

Office for Citizens with Developmental Disabilities (OCDD)
Report to the Developmental Disabilities Council
December 18, 2007

Individual Support Plan Project

OCDD continues to work on implementation of a new Individual Support Plan (ISP) format to be used office-wide for people receiving services and supports. The goal of the new format and process is to establish a single plan for each person with supports being coordinated across all areas. The format covers all important life areas including important personal information, communication, relationships, home life, community life, social roles, rights/self-advocacy, health and medications, and personal goals. This information is used to plan for sustained supports and actions needed to assist in achieving personal goals.

- Training on the new process began in Regions 4, 5, and CAHSD on 8/6/07.
- Training of the Regional Office Specialists and the back-ups has been completed in Regions 4 and 5.
- As CAHSD experienced a change in their designated Regional Office Specialist, they will be included again for the second round of training.
- The Regional Office Specialists in Regions 4 and 5 will begin training the Support Coordinator Master Trainers in January 2008 with a scheduled completion date of mid-March 2008.
- Several revisions to the training process were undertaken relative to feedback and experience in this first round of implementation.
- Implementation began for Regional Office Specialists in the Waiver offices of Regions 1, 3, and 8 in November 2007.
- A joint workgroup between OCDD, Medicaid, and SRI continues to develop the electronic Individual Support Plan (ISP). Procedures for data sharing between the agencies have been established. Drafts of electronic data definitions and linkage rules for the SIS/LA Plus and the body of the ISP will be ready for review with SRI in January 2008. The anticipated date of completion for this portion of the project is July 2008.

Support Intensity Scale (SIS) and LA PLUS

Assessments: Approximately 900 additional assessments of persons statewide from various service populations including NOW participants and those residing in private ICFs/DD have been completed.

- The assessment data is being analyzed and added to existing data in order to build a statistical model for cost allocation issues.
- A stakeholder meeting with a national consultant explaining how the resource allocation process has worked in other states is planned as a way of informing stakeholders of efforts here.
- Once the statistical model has been developed incorporating the new assessment data that is currently being gathered, a presentation to the Louisiana Legislature pertaining to the support needs of those Louisiana citizens with developmental disabilities is proposed.
- Discussions with national consultants regarding the status of the SIS/LA PLUS project in Louisiana continue.

As noted, SIS and LA PLUS assessments factor significantly into the new ISP. Assessment data is expected to aid support coordinators in creating plans that will contain information relevant to items, events, and activities that are important to, and important for, individuals receiving services; this information will ensure that all needed supports are addressed in the Plan. A program that will automatically populate relevant data fields on the ISP with data gathered during assessments has been presented and is under review by committee. It is expected that a final product will be advanced soon. Work continues on completing the format and programs that will generate user-friendly summary reports from assessments to aid in support planning.

Training: Training for Regional Office Specialists from Region 3, MHSD, and FPHSA on SIS/LA PLUS Assessment and information of their roles in the Individual Support Plan (ISP) process occurred in late November. Similar training occurred in the southwestern regions of the state. Training with the northern regions is planned to occur early 2008. After the newly trained Regional Office Specialists are shadowed and pass certification, they will be charged with training, monitoring, and certifying staff of the support coordination agencies in their respective regions/districts/authorities.

Quality Enhancement Process

In November, OCDD adopted Policy # 603 - *OCDD Quality Enhancement Process*, which states that quality management is the responsibility of every person at every level within the OCDD developmental disabilities services system. The Policy describes a cyclic quality enhancement process to be utilized at all levels (state, regional, and provider) that includes:

- Learning – collecting information about service delivery and reviewing the data;
- Responding – acting in ways to improve performance which is described in a quality enhancement plan;
- Implementing – doing what the plan says within established time lines; and
- Evaluating – monitoring implementation and determining the effectiveness of the plan.

OCDD is in the process of establishing a workgroup that will meet in January 2008 to develop a framework and create training to facilitate the development of processes consistent with the quality enhancement process as outlined in the Policy for regional offices and districts/authorities. It is anticipated that agency procedures will be developed no later than 03/01/08 with full implementation anticipated by 06/30/08. If you have any questions, or if you would like a copy of the policy, please contact Dena Vogel at 225-342-9251 or DVOGEL@dhh.la.gov.

Complaint Process

OCDD Customer Complaint Policy was implemented as scheduled on October 1, 2007. During the first month of implementation, approximately 60 complaints statewide were recorded and more than one-half of the complaints had been resolved by the end of the first month. At the end of the quarter, OCDD Quality staff will review data, identify patterns and trends, and based on the findings, provide feedback to each supports and services center and regional office/district/authority.

