

Office for Citizens with Developmental Disabilities (OCDD)
QUARTERLY DEVELOPMENTAL DISABILITIES (DD) COUNCIL REPORT
 (Submitted for 3rd Quarter 2017)
 September 27, 2017

SERVICES

Developmental Disability Waiver Activities

The following figures reflect **waiver activities thus far in state fiscal year 2017-2018 (July 1, 2017 – September 12, 2017)**:

WAIVER	Offers*	Linkages	Certifications
NOW	78	11	58
Children's Choice/CC-425	6	4	50
Supports	11	3	19
ROW	434**	0	1

* This is the number of unique individuals made an offer or final offer during this time period.

** Includes offers made under the ROW Pilot Project.

The following figures reflect **total waiver numbers as of September 12, 2017**:

WAIVER	Total # Slots Allocated	Total Participants linked, but not certified	Total # Certifications	Total # Vacant Slots
NOW	9,032	64	8,610	358
Children's Choice/CC-425	1,475	64	1,132	279
Supports	2,050	23	1,780	247
ROW	210	16	25	169

Request for Services Registry (RFSR) as of August 31, 2017:

- New Opportunities Waiver (NOW): 15,520
- Supports Waiver: 1,391

Children's Choice (CC) Waiver

See **Waiver Related Initiatives (Request for Services Registry Prioritization Project and Tiered Waiver)** for update on proposed waiver amendment and rule revisions.

Self-Direction

The Self-Direction option is offered in the Children's Choice, New Opportunities and Residential Option waivers. As of June 30, 2017, there were a total of 787 OCDD participants enrolled in Self-Direction (Children's Choice=103, ROW=4, NOW=680).

As a result of feedback received by OCDD from participants and advocates, the fiscal agent (Acumen) has implemented a new process when individuals are enrolling in Self-Direction. Acumen's Budgeting and Enrollment teams are going to make standard the practice of copying Support Coordinators on enrollment emails when a participant is

initially enrolling and additional documents/corrections are needed. Communication with both the participant/authorized representative and the support coordinator should streamline the process as well as give support coordinators the information needed to effectively assist the people they support.

Supports Waiver

See **Waiver Related Initiatives (Request for Services Registry Prioritization Project and Tiered Waiver)** for update on proposed waiver amendment and rule revisions.

New Opportunities Waiver (NOW)

A Notice of Intent was published in the Louisiana Register on August 20, 2017 for the New Opportunities Waiver (NOW) to align the rule with the NOW renewal. Public comments were received through September 29, 2017 with the Public Hearing held on September 28, 2017.

See **Waiver Related Initiatives (Request for Services Registry Prioritization Project and Tiered Waiver)** for update on proposed waiver amendment and rule revisions.

Residential Options Waiver (ROW)

- **ROW Amendment (ROW/OAAS transition)** - OCCD received notice of approval of the ROW Waiver Amendment (LA.0472.R01.02) on June 29, 2017, with an effective date of July 1, 2017. OCDD has begun planning the actions steps to operationalize the transition of the approximately 250 individuals currently receiving supports via the Community Services waiver or Adult Day Health Care waiver to the ROW.
- The **Residential Options Waiver (ROW) pilot** involving transitioning individuals who reside in Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/DD) to Home and Community-Based Services (HCBS) Waiver options has continued. To date, approximately 830 offers have been extended across the state. The Local Governing Entities are continuing to hand deliver offers to individuals/ families and helping them to understand what the ROW offers. In addition, local Community Living Ombudsmen are available and attending meetings to provide additional information to the individual/family if they wish.
 - The goal was to have 50 people transition or in process of transition by June 30, 2017.
 - Approximately 60% of people who initially accept the offer have declined subsequent to accepting.
 - Two persons have transitioned and are approved in the ROW.
 - Twelve people are in the process of transition to waiver certification/approval.
 - Once all offers made on first come, first served basis are completed, OCDD will work with stakeholders to identify and analyze all issues / concerns identified and to develop new process for making offers in order to ensure filling of 50 slots. Initial feedback is that additional training on supports available in ROW needs to be held for all stakeholders, including but not limited to individuals, families, LGEs, Support Coordination agencies, provider agencies.

Additionally, making offers to 2 – 3 people who currently enjoy living together in an ICF/DD and who would want to share supports in the ROW was recommended.

