

Office for Citizens with Developmental Disabilities (OCDD)

QUARTERLY DD COUNCIL REPORT

(Submitted for 3rd Quarter 2013)

September 26, 2013

SERVICES

EarlySteps:

- Program is currently providing services to 4,100 children.
- Family Cost Participation (FCP) becomes effective October 1, 2013.
- The emergency rule which implements Act 417 (the bill that was passed in the 2013 legislative session which authorizes EarlySteps to implement FCP) published in the Louisiana Register on September 20, 2013. It outlines the requirements for implementing FCP.
- Family Support Coordination (FSC) Agencies and the System Point of Entry Offices (SPOE) trained on FCP beginning the week of September 16, 2013 as a large group. Regional meetings will follow the week of October 14th.
- 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 first steps will be presented to the SICC at their October 9th meeting.

Pinecrest Supports & Services Center (PSSC) Transition Status:

- The current census to date is 398.
- PSSC admitted 10 participants and discharged 10 participants so for this year.
- Additionally, 37 participants are planning for a transition.
- Two participants are projected to move to waiver supports or private ICF supports within the next quarter.
- The overall satisfaction rates for individuals assessed post-discharge are 92%.

OCDD also continues to provide oversight for twenty Cooperative Endeavor Agreement homes with private providers.

Residential Options Waiver (ROW):

- OCDD staff is working on a draft rule that correlates to the ROW Application renewal.
- The major elements of the 2013 ROW renewal are:
 - Permanent Supportive Housing,
 - Adjusted application to correlate with HCBS licensure,
 - Updated Performance Measures to correlate with other waivers to ensure consistency, and
 - Adjusted application to correlate with Critical Incident policy.

- OCDD staff is working on posting the current ROW service codes/service rates, as well as the current ROW Inventory of Client and Agency Planning (ICAP) Budget levels, to the OCDD website.

INIATITIVES

Employment First:

- The second round of Employment Training to the Support Coordinators was completed in August 2013.
- OCDD continues to provide trainings on OCDD and employment at Families Helping Families trainings, Louisiana Rehabilitation Services (LRS) Regional Offices, and OCDD providers.
- OCDD is also partnering again this year with Louisiana Workforce Commission during the month of October, which is Disability Employment Awareness Month, to put on job fairs around the state.
- The Employment First Work Group's next meeting will be held on October 22, 2013.

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

- MFP activities provided:
 - Pre and post move support for 129 individuals
 - Direct Service Worker (DSW) Specialization Training for 226 provider staff
- Housing Relocation Assistance Program(HRAP) activities include:
 - 43 people being referred
 - 36 people receiving lists of appropriate housing options for their review
 - 27 families moving into housing
 - 1 family receiving My Place supports to purchase a home
- A total of 178 people have transitioned to the community with My Place supports:
 - New Opportunities Waiver (NOW): 154 individuals
 - Children's Choice (CC) Waiver: 18 children
 - Residential Options Waiver: (ROW): 6 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 DD service system and Louisiana local communities with the following outcomes:
 - improved health and behavioral health outcomes for DD 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. The pilots have yielded positive results in the area of meeting individuals' behavioral/mental health needs and diversion from institutionalization or hospitalization. Initial feedback from families and providers has been positive such that this increased level of responsiveness is providing a sense of hope and lifeline. The workgroup is in the process of developing an implementation plan to roll out new processes/activities to all Local Governing Entities (LGEs).

The findings and recommendations from the Resource Center workgroup are also being reviewed in the larger OCDD Systems Transformation Initiative to ensure that gaps in accessing needed behavioral/mental health services are addressed.

Medication Administration

- The Final rule published in the Louisiana Register on December 20, 2012 amended the rule on the Direct Service Worker (DSW) Registry published April 20, 2011.
- Providers can no longer use physician's delegation for DSW's to perform medication administration and non-complex tasks after December 20, 2013.
- Additional hours (16 hrs.) of training requirements in medication administration for DSW's 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.

Certified Medication Attendant Program Updates

- Preparing for Two Train-the-Trainer Classes for CMA Nurse Instructors:

- The Baton Rouge training is scheduled for October 2, 2013. There are 110 participants. Registration is closed.
- The Pineville training is scheduled for October 11, 2013. There are 55 participants registered with registration still open.
- Completing information presentations:
 - At the AAIDD Conference in Alexandria on September 20, 2013.
 - At the Stakeholders meeting in Baton Rouge on September 24, 2013
- Preparing for the annual Recertification Process of CMA's
- Between July 12, 2012 and August 30, 2013, 598 CMA tests were given. This is the distribution by region:
 - Regions 1,3,10 (same regional coordinator for all 3)= 115
 - Region 2= 45
 - Region 4= 36
 - Region 5= 34
 - Region 6= 49
 - Region 7=129
 - Region 8=117
 - Region 9=73
- According to the database, there were 315 tests given the previous year. In 2012, 1529 CMA's were recertified, compared to 1591 in 2011.

