

Office for Citizens with Developmental Disabilities (OCDD)

QUARTERLY DD COUNCIL REPORT

(Submitted for 4th Quarter 2013)

December 17, 2013

SERVICES

EarlySteps

- Program is currently providing services to 4,130 children.
- Family Cost Participation (FCP) became effective 10/01/13. During October, Brenda Sharp met with stakeholders, providers, support coordinators and System Point of Entry agencies in all geographic regions to provide follow-up training on the implementation activities.
- As of 12/01/13 there were 1,120 records entered in the Early Intervention Data System for new/enrolled families. Families will receive their first statements in January 2014. Staff will conduct a conference call during the week of December 16th to plan for anticipated calls from families when the first statements are received to best respond to questions, etc.
- EarlySteps central office and regional office staff met with State Interagency Coordinating Council (SICC) members and stakeholders on September 4-5th to update the joint lead agency-SICC strategic plan and to begin Phase 1 planning for the State Systemic Improvement Plan. This plan is a newly required priority of the Office of Special Education Programs (OSEP). Three workgroups were identified to address proposed areas of focus, and the planning activities were presented to and approved by the SICC at their 10/09/13 meeting. A follow-up meeting was held on 12/11/13 to address potential goals, data needs and possible action steps to complete the requirements of Phase 1.
- The Annual Performance Report is due to OSEP on 3/03/14. Preliminary results have been presented to the SICC and its Executive Committee monthly. Most indicators have improved results with some slight slippage in the number of transition conferences completed for children exiting the program. The final results will be presented to the SICC at its January 2014 meeting.

Children's Choice (CC) Waiver

- The Children's Choice program is designed to help families who provide in-home care and support for their children with developmental disabilities. Children's Choice assists by providing funding for medical care, home modifications, care-giving assistance and support, and other specialty services.
- The target population consists of Medicaid recipients, children under nineteen (19) years of age with developmental disabilities who currently live at home or who will leave an institution to return home, and who have been waiting for services through the New Opportunities Waiver (NOW) Request for Services Registry.

- Funds available through Children's Choice are capped at \$16,410 per care plan year.
- The self-direction option for Family Support services in the Children's Choice (CC) waiver will begin early 2014. OCDD is in final phase of implementation of this option.
- Six new therapeutic services (applied behavioral analysis; aquatic therapy; art therapy; music therapy; sensory integration; and hippotherapy/therapeutic horseback riding) will also be implemented early 2014. Provider enrollment is ongoing.
- In addition to therapeutic services, specialized medical equipment and supplies were also incorporated into the Children's Choice waiver. This service is currently available to Children's Choice Waiver recipients.
- Amendment for Permanent Supportive Housing was submitted to Centers for Medicare & Medicaid Services (CMS) and approved. This service is scheduled to begin within the first quarter of 2014.
- Request amendment to CMS was submitted on 9/19/13 was submit for Children's Choice Chisholm class member's to be given Children's Choice Waiver opportunity to access needed Applied Behavioral Analysis-Based Therapy. DHH/OCDD is awaiting approval of this amendment from CMS.
- OCDD staff is concurrently working with other departments in rewriting Medicaid waiver manuals, developing new forms with policies and procedures, completing system changes, and training for families, support coordinators and Local Governing Entity staff.
- OCDD staff is in final stages of Children's Choice Waiver Renewal. Waiver application has been circulation within DHH departments with response. Final application will be submitted to CMS by 12/31/13.
- Children's Choice waiver renewal date is 2/21/14.

Residential Options Waiver (ROW)

- Budgetary constraints limit extending additional ROW opportunities at this time.
- Updated ROW service codes/service rates are expected to be posted to the OCDD website within near future.
- The current ROW Inventory for Client and Agency Planning (ICAP) Budget levels are expected to be posted to the OCDD website within near future.

Pinecrest Supports & Services Center (PSSC) Transition Status

- The current census of Pinecrest Supports and Services Center to date is 392.
- PSSC admitted 37 participants and discharged 45 participants in 2013.
- Additionally, 35 participants are planning for a transition from the center.
- Two participants are projected to move to waiver supports or private Intermediate Care Facility (ICF) supports within the next quarter.
- The overall satisfaction rate for individuals assessed post-discharge is 91%.

