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DD Council Update March 20, 2008

Individual Support Plan: 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 in planning sustained supports and actions for achieving personal goals. The training of the Regional Office Specialists and back-ups was completed in Regions IV and V and Support Coordinator Trainers were trained in March 2008. Training for Support Coordinators should begin in late March 2008. Regional Office Specialists in the waiver offices of Regions I, III, and IX was completed in February 2008. Training for Support Coordinators in these regions should begin in late May 2008. Implementation and training of Regional Office Specialists in the Regions II, VI, VII, and VIII began in February 2008. Training for Support Coordinator Trainers in these regions is anticipated to be in May 2008 and training of Support Coordinators in these regions should begin in July 2008. Training materials for waiver and provider staff has been completed. A Central Office project group has been established and regional teams are being established to be responsible for the oversight of implementation in each region. A joint workgroup between OCDD, Medicaid, and SRI continues to work to develop an electronic ISP and procedures for data sharing between the agencies. Drafts of electronic data definitions and linkage rules for the SIS/LA Plus and the body of the ISP were presented to SRI January 16, 2008. The anticipated date of completion for Quality Indicators for the project is July 2008.

Support Intensity Scale (SIS) and LA PLUS: Approximately 900 additional assessments of persons statewide from various service populations, including NOW participants and those residing in private ICFs/DD, were completed by early December 2007. Statewide assessment data will be analyzed and compared to existing data from prior assessments conducted in CAHSD in order to build a statistical model for cost allocation issues. Discussions with national consultants regarding the status of the SIS/LA PLUS project in Louisiana continue. In January 2008, a national consultant presented information at a stakeholder meeting to explain how the resource allocation process has worked in other states with the purpose of informing stakeholders of such efforts underway in Louisiana. Following the initial stakeholder meeting, resource allocation subgroups were formed to get stakeholder feedback on several issues, such as Fairness Across Settings, Outcomes Measurement, Application of Resource Allocation Model to New versus Existing Waiver Participants, and Prioritization of the Request for Services Registry. Subgroups are expected to make recommendations to OCDD on policy regarding resource allocation issues. As noted, SIS and LA PLUS assessment data factors significantly into the new Individual Support Plan (ISP). Assessment data from the SIS/LA PLUS is expected to aid support coordinators in creating ISPs that identify needed supports and contain information relevant to items, events, and activities that are important to, and important for, people receiving services. This assessment data will help to ensure that needed supports are addressed in each person's ISP. A computer program is being created so that relevant assessment information will automatically populate relevant ISP data fields. 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 for Regional Office Specialists (ROS) has begun on the SIS/LA PLUS Assessment and on information of their roles in the Individual Support Plan process. Upon completion of this training, the ROS are shadowed by SIS/LA PLUS Project Staff in order to achieve certification, after which they begin training, monitoring, and certifying staff of the support coordination agencies in their respective regions/districts/authorities. The training sessions conducted by ROS staff are monitored by SIS/LA PLUS Project Staff for quality assurance purposes.

Quality Enhancement Process: OCDD Central Office has established two processes to implement the OCDD Quality Enhancement Process at the state level. The OCDD Performance Review Committee meets monthly to review performance data reports and develop strategies to improve performance and the quality of services. The Committee is chaired by the Deputy Assistant Secretary and membership includes the directors and supervisors of the various programmatic units within OCDD as well as the quality unit, rate and audit unit, and other support units. The OCDD Clinical Review Committee meets biweekly and has developed a draft Risk Management Policy in which repeated critical incidents would trigger up to three levels of review. Meeting the first trigger would require review by the person's planning team. Additional critical incidents after the team meeting would trigger a review by the Regional Clinical Review Committee. Finally, a review by the OCDD Central Office Clinical Review Committee would occur if additional critical incidents occur after review by the Regional Clinical Review Committee. The OCDD Clinical Review Committee is also working on a Risk Screening Tool that will be used to identify potential risks.

