



State of Louisiana

Department of Health and Hospitals
Office for Citizens with Developmental Disabilities

Quarterly Update to the DD Council

Office for Citizens with Developmental Disabilities (OCDD)

September 27, 2012

GENERAL UPDATE ON AGENCY INITIATIVES:

Response to Hurricane Isaac: OCDD participated in the Department of Health and Hospitals (DHH) Emergency Operations Center (EOC) activities related to Hurricane Isaac beginning on 8/28/12. OCDD provided Situation Report updates to the EOC daily as well as Joint Information Center (JIC) updates three times per day during the week that the Hurricane hit Louisiana and the week after the storm. OCDD staff was assigned to work at special needs shelters across the State. OCDD activated its Location and Relocation teams to assist Louisiana's citizens with developmental disabilities with evacuation, sheltering, and return home activities before, during, and after the storm. OCDD worked closely with the Support Coordination agencies to ensure that participants in the various waiver programs were safe and receiving appropriate supports based on the conditions in their areas. OCDD also monitored the evacuation/shelter-in-place status of private Intermediate Care Facilities for Persons with Developmental Disabilities (ICFs/DD) as well as the public ICFs/DD during Hurricane Isaac.

Transition Status: A total of 355 individuals have been discharged from the three large supports and services centers (Pinecrest, North Lake, and Northwest) since 7/01/10. Initially, most individuals and their families chose private community homes; however, presently the majority of pending moves are to settings with waiver supports. Of the 50 pending moves, 80% have indicated the desire for waiver services, 16% for private ICF/DD, and 4% have chosen an 'other' option such a nursing home or out-of-state facility. Census for the centers on 7/01/11 was 842. During Fiscal Year (FY) 2011/12, 142 persons were discharged and 71 admitted, which brings the census on 7/01/12 to 771. This is a decrease of 8.5% for the FY 2011/12.

In February 2012, OCDD announced its proposal to privatize North Lake and Northwest Supports and Services Centers by Cooperative Endeavor Agreements. An OCDD work group assigned to coordinate this effort has continued to meet during the quarter. Additionally, coordination efforts between center staff and the selected private providers to facilitate smooth transitions have occurred throughout the quarter. The target date for this initiative is 10/01/12, at which time residents will transition in place to the private providers. The private providers will have full responsibility for delivery of the ICF/DD services and facility operations.

Satisfaction Rates for individuals assessed post-discharge indicate that people are satisfied overall in their new living situations. Baseline rates noted 85% overall satisfaction, and rates have remained consistent with an 86% rate at the one year post-discharge (assessed in July 2012).

Accountability and Implementation Plan (AIP) Quality Partnership Update: The AIP process has continued with regional offices and human services authorities/districts submitting quarterly data on performance indicators and statewide results being summarized in a quarterly report. Validations visits have been made to regional offices and human services authorities/districts to review and confirm performance results reported and quality improvement strategies for which the performance standard was not met.

Upon receipt of a request from DHH Executive Management to update the AIP Quality Partnership Process to revise and include performance indicators that are essential for reporting and review, a plan was developed to complete the request. A workgroup has met and revised the current performance indicators to provide more accountability in the delivery of support and services. When OCDD and DHH Executive Management complete review and approve of the revised performance indicators, the operational instructions and attachments for the AIP Quality Partnership process will be updated. The operational instructions and attachments will then be placed through the formal approval process; implementation is planned for FY 2013/14.

Resource Allocation: Implemented in October 2009, Resource Allocation in the New Opportunities Waiver (NOW) resulted in cumulative savings of \$27 million at the end of FY 11, increasing to approximately \$44 million by the end of FY 12. The NOW program expanded participation by 8.3% with only a .48% expenditure growth in FY 11. The expansion of the program through efficiencies has reduced the wait time for services by 4 years.

Resource Allocation System is noted below.

Status of NOW participants:			
NOW - total participants	NOW participants assessed (new and participating)	NOW participants awaiting assessment	NOW participants reviewed by the Guidelines for Planning State Office Review Committee (GPSORC)
8,594	8,295	213	2,000+

Cost Data:		
Average cost of new participants	Average cost of current participants	Average cost per participant SFY 2007/08
\$45,149	\$52,310	\$68,000

Summary of NOW Offers:		
NOW Offers	NOW Acceptances	NOW Certifications
8,896	612	8,284

Support Coordination Monitoring: Support Coordinators (SCs) in Regions 1, 2, 3, 9 and 10 tracked 4,597 individuals receiving waiver services (i.e., New Opportunities Waiver, Supports Waiver, Children’s Choice Waiver and Residential Options Waiver) and Early Periodic Screening, Diagnosis, and Treatment (EPSDT) services in regions affected by Hurricane Isaac this quarter.