INIATITIVES

Employment First

- OCDD continues to provide trainings around the state on Employment First at Families Helping Families trainings, Louisiana Rehabilitation Services (LRS) Regional Offices and OCDD providers.
- OCDD partnered again this year with Louisiana Workforce Commission during the month of October to put on three job fairs around the state.
- OCDD is working to make changes to vocational definitions to better serve the individuals within the waivers in community employment.

Money Follows the Person (MFP) Rebalancing Demonstration (My Place Louisiana)

- MFP activities provided:
 - Pre and post move support for 134 My Place participants
 - Direct Service Worker (DSW) Specialization Training for 242 provider staff
- Housing Relocation Assistance Program(HRAP) activities include:
 - 51 people being referred
 - 46 people receiving lists of appropriate housing options for their review
 - 32 families moving into housing
 - 1 family receiving My Place supports to purchase a home
- A total of 188 people have transitioned to the community with My Place supports:
 - New Opportunities Waiver (NOW): 161 individuals
 - Children's Choice (CC) Waiver: 19 children
 - Residential Options Waiver: (ROW): 8 children

Access to Behavioral and Medical Intervention in the Community

- A statewide workgroup has been established to research better ways of serving individuals with complex needs and to support the development of local partnerships and improve access to needed services. The workgroup has drafted a proposal for transformation of the OCDD Resource Centers into centers of innovation and hubs of expertise that have a broad impact in the Developmental Disabilities Service System and Louisiana local communities with the following outcomes:
 - improved health and behavioral health outcomes for recipients of developmental disabilities service recipients
 - broader availability and accessing of natural support networks in local communities
 - greater ability of community providers and professionals to support individuals with complex needs
 - use of technology and innovative treatments that lead to improved support options and greater independence for recipients
 - local access to innovation and technical assistance

Activities of the Resource Centers would focus on the following areas:

- Clinical and organizational systems consultation
- Offender monitoring and high risk consultation
- Local crisis response, diversion and triage
- Innovation/research/grants

OCDD has partnered with Metropolitan Human Services District (MHSD) and Acadiana Area Human Services District (AAHSD) to pilot several key activities in the areas of crisis diversion, triage, offender monitoring, and provider systems consultation. Data indicates positive outcomes related to all pilot projects as noted below.

- Beginning 07/01/13, all new referrals to Resource Centers had an initial triage to determine which service was needed. Triage process indicated that all new referrals did not need primary services to meet outcomes for individuals, and services were provided based on person's needs. Out of 119 triage intakes, the following services were recommended: 54% received consultation, 14% did not require services, 7.5% were referred to community providers, 17% received primary short-term services, and 7.5% received primary long-term services. As a result of reduction in number of primary services, Resource Center clinicians were able to increase number of people / providers receiving services and reduce the waiting list.
- When resource center consultation was triggered by a local governing entity for crisis cases in pilot areas that traditionally have larger number of crisis referrals, 45 of 48 referred remained in the community, 2 of 48 required admission to Pinecrest Supports and Services Center, and 1 of 45 went to jail.
- While the high risk consultation pilot process is still in process, preliminary anecdotal information suggests that providers are better positioned to address support gaps and can more effectively meet the needs of persons with high risk behavior.
- Anecdotal information from the pilot for Person-Centered Quality Enhancement Consultation suggests that a collaborative team approach to identifying root cause of systemic issues results in increased provider compliance with implementation of recommendations that target outcomes for individuals supported.

Implementation roll out of the pilot activities to all Local Governing Entities (LGEs) in in process and the workgroup is finalizing activity descriptions and implementation related to other activities.

Medication Administration

- Providers have continued to be trained by Health Standards Section (HSS) and OCDD regarding the medication rule requirements published in the Louisiana Register on 12/20/12 in order to meet upcoming deadline requirements:
 - Providers can no longer use physician's delegation for DSWs to perform medication administration and non-complex tasks after 12/20/13.

- Additional hours (16 hrs.) of training requirements in medication administration for DSWs by licensed home and community-based service (HCBS providers) were included.
- Providers must also ensure availability of a registered nurse to provide oversight and competency of DSWs performing any medication administration and non-complex task.
- Providers can either utilize their own nurses/staff for the training of these additional hours (16) of required training or utilize the Louisiana Community and Technical Colleges curriculum that was developed with oversight from the Department.
- During the quarter, OCDD continued to work with the Support Coordination agencies and the Local Governing Entities (LGEs) to make sure all provider agencies are working on meeting the requirements for their staff prior to 12/20/13.
- OCDD sent letters to all HCBS providers and the Support Coordination agencies advising of the importance of getting the training for their staff by the requirement deadline and the need to advise their LGE or State Office if they run in to any problems.