Complaint Process: OCDD Quality Staff just completed the Data Analysis Report in February 2008 for the first quarter of complaint data (October 2007 through December 2007). The Complaint Data Analysis Report was presented to the OCDD Performance Review Committee on February 26, 2008. The committee reviewed the report and approved several recommendations to improve the complaint process. One of the recommendations is to convene a workgroup in April with membership from regions, districts/authorities, and supports and services centers to review the complaint process and data elements to determine what changes need to be made to improve the complaint process. OCDD quality staff is forwarding the Complaint Data Analysis Report to all of the OCDD Supports and Services Centers as well as the regional offices/districts/authorities for review of the statewide data, and quality review and comparison with other OCDD entities.

National Core Indicators Project: The Annual Survey of persons served by OCDD and their families began March 2008. During the month of March 2008, Family Survey forms were sent to 4,800 families of children and adults receiving developmental disability supports and services with surveys sent to 1,600 to families of children residing with family; to 1,600 to families of adults residing with family; and to 1,600 to families of adults and children residing out of the home in ICFs/DD, host homes, or supported living. Between the months of February and May 2008, approximately 400 adults with developmental disabilities receiving services will be interviewed. Statewide and regional results of the surveys and interviews will be posted on the OCDD website by late summer 2008. Comparisons among Louisiana and 25 other states participating in the National Core Indicators project will be available by the end of 2008.

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. EarlySteps Community Outreach Specialists (parent-liaisons) are in place in Regions 1, 2, 4, 5, 6, 7, 8, and 9 through contracts with agencies such as *Families Helping Families*. EarlySteps currently has vacancies for a parent of a child with a disability in Region 3. In March, Central Office began developing contracts to continue these activities for the upcoming year. Approximately 320 EarlyStep providers completed re-enrollment as of March 2008. Providers re-enrolling included physical and occupational therapists, speech/language pathologists, audiologists and psychologists; however, provider shortages continue throughout the state. EarlySteps is working with the SICC to address the provider shortage. Three completed training modules for EarlySteps: *Orientation*, *Child Development*, and *Evaluation and Assessment*, are now available through regional coordinators. Essential Learning, under contract, will provide ongoing access to these modules and the Arc-BR will develop three additional modules (one with a face-to-face component) for on-line training. Beginning April 2008, EarlySteps along with Special Quest will participate in developing a training process to be conducted with Head Start, Early Head Start, the Department of Social Services, and other state agencies to support inclusion activities for children in community settings. The *Annual Performance Report* was submitted to the US Department of Education on February 1, 2008; *The Annual Performance Report* is available at the OCDD EarlyStep's web site at <http://www.dhh.louisiana.gov/offices/?ID=334>. Local program performance will be posted to the website in March 2008. All regions have ongoing RICC activities underway with two regions planning pilots for transition activities with local school systems for children exiting EarlySteps. The EarlyStep's application for Federal funding will be submitted in early May, and be available for public comments as of March 15, 2008. The application will be posted to the website and distributed through the SICC list serve. There are no program changes planned; therefore, public hearings are not required. The cut in federal funds from 2007 remains in place for 2008, plus an anticipated decrease of \$10,000. OCDD requested increases in the 08/09 budget for the increase in children served and for providers. The Executive Budget included an approximately 18% increase for providers and support coordination.

Greater New Orleans Supports & Services Center (GNOSSC) Transition Project: The GNOSSC Transition Project is designed to allow OCDD to track individual satisfaction and health & safety information for all individuals who moved from GNOSSC as part of the conversion process. All providers supporting individuals who have moved from MDC continue to participate in this project. The second phase (the phase since people have moved) data collection process has begun and should be completed by April 2008. Noted concerns are reported to the GNOSSC Transition and Technical Support Team for review and consultation as necessary with provider agencies. The OCDD is pleased at the ongoing collaboration established between OCDD and each provider agency in supporting these people transitioning from MDC, and believe that these efforts have contributed significantly to the success thus far. The Greater New Orleans Supports and Services Center and Transition Technical Support Team (TTST) continue to follow all of these people on an ongoing basis outside of the project's follow-up. The TTST assists providers in supporting these individuals successfully. Full project completion is anticipated for FY 08-09.

