



State of Louisiana

Department of Health and Hospitals
Office for Citizens with Developmental Disabilities

Quarterly Update to the DD Council

December 2011

Money Follows the Person (MFP) Rebalancing Demonstration - My Place Louisiana (My Place): The My Place staff has used CMS (Centers for Medicare & Medicaid Services) Supplemental funds to provide pre- and post-move supports (i.e., Community Living Training and Support, Transition Maintenance, and other supports and/or trainings) to assist fifty-two (52) individuals with supports and training totaling \$40,954.39.

Direct Service Worker Specialization Training (DSWST) [i.e., Positive Behavioral Supports (PBS) and Nursing/ Medical/ Physical Supports (N/M/PS)] has increased the number of trainings offered through the Central Office and OCCD Resource Centers. DSWST has been conducted for seventy-three (73) provider staff. Follow-up trainings have been provided to agencies to address ongoing PBS implementation needs.

Housing Relocation Assistance (HRA) contractors identify and locate accessible, affordable and safe housing for individuals transitioning into the community. To date fourteen (14) people have been referred to the HRA program, and thirteen (13) have received lists of appropriate housing options for their review. Currently, four (4) families have moved into housing located by the HR contractors and three (3) people are preparing to move. At this time, the HRA program does not have contractors in all regions of the state; however, the six (6) contractors have agreed to temporarily cover the entire state until additional contractors can be engaged. Anyone willing to provide contact information for a possible real estate agent, property manager, or other persons familiar with real estate for any region should send the person's name and contact information to Faimon Roberts with OCDD at Faimon.Roberts@la.gov or call him at 225.342.6817.

As of December 7, 2011, a total of one hundred and four (104) 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) – all eighty-four (84) people transitioned from public ICFs (no transitions from private ICFs.);
- Children's Choice (CC) waiver – fifteen (15) children transitioned using My Place with four (4) transitioning from nursing facilities and eleven (11) transitioning from hospitals;
- Residential Options Waiver (ROW) – five (5) children transitioned using My Place with two (2) transitioning from nursing facilities and three (3) transitioning from hospitals [Note: My Place is revisiting all families of children remaining in nursing facilities and is also contacting Office of Community Services for those in custody. With the ROW open statewide, these families may reconsider transition, as the ROW offers more supports

than the Children's Choice waiver. OCDD remains focused on transitioning all children from nursing facilities.] ; and

- An additional sixty-two (62) people and/or their families have provided informed consent for My Place participation and are actively participating in planning their transition.

To date twenty-six (26) people have completed their 365 days in the My Place program and are continuing to receive waiver services. The OCDD My Place program transition Benchmark for 2011 is sixty-six (66) transitions. At this time, My Place has transitioned seventy-one (71) people during the 2011 calendar year. We have exceeded Benchmark 1 for OCDD by working aggressively on quality management and tracking systems to speed up and keep transition timelines on track.

OCDD continues to partner with national consultants (Support Development Associates) to collaborate on developing a person-centered service delivery system. Support Development Associates are nationally recognized for their work in this area and have successfully worked with many states and providers to improve the lives of people with developmental disabilities. This fiscal year, Support Development Associates is assisting OCDD, two community providers, and Pinecrest Supports and Services Center (SSC) in completing more in-depth activities to become person-centered organizations. An overview of this opportunity was provided for some provider agencies that are supporting individuals moving from SSCs. An application process was developed, and OCDD solicited applications for interested providers to participate in person-centered organizational development activities. *Options*, located in Hammond, Louisiana, and *A-1*, providing services in multiple regions, were the two organizations chosen to participate in the person-centered organization activities. These activities began with a kickoff for each organization in October, 2011. The kickoff activities involved bringing together organizational coaches, organizational leadership, local representatives from the support coordination agencies, the OCDD regional offices, human services districts/authorities and OCDD state office leadership to prepare for the year's activities, to assess current agency strengths and challenges, and to set goals for the year. Person-centered thinking sessions have occurred for the coaches and leadership teams for each organization. PSSC training occurred last fiscal year, and training for the two community organizations occurred in November, 2011. Training specific to organizational coaches occurred in November, 2011, and Leadership team training and orientation occurred in December, 2011. The focus for the remainder of the fiscal year will be on implementation of person-centered thinking tools and activities within each organization with coaches and joint coaches and leadership team meetings every other month facilitated by Support Development Associates. Support Coordination agency staffs, Human service districts/authorities staffs and OCDD Central Office leadership team members are also participating in the training. These efforts are also being paired with Direct Service Worker trainings noted earlier to systematically assess efforts that may be most successful in supporting individuals with more complex medical and behavioral needs. National data from similar projects indicate that individuals supported by organizations who embark on the person-centered organizations activities are more satisfied with their lives, spend more time being a part of their local community, and have fewer other challenges. OCDD is also continuing to work with Support Development Associates to develop trainers within the state of Louisiana to support the continuation and maintenance of these efforts. Seven identified OCDD trainers met with a Mentor trainer from Support Development Associates in December for trainer orientation. All trainer candidates