Support Coordination agencies called before the storm to verify that individuals in mandatory evacuation areas were able to leave, during the storm and subsequent flooding to warn individuals and families as new warnings were issued, and after the storm to verify that individuals had returned and their homes were safe. SCs continue to work with individuals who were not able to return to their homes.

STATUS OF AGENCY'S ACTIVITIES ON DD COUNCIL PLAN INITIATIVES:

Access to Behavioral and Medical Intervention in the Community: OCDD continues to operate a crisis referral system that requires exploration of all possible community-based and private options prior to admission to a supports and services center (SSC) and facilitates diversion activities and assistance to avoid admissions. Fifty-four referrals for admission have occurred since 1/01/12. Diversion activities continue to be successful in many instances with admission rate being 38% to date for this period (some cases are still pending so number may change). Primary presenting problem continues to be focused on behavioral/mental health concerns. OCDD continues to focus on more systematic referral to the resource centers for consultation and assistance in ensuring needed specialty services were in place. Resource center consultations were secured in over 67% of referrals with a higher adult diversion rate of 65% when compared to 41% without consultation for this calendar year to date.

OCDD continues to work collaboratively with Medicaid to assess options for offering enhanced medical care coordination for waiver recipients to improve coordination among medical professionals. The Office is also working with the Louisiana Behavioral Health Partnership (LBHP) to educate Office of Behavioral Health (OBH) and Magellan Health Services about its transition process and create opportunities for LBHP to become involved with OCDD in integrated transition planning. The Office is also using the LBHP to access behavioral health services for persons who either: (1) have not been able to access or maintain services, and/or (2) have acute psychiatric admissions post transition and can benefit from the continuity of care segment in the LBHP.

OCDD is in the process of completing an analysis of current system gaps related to supporting individuals with behavioral and medical needs within community/private living situations and research of other state programs/partnerships/approaches to building community and private provider capacity to support these individuals. The Office is working to develop a more comprehensive approach to increasing quality and access to needed medical and behavioral services within community settings.

Direct Support Professionals' Training/Certification:

Use of Technological Solutions to increase access to training opportunities for Direct Support Professionals (DSPs):

- OCDD worked collaboratively with Health Standards to develop a DSP curriculum and with Essential Learning to convert this curriculum to an electronic learning forum for greater access to needed training for DSPs serving individuals who use self-directed services. DSWs supporting individual who use self-directed services have begun using the electronic training curriculum as a pilot. It will be assessed to determine its feasibility for self-directed services.

- As part of the response to Act 299, OCDD and Office of Aging and Adult Services are working collaboratively to expand electronic learning options beyond self-direction. A subcommittee of the larger workgroup reviewed several electronic learning packages. The subcommittee has evaluated electronic learning options and has continued to assess potential contracting options for providers. A recommendation to the larger committee on which curriculum will best meet the needs of our system and allow for customization as needed will occur in October 2012.

Development of Specialized Curricula for DSPs: OCDD has worked through the Money Follows the Person Rebalancing Demonstration – My Place Louisiana (My Place) to develop two specialized curricula specifically to assist in improving DSP skills in supporting individuals with complex needs - Positive Behavior Supports Curriculum and Medical/Therapeutic Supports Curriculum. Both curricula have been piloted with OCDD clinicians providing the training to identified providers who are agreeing to support individuals with significant medical and/or behavioral needs moving through the My Place program. The training has been well received by providers and family members and assisted in successful moves for several individuals. The My Place staff and OCDD Clinical staff are working to move forward with broader implementation including partnering with providers interested in having trainers certified to teach the curricula within their own organizations. Strategies for expansion are in progress to begin in the upcoming fiscal year.

Residential Options Waiver (ROW) Renewal Status: The Residential Options Waiver (ROW) Application Renewal application was completed by OCDD, forwarded to Louisiana Medicaid, and then submitted to the Center for Medicare & Medicaid Services (CMS) for review. On 9/13/12, OCDD received a Request for Additional Information (RAI) from CMS requesting a clarification of the Shared Living definition and other revisions made to our renewal. After a phone conference, CMS determined that since the ROW Application Renewal due date is 10/01/12, they would stop the clock and provide an extension for the RAI to be completed. Once final CMS approval has been obtained, any updates for rule changes and provider manual updates will be made and submitted to Medicaid for review and processing.

Money Follows the Person (MFP) Rebalancing Demonstration - My Place Louisiana (My Place): The My Place staff has continued to use CMS Supplemental funds to provide pre- and post-move supports (i.e., Community Living Training and Support, Transition Maintenance, and additional supports) to assist ninety-two (92) individuals with supports and training totaling \$82,715.06. Direct Service Worker Specialization Training (DSWST) has been conducted for one-hundred sixty-seven (167) provider staff. Training costs for DSW training, travel, and salary reimbursement to date is \$81,456.08. Follow-up trainings have been provided to agencies to address ongoing Positive Behavioral Supports (PBS) implementation needs.