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

GNOSSC has completely vacated the old MDC campus as of February 27, 2008. GNOSSC now serves twelve people living in two Community Homes on the West Bank. GNOSSC also has 21 people residing in SIL homes across the street from the old Edward Hebert Campus. All of the Administration and Resource Center staff are located at 4460 General Meyer in New Orleans on the West Bank. This completes the transition of all pre-Katrina residents, who

continue to be monitored and supported through the GNOSSC Transition Technical Support Team. GNOSSC is now 100% community-based.

Implementation of the Transformation of Public Developmental Centers to Supports and Services Centers Plan: Each Supports and Services Center has implemented a Work Plan to monitor its achievements relative to the Transformation Plan. The plan is available at http://www.dhh.louisiana.gov/offices/publications/pubs-77/PlanforTransformationofPublicDevCenters_SupportsandServicesCenters.pdf. This new plan provides the implementation tools necessary to transform the service delivery model of the Supports and Services Centers. The OCDD Direct Services Program Manager 4 reviews progress notes and data with each Center's administrator on a quarterly basis to ensure improvement. Results of the Transformation Activities will be reported July 1, 2008, the end of the first year of the Plan.

Transformation Grant

OCDD participates on the Housing Advisory Task Force for the Systems Transformation Grant. Grant activities continued during this quarter and included participation through a stakeholder 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). DHH Transformation Grant Task Force members met in early March, followed by a meeting with its full committee. OCDD is working with other DHH offices to propose activities to the Task Force related to support of HCBS (Home and Community-based Services) including support of transitions through the MFP Rebalancing Demonstration. These activities include the establishment of CHANS (Community Housing Advisory Networks) in parts of the state where these groups have not existed before. CHANS will advocate for housing finance programs to have a percentage of funding be designated for housing for people with disabilities. Actions for the upcoming year have been outlined and will guide continued work and participation activities for this grant.

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 ICF and nursing facilities through the MFP Rebalancing Demonstration, an Operational Protocol was submitted to CMS for approval. Approval is anticipated in March with transitions 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

The Residential Options Waiver (ROW), a Section 1915(c) waiver, was re-submitted to the Center for Medicare and Medicaid Services (CMS) on March 20, 2008 by the Bureau of Health Services Financing (Medicaid) along with the answers to questions posed by CMS following initial review of this application. There has been an on-going dialogue with CMS and collaboration with BHSF over the past year regarding the ROW Application. An implementation date of June 1, 2008 is proposed in the application. In addition, during December, 2007 and January and February 2008, OCDD presented information on the ROW and its conversion and downsizing opportunities to private ICFs/DD providers across the state. Sample budget templates were discussed regarding the ICAP budget limits to meet the service needs of residents in the Shared Living Services Modules. As OCDD and BHSF move toward implementation, amendments to the current ROW rule will be promulgated a ROW provider manual will be developed, and further Medicaid system implementation requirements will be continued.

Proposed Legislation affecting Programs Operated by OCDD:

Act No. 451: The Department of Health and Hospitals (DHH) is proposing the amendment and reenactment of Act 451 to:

- 1) Include direct service workers employed by individuals as part of an authorized departmental self-directed program,
- 2) Extend full implementation from 12 to 36 months from promulgation of the regulations, and
- 3) Provide for quarterly meetings between DHH and the Board of Nursing to review data collected by department during the 36-month implementation period to evaluate the efficacy of this program and make joint recommendations to the Secretary of the Department and the Executive Director of the Board of Nursing for any needed revisions.

House Bill 234: Proposes the licensing of substitute family agencies who provide services to people with developmental disabilities age eighteen years (18) and older by the Department of Health and Hospitals. The Department of Social Services would continue to provide for the licensing of substitute family agencies that provide services for children ages 0-18 (with or without) developmental disabilities.