attended and participated in person-centered thinking training last fiscal year. Trainer candidates are now beginning completion of planning activities and will be conducting training sessions under the observation of the Mentor trainer next quarter. Family and self advocate opportunities are also scheduled for this fiscal year so that we continue to support individuals who receive developmental disabilities services to actively participate in and advocate for a truly person-centered support system.

AIP Quality Partnership: Effective fiscal year 2009-10, the OCDD regional offices and human services districts/authorities began submitting quarterly data on performance indicators which measure performance results on a wide range of regional functions. Each quarter, statewide results are summarized in "*The Human Services Accountability and Implementation Plan (AIP) Quarterly Performance Report.*" Validations visits are made annually to each OCDD regional office and human services district/authority to review and confirm performance results reported to OCDD Central Office and quality improvement strategies for which the performance standard was not met. Technical assistance is provided, as needed. Preliminary Quality Partnership Reports are completed for review and response following the validation visit made to each office. Final Quality Partnership Reports are released once responses are received from each office.

From November 2010 through June 2011, several workgroups met to revise the current performance indicators in the AIP and also to include additional performance indicators to provide accountability in the delivery of waiver and EarlySteps services. The operational instructions and attachments for the revised AIP Quality Partnership process became effective on August 1, 2011. Training was conducted in October 2011 for the Quality Specialists and backup staff in the OCDD regional offices and human services districts/authorities. Performance indicator data for the first quarter of fiscal year 2011-12 were submitted on October 31, 2011 by the OCDD regional offices and human services districts/authorities. An on-site visit has been planned for each regional office and human services district/authority during the period of December 2011 through February 2012 to provide technical assistance and to receive feedback on Corrective Action Plan Development training received for the revised AIP Quality Partnership process.

Support Coordination Monitoring: Last year DHH Health Standards Section surveyed all eighteen support coordination agencies. Two agencies received a follow-up survey, and two agencies were issued a provisional license due to cited deficiencies. The transfer of support coordination monitoring to OCDD has been completed, and the Office will begin monitoring by December 16th in Region 3. Following monitoring, the Health Standards Section will be advised to issue an application to surveyed agencies for completion and payment of licensing fee. [Note: Health Standards will continue to license any new support coordination agencies for their initial license as well as EPSDT (Early Periodic Screening, Diagnosis, and Treatment) support coordination agencies.]

Residential Options Waiver (ROW) Status: A Residential Options Waiver (ROW) CMS (Centers for Medicare & Medicaid Services) Amendment was approved with an effective date of October 17, 2011. The amendment provides a means of entrance into the waiver for individuals residing in supports and services centers much in the same way individuals are able to receive New Opportunities Waiver services. The ROW Provider Manual was officially

issued December 1, 2011 and is available on the Medicaid website or through the following link: http://www.lamedicaid.com/provweb1/Providermanuals/ROW_Main.htm

Once the Request for Service Registry policy update has been implemented, adults in nursing homes and individuals in ICFs/DD (Intermediate Care Facilities for Persons with Developmental Disabilities) will be given the opportunity to have their name added to the ROW Registry. A ROW ICF/DD Conversion Stakeholder Workgroup has been formed to discuss barriers and proposed solutions to implementing the ROW ICF/DD Conversion model. It is composed of OCDD program managers and private ICF/DD providers who were in various stages of implementing the conversion model/process but who were stifled by unexpected rate cuts. Incentives and options will be recommended and explored for providers to successfully continue the conversion process and successfully fund the various ROW service models (e.g., shared living homes) resulting from conversion.

Transition: Since July 1, 2010, a total of 237 individuals have been discharged from the three large supports and services centers (Pinecrest, North Lake, and Northwest). One hundred-nine (or 46%) of these individuals have discharged to private ICF/DDs; 77 (or 32%) to Waiver services; and 51 (or 22%) to Other (e.g., out-of-state placement, nursing home, large state residential facility, hospice). 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 79 pending moves, 73% have indicated the desire for waiver services with only 25% indicating private ICF/DD as their choice.

During the months of October-November 2011, OCDD continued transition efforts in the three centers. Census for the centers on July 1, 2011 was 843. Since that date, 74 persons have been discharged and 31 admitted, which brings current census to 800. This is a decrease of 9% for the fiscal year 2012. Of those moves:

- 15 went to private ICFs/DD,
- 47 utilized NOW service options, and
- 12 went to “Other” (out of state, discharged without services, or Hospice).

