placement. Inaccurate or outdated information about a home will create unintended outcomes when individuals and their case managers are searching for placement options.
7. When significant changes occur, Providers should update ALL APPLICABLE SECTIONS of the *Provider Profile Form*. Providers will follow the same procedure described in #2 and #3 above, sending the updated *Provider Profile Form* to their DRC at the local CDDP for review.
8. It is the responsibility of the provider to ensure the form is completed in its entirety and submitted within a timely manner. *Provider Profile Forms* that are submitted with incomplete information may not be processed. It is the providers responsibility

**CDDPs** must establish internal procedures for reviewing *Provider Profile Forms* and for communicating with Providers about any questions or alternations they may recommend to Providers prior to submitting *Provider Profile Forms* to ODDS. CDDPs

must submit approved *Provider Profile Forms* to ODDS within 10 days of agreement and approval with the information on the form submitted by the provider.

**For the initial vacancy posting in mid-March:** CDDPs must review all *Provider Profile Forms* within 10 days of receipt. For the initial roll out, CDDPs must review all *Provider Profile Forms* that are submitted *prior* to or on February 22, 2019 and submit all approved *Provider Profile Forms* to ODDS no later than March 8, 2019. This will allow at least 10 business days for the CDDP to review the initial submissions, conversations between CDDPs and Providers to address their questions or recommendations, and form submission to ODDS. It is highly encouraged that CDDPs submit *Provider Profiles* as soon as reviews are completed and prior to March 8, 2019. Any *Provider Profiles* received after March 8, 2019 will go onto the second vacancy listing in April.

1. CDDP must follow internal procedures for reviewing *Provider Profile Forms* to identify and discuss any information reported on the *Provider Profile Forms* that appears inconsistent, ambiguous, or incomplete.
2. CDDPs will collaborate with Providers to identify any alterations agreed upon for the *Provider Profile Form*.
  - a) The Provider will have the final decision about what is reported on their *Provider Profile Form*. The Provider should take into consideration feedback they have received from their CDDP, case managers, residents, and employees; recent licensing classifications, corrective actions or other licensing outcomes; staffing levels in the home or program, abilities, work experience, and training of each direct care staff person; current residential composition; prior successes or challenges in supporting adults, and the physical characteristics of the home (if the home is owner-controlled or operated).
  - b) CDDPs should provide the kind of feedback described above to Providers in their discussions about information they've reported on their *Provider Profile Form*.
  - c) If after conversations between the CDDP and individual Providers, it is **agreed by both** that information should be altered, the CDDP may make alterations and submit the amended *Provider Profile Form* to ODDS within 10 days at: [ODDS.FieldLiaison@state.or.us](mailto:ODDS.FieldLiaison@state.or.us).
  - d) If no alterations are needed for the completed *Provider Profile Form*, the CDDP will forward it to ODDS via e-mail within 10 days of receipt from the Provider.

**ODDS** after receiving the CDDP *and* Provider approved *Provider Profile Form* will enter the information into a spreadsheet that will be posted to

<https://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/index.aspx> under “Residential Services Provider Profiles and Vacancy Listing”. Following the initial roll out that will be posted mid-March, an updated vacancy list will be posted to the webpage at a minimum twice a month.

**Case Managers** may reference the most current vacancy list spreadsheet to assist individuals who are seeking placement. Case managers may subscribe to the webpage to receive notifications when there has been an updated vacancy listing posted.

1. Prior to using the spreadsheet, it is critically important for case managers to read and understand the codes explained in the *Provider Profile Instructions*. As they use the sort and filter functions of the spreadsheet, for some items they will see codes beneath the columns in the drop-down menus. Each code represents a specific description. The codes and their corresponding descriptions are explained in the *Provider Profile Instructions*.
2. Case managers may use the spreadsheet’s filter and sort functions to see drop menu options for various categories that describe Provider settings and programs.
3. Sorting and filtering the master list by categories will help narrow the choices to homes and programs that will most likely be better options to address what is important to and important for the individual in their placement search.
4. E-mail contact information for each Provider site and program on the list will be available for case managers to initiate contact with selected Providers and begin a referral.

**Reason for action:**

Individuals have the choice of any available and qualified providers who can provide person-centered supports. This will ensure transparency of available providers who have capacity to accept individuals who are seeking alternative placement options.

**Field/stakeholder review:**  Yes  No

**If yes, reviewed by:**

*If you have any questions about this action request, contact:*

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