To date twenty-eight (28) people have been referred to the Housing Relocation Assistance Program (HRAP) and twenty-seven (27) have received lists of appropriate housing options for their review. Currently, twenty-seven (27) families have moved into housing located by the HRAP contractors and one (1) family has received My Place supports to purchase a home. My Place has spent \$23,117.18 on this program through 9/12/12

As of 9/12/12, a total of one-hundred fifty-three (153) people have transitioned to the community with My Place supports and a waiver. Transition numbers for My Place to date are:

- New Opportunities Waiver (NOW) – one hundred thirty (130)
- Children’s Choice (CC) waiver – eighteen (18) children
- Residential Options Waiver (ROW) – five (5) children

To date, seventy-one (71) people have completed their 365 days in the My Place program and continue to receive waiver services. The OCDD My Place program transition Benchmark for 2012 is eighty-one (81) transitions. At this time, My Place has transitioned forty-six (46) people during the 2012 calendar year. Of the one-hundred fifty-three (153) who have transition with My Place support, ninety-two percent (92%) remain in home and community living situations.

Last fiscal year, Support Development Associates (SDA) assisted OCDD, the two community providers identified via application process (Options and A-1), and Pinecrest Supports and Services Center (SSC) in completing more in-depth activities to become person-centered organizations. Final meetings and outcomes reviews will be held in October of next fiscal year. OCDD successfully worked with SDA to certify six trainers within the state of Louisiana to support the continuation and maintenance of these efforts.

EarlySteps: EarlySteps currently has 4,319 active children. This represents a decrease of 1,249 children since implementation of more restrictive eligibility criteria on 5/01/12.

In June, the Office of Special Education Programs (OSEP) sent the state’s annual “Determination” based on the performance reported in the Annual Performance Report for FY 2010/11. Louisiana received its second “Meets Requirement” determination since the process began in 2004. Data collection for FY 2011/12 is underway now for the report, which will be submitted on 2/01/13. In addition, the EarlySteps Program Manager, the OCDD Fiscal Manager, and the DHH Director of Fiscal Management participated in fiscal monitoring with OSEP through a series of telephone calls and submission of fiscal documents to OSEP. Results of the monitoring are anticipated shortly.

In September, the third phase of a three-phase training for Support Coordination Agency supervisors will be completed. The series started in March with a one-day conference with a national speaker, Dr. Robin McWilliam, and continued with two smaller regional training activities. Regional coordinators will continue to provide support to the supervisors through several planned follow-up activities. The goal of this training is to provide strategies, which support the team-based service delivery model used by EarlySteps, and to improve the training and supervision of support coordinators by their supervisors.

The total number of children and families that received support from EarlySteps in the previous fiscal year (July 1, 2011 – June 20, 2012) is 9,819.

Employment First/Integrated Individualized Employment: OCDD has been receiving technical assistance and guidance from the State Employment Leadership Network (SELN) with the next steps of the Employment First Initiative and with finalizing the Employment First implementation plan. OCDD has been putting together a stakeholder group to review the rates

and services that are currently offered in the waivers. OCDD has been working to add an employment component to the Plan of Care (POC) as well. OCDD has been providing employment training at the provider quarterly meetings around the state; the office will be providing additional training in the area of employment with the Support Coordinators over the next few months. The Employment First Work Group will continue to meet on at least a quarterly basis.

UPDATES RELATED TO DD COUNCIL RECOMMENDATIONS TO OCDD:

Emergency Waiver Revisions: The Emergency Waiver Review Team continues to implement one of the three major revisions recommended by the WorkGroup that does not require rule making: offering emergency waivers on a monthly basis when they are available. The Executive Management Team reviewed all of the recommendations, including procedures for determining priority and allocation of NOW slots as Emergency Waivers based on a formula. OCDD staff and Executive Management Team are currently reviewing and researching next steps within the context of upcoming office initiatives and future waiver directions and making determinations regarding implementation.

Amending the Children's Choice (CC) Waiver: The amendment to Children's Choice waiver was initially submitted on 11/04/11. The amendment included the self-direction option for Family Support services in the Children's Choice (CC) waiver as well as the following six new therapeutic services: applied behavioral analysis; aquatic therapy; art therapy; music therapy; sensory integration; and hippotherapy/ therapeutic horseback riding. In addition to therapeutic services, specialized medical equipment and supplies were also incorporated as an extended state plan service. Also included in the amendment are revised Home and Community-Based Services waiver licensing standards; updates of plan of care development and approvals; and selection of entrants to waiver criteria in adherence to Legislative Acts for Military Families. The amendment was approved effective 6/13/12.

OCDD is developing the Children's Choice waiver rule to include the new services and other program changes to begin the required Medicaid rulemaking process. Staff is concurrently developing the associated policies and procedures, updating the provider manual, developing provider enrollment packets, identifying needed system changes for implementation and developing training for families/recipients, support coordinators and service providers.