Satisfaction Rates assessed post-discharge indicate that people are satisfied overall in their new living situations. See chart below:

OVERALL SATISFACTION- FY 2012 Q2	
Baseline	86.28%
6 Months	90.28%
1 Year	93.03%

Employment First: During November 2011, the Alliance for Full Participation (AFP) Conference was attended by Julia Kenny and Rosemary Morales from OCDD as well as others from LA who are members of the Employment First Work Group. The AFP provided great resources and information that will be used as OCDD continues the implementation process of Employment First.

The Employment First Summit was held on December 9th in partnership with the Work Pay\$ Coalition and UpLIFTD. DHH Deputy Secretary, Kathy Kliebert, was the keynote speaker and

Julia Kenny, OCDD Assistant Secretary, presented on OCDD's position on Employment First. The summit received positive feedback and support from those who participated. The State Employment Leadership Network (SELN) also presented during the summit.

As of December 15, all Employment Listening sessions will be completed in all OCDD regional offices and human services districts/authorities. The Employment Survey, which is being conducted online, will close on December 31 and at that time a report will be provided by the SELN.

Data collection from the providers is slated to begin December 19 and run through the end of the year. At that time, a report will be completed to show a clear picture of employment for individuals that are served by OCDD.

The Employment First Work Group will continue to meet monthly, and the next meeting will be held in January, 2012.

EarlySteps: The request for proposals (RFP) for the ten regional System Point of Entry (SPOE) contracts was posted and responses were received on 8/22/11. Seven agencies submitted proposals for the ten SPOE regions. Following the technical review, recommendations for award were made for the current contractors. One proposer who was not recommended for award filed a protest which was reviewed by the DHH Secretary. The original award decision was upheld, and the contracts are moving through the approval process now. The SPOEs are responsible for handling referrals, completing eligibility determination, writing service plans, and issuing service authorizations in EarlySteps. A list of the SPOEs can be found on the EarlySteps website or through the following link: <http://new.dhh.louisiana.gov/index.cfm/directory/detail/609>

The US Department of Education/Office of Special Education Programs (OSEP) issued final regulations for the Part C program in September. These regulations provide the requirements for states' operation of the program. EarlySteps staff is nearing completion of a draft of the revised policies and procedures to meet the requirements. An overview of the draft regulations will be presented at the January meeting of the State Interagency Coordinating Council (SICC). In addition, public hearings will be held in March for input prior to requesting approval of the policies from OSEP in April.

As of December 1, 2011 the number of children who have received EarlySteps services in the current fiscal year is 7,500. This is the highest level of participation in the program's history. The success of the program has also contributed to increased service costs, exceeding revenue for the program. Although previous cost containment efforts have been put in place, such as a provider rate cut last year, additional efforts are now necessary. EarlySteps will now implement a Family Cost Participation process by which families will be charged a fee for services received based on a sliding scale. Families, whose children receive Medicaid, will not be charged a fee. More information about the implementation of this new requirement will be announced beginning with the SICC meeting on January 11. Regional meetings will follow to explain the implementation of the process.

Resource Allocation: OCDD began implementation of Resource Allocation in the New Opportunities Waiver (NOW) in October 2009. During the initial implementation in FY 10, the Office provided an allowance for current recipients to “phase-in” to their recommended resource allocation level over time. Concurrently, reviews were conducted to assure the health and safety needs of the recipient are met along with negotiations to explore options that will bring the person within the recommended allocation. Nonetheless, OCDD still averaged a savings of over \$12,000.00 per recipient per year when compared to the previous fiscal year costs. This 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 percent with only a .48 percent 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)
8,232	7,973	259	2,000+

Cost Data:		
Average cost of new participants	Average cost of current participants	Average cost per participant SFY 2007/08
\$45,622	\$54,391	\$68,000

Summary of NOW Offers		
NOW Offers	NOW Acceptances	NOW Certifications
8,893	776	8,117

As of December 19, 2011 there were 17 appeals of requests for exceptions to resource allocation denied by the Guidelines for Planning State Office Review Committee is summarized below, four of which have gone to trial. The Administrative law Judge upheld the OCDD decision in three of the cases. The OCDD rescinded the denial in the fourth case but the person came into allocation.

For the remainder of the 17, in 5 of the cases a compromise was reached with recipient which negated the appeal and resulted in at least a partial reduction of IFS hours. In 7 the denial was rescinded pending re-negotiations or an upcoming annual CPOC meeting. In one case a postponement is being requested.

There have been 21 new denials by the committee between December 2, 2011 and December 19, 2011.