Certified Medication Attendant Program Updates

- There were two Train-the-Trainer Classes for Certified Medication Attendant (CMA) Nurse Instructors during the quarter:
 - The Baton Rouge training was held on 9/02/13. There were over 115 participants in the class.
 - The Pineville training was held on 9/11/13. There were over 100 participants in the class.
- Per rule, OCDD is required to teach the CMA Instructor Training once annually. However, the Office is still receiving requests for more Instructor Training Sessions to authorize new instructors to teach the CMA program and is assessing the demand to determine if another course should be offered in the near future.
- The annual deadline for recertification of CMAs was 9/31/13, and there were approximately 1,600 CMAs recertified. OCDD is still receiving recertification request post deadline. In addition, the Office is also processing Initial Certifications Requests.

System Transformation

Stakeholder Advisory Committee meetings held on 10/25/13 and 11/22/13 as well as Large Stakeholder Meetings on 11/22/13 and 12/16/13 resolved all issues related to operational improvements to the Request for Services Registry (RFSR). OCDD is moving forward immediately with these improvements, which include:

- Persons should be eligible for OCDD services (via issued Statement of Approval) to be added to the list.
- With the eligibility criteria applied, persons may enter the RFSR from birth to end of life.

- Persons remaining on the RFSR through validation should not have been issued a Statement of Denial.
- Validation should occur annually, per the current OCDD policy.
- Persons listed in the official state death data set will automatically be removed from the RFSR.
- Improved communication and family/recipient education is needed regarding the validation process and consumer roles/responsibilities.
- Explore additional opportunities for using data sets and resources external to DHH/Medicaid to identify current contact information of persons on the RFSR. (Note: Other states showed use of education databases.)
- Implement an online portal for service recipients to update their contact information and check RFSR status.
- Implement administrative processes that transfer updated contact information and status to the RFSR, rather than siloing case information.
- Retain current “unlocatable” processes, including moving persons off of the active list but allowing reinstatement upon request.
- Remove persons from RFSR who are in a designated pool (e.g., public supports and services center and facilities operated through a CEAs).
- Improve written communications.
- Remove persons who move out of state, with caveats.
- Have discussions with persons already on RFSR who are already receiving services regarding their wait status.

OCDD is currently developing an assessment process to be applied to persons on the RFSR (approximately 11,600). The data from this process will be used throughout 2014 to conduct an informed discussion of prioritization of the RFSR.

Additional system transformation work continues in the six programmatic areas targeted for transformation improvements, many of which will begin this fiscal year. Examples of additional objectives are: improvements to the Freedom of Choice (FOC) process to provide more information to consumers/families in FOC listings; design of a core Individual Support Plan (ISP) for use across all service settings so that important planning components are not lost when transitioning from one support structure to another; and possibilities for expanding state plan options to include more Home and Community-Based Services waiver optional-type services (e.g., environmental mods, vocational services), moving beyond the traditional state plan, which is more focused on medical/physical supports [e.g., home health or Personal Care Services (PCS) only]. OCDD continues to aggressively pursue the five transformational outcomes established with stakeholder input:

- Serve more people in home and community-based services (HCBS)
- Achieve cost-effectiveness in HCBS
- Reduce institutional reliance
- Provide access to appropriate services based upon need
- Increase use of appropriate natural and community supports

In addition, OCDD is working to align system transformation with efforts of managed long-term supports and services transformation:

- OCDD stakeholders are represented on the Managed Long Term Supports & Services (MLTSS) Advisory Committee.
- OCDD is working to ensure System Transformation activities are consistent with direction pursued in MLTSS.
- Where applicable, System Transformation utilizes managed care principles.
- There has been alignment of MLTSS RFP discussion with work plan goals and strategies, as well as transformational outcomes.

Information about MLTSS may be found online by visiting:

<http://new.dhh.louisiana.gov/index.cfm/page/1684/n/379> . Public comments and feedback are being accepted at LongTermCare@la.gov.

Information about system transformation progress can be found on the OCDD website:

<http://new.dhh.louisiana.gov/index.cfm/page/1731>

Inquiries can be made at: ocddsystemtransformation@la.gov. The Office will be working with stakeholder groups such as the DD Council to provide input on further development of system transformation. Anyone who wishes to receive direct updates or to participate as part of our focus groups in development should send e-mail request to: ocddsystemtransformation@la.gov