Transformation Grant

OCDD's Transformation Grant activities continued during this quarter and included participation a through a stake holder meeting, intra-departmental workgroup meetings (Licensing, Support Coordination Monitoring, and Waiting List), and meetings with Muskie/HSRI consultants (Quality Indicators, Interagency Team, and Executive Group). Actions for the upcoming year have been outlined and will guide continued work and participation activities for this grant.

National Core Indicators Project

The Office has adopted the National Core Indicators (NCI) for performance and outcome monitoring. This nationally recognized set of indicators was developed specifically for use in monitoring developmental disability services systems. The NCI Project resulted from collaboration among participating National Association of State Directors of Developmental Disability Services (NASDDDS) member state agencies and the Human Services Research Institute (HSRI). The indicators were developed with the goal of establishing a systematic approach to performance and outcome measurement.

The current set of indicators includes approximately one hundred service recipient, family, system, cost, health and safety outcomes. Data resources, which OCDD will initially utilize, include face-to-face interviews (with adults receiving services) and mail out surveys (to families with an adult living at home, with a person living out of home, and with a child living at home). The NCI Project will be utilized to complete the annual (FY 2007-2008) customer survey process, which will be completed across all services (EarlySteps, ICF/DD, state-funded, and waiver services).

EarlySteps

Coordination of a number of activities continues as the Office works to integrate the EarlySteps program into OCDD's array of supports and services.

Staff: All nine regional coordinators are now in place; and EarlySteps Community Outreach Specialists (parent-liaisons) are in place in Regions 1, 2, 4, 5, 6, 8, and 9 through contracts with agencies such as *Families Helping Families*. EarlySteps currently has vacancies for parent(s) of a child with a disability in Regions 3 and 7.

Enrollment: EarlySteps providers billing Medicaid for services completed the Re-enrollment process by December 1. To day, approximately 270 providers have completed Re-enrollment.

Contracts: A contract for the Central Finance Office with Covansys Corporation is in the approval process now.

Training Module: Three modules for EarlySteps are now available online: Orientation, Child Development, and Evaluation and Assessment. Providers and other interested persons may sign up to take the modules by emailing

JoAnn Clarey at jclare@lsuhsc.edu. (Indicate "EarlySteps Training Module" in the subject line.) The training modules are also available on CD-Rom and can be obtained through the EarlySteps Regional Coordinators. More than 300 persons are currently enrolled in this online training. The training consortium recently completed a series of seventeen face-to-face trainings throughout the state supplementing the Evaluation and Assessment Training Module.

Website: The EarlySteps website can be found at: <http://www.dhh.louisiana.gov/offices/?ID=334>

Regional Coordinating Council Meetings: All nine regions have had at least one Regional Coordinating Council meeting since September 2007. Participants included the EarlySteps Program Manager, Training Coordinator, State Interagency Coordinating Council (SICC) Executive Director and representatives, regional coordinators, community outreach specialists, parents, providers, OCDD staff, and other agency representatives from their respective regions.

Budget Request: EarlySteps submitted a budget request (FY2008-2009) to reinstate the rates for services previously cut by twenty-five percent. Additional funds were also requested to accommodate the increase of children in the program due to expanded eligibility.

Implementation of the Transformation of Public Developmental Centers to Supports and Services Centers Plan

Following successful implementation of the first five-year plan to downsize large, state-operated residential centers, a second plan was developed and is currently being implemented to transform the service delivery model of the Supports and Services Centers. This new plan provides for routine monitoring of the progress in achieving targets defined in the plan related to downsizing main campuses through the transitioning of people to community residential circumstances, shifting staff to community resources functions, and other related objectives. The plan is available at: <http://www.dhh.state.la.us/offices/publications.asp?ID=77&Detail=1881> NOTE: Progress of the Plan's objectives will be included in the next update.

Greater New Orleans Supports and Services Center (formerly MDC) Update

Twelve people continue to reside on the campus of the Center; they will be served in two community homes to be operated by GNOSSC. These two community homes are scheduled to open by the end of December 2007. Additionally, there are three people currently at GNOSSC with plans for transition at a later date. To date, 230 people have transitioned to other residential options. They continue to be monitored and supported through the GNOSSC Transition Project.

Greater New Orleans Supports & Services Center (GNOSSC) Transition Project

The GNOSSC Transition Project was designed to allow OCDD to track individual satisfaction and health and safety information for all individuals moving from the Center as part of the developmental center conversion process.