System Transformation

PREVIOUS ACTIONS OF SYSTEM TRANSFORMATION (Prior to July 2013):

- Began identifying necessary areas of System Transformation in April of 2012, looking at data on outcomes performance, comparison to other state solutions, and mapping of the "customer" experience as it is currently in OCDD.
- Conducted a family, consumer-facilitated brainstorming session June 14th (hosted by Michael Smull). Identified important components of the ideal customer experience, what they felt was working and not working, etc.
- Conducted staff meetings and made assignments to continue to identify problem areas and opportunities for improvement.
- Mapped out possible areas for Executive Management Team (EMT) review and department discussion by September 2012.
- Developed a strategy to further involve all stakeholders in the design of a new system.
- Held three different brainstorming sessions in November 2012 with three separate stakeholder groups (advocates, family/consumer/self advocates, OCDD staff, Support Coordinators, LGEs).

- Identified the most pressing issues that crossed over all the stakeholder groups. Saw a very high rate of consistency in response areas across all stakeholders (LGEs, Support coordinators, providers, family/consumer/advocate)
- Engaged technical assistance from CMS and affiliates
- Concluded the identification of System Transformation areas (end proposal phase and move to action planning and implementation)

RECENT ACTIVITIES:

- July 2013 to October 2013 - Set aside time for development of a comprehensive action plan for all identified System Transformation areas. (NOTE: We aim to have a comprehensive, multi-year action plan in place. Processes are being designed and put into place to have available a working implementation plan as a higher level component of the action items. Some work has already begun on major items, meaning that as we identify areas to fix, we go ahead and fix those areas. We are not waiting until the plan is finished. If it needs to be fixed now...then we are fixing it.
- August 2013 - Fourteen workgroups were created to address the deliverables noted below. Each workgroup met several days EACH week for a five week period. They were given specific instructions and were required to complete an action plan at the end of the five week period.
 - SPOE - Single Point of Entry and focus on alignment with no wrong door and balancing incentive program.
 - Eligibility/level of care group 1 - improve quality of eligibility determinations and streamlining of process
 - Eligibility /level of care group 2 - focus on separating eligibility from institutional level of care
 - Resource Allocation group 1 - access to ISF/FFF by waiver participants
 - Resource Allocation group 2 - needs based assessment
 - Resource Allocation group 3 - Request for Services Registry (waiting list) policy changes
 - Resource Allocation needs based system feasibility
 - Planning for Electronic Plan of Care
 - Support Coordination
 - Providers
 - Service Array
 - Quality/monitoring
 - Stakeholder engagement
- Draft work plans (from the 14 workgroups) were completed this week and were uploaded SharePoint.
 - Additional stakeholder involvement in action planning and implementation was initiated in July 2013 with the formation of the advocacy/self-advocates core group. A meeting was held on July 19th, 2013. Another meeting was held on August 23, 2013. A full-scale stakeholder engagement plan is being developed to address the full scope of the services system, providing timely and accurate information, and how to gather focused feedback where

needed. LGEs will be asked to be involved in developing the plan, as they will be incorporated into the plan.

- Also held several meetings with various advocacy organizations regarding partnering on outreach activities to reach a broader stakeholder group. Developed a plan to hold "Monthly chats with the Assistant Secretary" via the web. (Partnering with Families to Families Health Information Center on this activity. They will use "Go To Meeting" to set up the monthly chats. Families will be asked to submit their questions and concerns ahead of time so that we can be prepared to respond. All questions and responses will be used for continual improvement of the system.)
- Met with the LGEs (via HSIC meeting) on 9/19/13 to discuss shared ownership of system transformation. Decision was made to set up a separate meeting to discuss ways the LGEs can lead System Transformation locally by facilitating information sharing and gathering, identifying local concerns, and making sure that any special considerations for their areas are addressed in our planning and implementation. They represent the service recipients, providers, and others in their areas and also know best the scope of resources available (housing, transportation, etc.). In planning statewide changes, OCDD wants to ensure we cover the bases so that the system works for everyone.

IMMEDIATE NEXT STEPS:

1. OCDD will meet with the core stakeholder group on 9/27/13.
2. Deputy Secretary will set up meeting with the LGEs to discuss shared ownership of System Transformation. This meeting will be held in the next 2 -4 weeks.
3. OCDD Executive Management Team will review the work plans from the 14 workgroups and make decisions on prioritizing action steps. This will be completed in the next 2 weeks.