- All providers supporting individuals who have moved from GNOSSC continue to participate in this project.
- The first phase of data collection post-baseline (since the individual moved) has been completed.
- After the completion of the first follow-up session, OCDD reviewed and analyzed the data collected. The overall quality of care and satisfaction of services reported during the first assessment phase is most encouraging.
- Any noted individual concerns were provided to the GNOSSC Transition and Technical Support Team (TTST) for review and consultation with the relative provider agency. The TTST has completed follow-up with each person. The ongoing collaboration established between OCDD and each provider agency in supporting these individuals has been excellent, and it is believed the collaborations have contributed significantly to the success thus far of the Transition Project.
- The Greater New Orleans Supports and Services Center continues to follow all those of these individuals' transitions through the TTST on an ongoing basis outside of the project's follow-ups. The TTST serves as a valuable resource to assist providers in supporting these individuals successfully.
- The second phase assessments have begun.
- Full project completion will be in FY 2008-2009.

Rebalancing Initiative Grant/Money Follows the Person

During the last quarter of 2007, the Money Follows the Person (MFP) Rebalancing Demonstration's Operational Protocol was completed and submitted to CMS for approval. Completion of the Operational Protocol involved stakeholder workgroups of the Office for Citizens with Developmental Disabilities (OCDD), the Office of Aging and Adult Services (OAAS), and joint OCDD/OAAS workgroups with Medicaid. OCDD workgroups included

representation from the *DD Council, People First, Families Helping Families, the Advocacy Center*, provider organizations, support coordination agencies, Districts/ Authorities, OCDD regions, and others.

Policies were circulated for comment in November. Medicaid hired a Project Director for the MFP Rebalancing Demonstration and OCDD hired a Project Manager for the developmental disabilities administrative components of the MFP Rebalancing Demonstration. In order to begin transitioning people from ICFs and nursing facilities through the MFP Rebalancing Demonstration, an Operational Protocol was submitted to CMS for approval. Approval is anticipated by February or early March with transition beginning soon thereafter. The approved Operational Protocol will be posted on the DHH web site.

The Real Choice Systems Change Rebalancing Initiative grant is in its final year. This grant continues to support the implementation of the Residential Options Waiver. The Residential Options Waiver is a key component of the MFP Rebalancing Demonstration.

Residential Options Waiver (ROW)

The establishment of the Residential Options Waiver Program (ROW) has continued to be a major project focus of the OCDD Rebalancing Initiative grant in the past quarter. The ROW will be important in rebalancing Louisiana's services system in that it proposes to affect both institutional capacity and future admissions to institutions. The waiver application was re-submitted during the week of August 25, 2007 to the Centers for Medicare and Medicaid Services (CMS) along with the Department's responses to CMS's Request for additional information. This step initiated the second review process by CMS with the receipt of a second round of questions, which are now being addressed by the OCDD and the Bureau of Health Services Financing (BHSF).

A public hearing of the proposed Rule for the ROW was held in Baton Rouge on Tuesday, September 25, 2007. On November 20, 2007, the Rule to establish the ROW under State Regulation was adopted and published in the Louisiana Register (*Home and Community-Based Services Waivers Residential Options Waiver, LAC 50:XXI, Chapters 161-169*).

The OCDD has begun activities with the BHSF and its fiscal intermediary to operationalize the ROW within its various administrative sections, particularly in Provider Enrollment and Medicaid Management Information System for the enrollment of providers and the payment of claims for services delivered. Over the next three months, the OCDD will be making presentations to ICF/DD providers regarding the opportunities afforded by the ROW for the conversion of eight-or-less-beds facilities to shared living service options. Provider training will also be a focus in the upcoming quarter.

New and/or Expanded Budget Requests

The Office has submitted requests for New and/or Expanded Programs in the FY 2008-2009 Budget Request for the following:

- Early Steps Restoration and Expansion, Autism Service Systems, and Families Helping Families Increase (Community Services)
- Evacuation Shelter Furnishings (Pinecrest Supports and Services Center)
- Mobile Physical Supports Services (Northwest Supports and Services Center)
- Community Support Outpatient Services Clinic, Adolescent Stabilization Unit, and Respite Services (North Lake Supports and Services Center)
- New Community Homes (Greater New Orleans Supports and Services Center)
- Shared Waiver Homes (Northeast Supports and Services Center)

Requests have also been submitted for funding increases for developmental disability waiver opportunities. The Office will not know if the submitted New and/or Expanded Budget Requests will be included in the final budget until the Executive Budget is returned from the Division of Administration.