- **ROW Conversion** - OCDD met with an interested ICF/DD provider to re-visit ROW conversion during the quarter. OCDD is awaiting the provider's draft proposal and feedback at this time.
- See **Waiver Related Initiatives (Request for Services Registry Prioritization Project and Tiered Waiver)** for update on proposed waiver amendment and rule revisions.

Pinecrest Supports and Services Center (PSSC) - Transition Status

The following figures reflect transition activities from January 1, 2017 thru September 11, 2017:

- The census of Pinecrest Supports and Services Center to date is 416.
- In 2017, PSSC has admitted 15 individuals and discharged 35.
- Additionally, 45 participants are planning for a transition from the center.
- Eleven 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 leaving PSSC assessed one-year post-discharge is 93 percent.
- OCDD and Pinecrest have initiated a transition workgroup to address identified barriers for people moving from PSSC to the community. This workgroup will inform changes to the Transition Manual and other policies/procedures where indicated.

EarlySteps

- As of September 1, 2017, the EarlySteps program is currently providing services to 4,991 children, an increase of 183 children from the last quarter.
- The EarlySteps advisory council, the State Interagency Coordinating Council (SICC), will have its next orientation for new members on October 12, 2017 at 11:00 am preceding its quarterly meeting which begins at 1:00pm. New members have proposed a series of orientation sessions by topic; the topic for October will be a "family story" to highlight the EarlySteps experience of a family of a very preterm infant as shared by a system point of entry staff person and a support coordination agency.
- The three staff/stakeholder workgroups (family assessment, service delivery supporting family priorities, and team-based practice supports) established to support the EarlySteps system improvement plan have had ongoing phone meetings since July 2017 to identify the practices in place in Louisiana and recommend those practices that reflect the Division for Early Childhood (DEC) Recommended Practices. The workgroups will meet again on October 12, 2017. In addition, throughout September and October 2017, EarlySteps is conducting training on the DEC Recommended Practices for all agencies and providers. Approximately 800 persons will participate.

- Since the end of the June 2017 Louisiana Legislative Special Session, the processes to implement the budget cut to EarlySteps have begun. The changes include:
 - Children who qualified with a diagnosis of prematurity must have a delay in one area of development to continue their eligibility after age 1 year. This is projected to impact approximately 150 children.
 - The cap on the monthly maximum rate for family cost participation above 500% of the federal poverty limit was implemented as of July 1, 2017 impacting approximately 100 families and resulting in higher costs to them for services. Collections through September 1, 2017 are \$127,440 compared to \$123,008 for the same period last year.
 - Notification of suspension of services for families who have exceeded 120 days of non-payment on their cost participation accounts has occurred impacting approximately 170 families. Families who are past the 120-day deadline have received letters, but no families have been suspended as of September 1, 2017.

INITIATIVES

Waiver Related Initiatives:

Employment First

- OCDD has begun scheduling Employment Roundtables around the state to assist providers in planning for employment and allowing open discussions and sharing of ideas among providers in the regions to help them with the transition process.
- OCDD is partnering with the Louisiana Workforce Commission (LWC) to assist with the three **Diversity Works Job Fairs** that will take place during October 2017, which is National Disability Employment Awareness Month.
- OCDD provided a training on the transition process at the American Association on Intellectual and Developmental Disabilities (AAIDD) conference in September 2017 to further guide providers along the transition process for the HCBS Settings Rule.

Electronic Visit Verification (EVV)

There are approximately 109 providers using the Electronic Visit Verification (EVV) clock in/out system for in-home services as of September 18, 2017. All providers will be migrated to LaSRS (Louisiana Service Reporting System) by the end of 2017 for services that were previously entered into LAST (Louisiana State Tracking System). Those who are not using the EVV clock in/out will be required to manually enter the services into LaSRS instead of LAST. The LAST system will be used by the providers for billing purposes only once the last providers are migrated to LaSRS. Plans are in process to mandate electronic clock in/out of in-home services by February 2018 or sooner.

Home and Community-Based Services (HCBS) Settings Rule Activities

Statewide Transition Plan (STP) - Working to come into full compliance with the HCBS Settings Rule, OCDD remains on target with the following activities identified in the Statewide Transition Plan (STP):

- Complete comprehensive site-specific assessments of all Home and Community-Based settings, implement necessary strategies for validating the assessment results, and include the outcomes of these activities within the STP;
- Draft remediation strategies and a corresponding timeline that will resolve issues that the site-specific settings assessment process and subsequent validation strategies identified by the end of the Home and Community-Based Settings rule transition period;
- Outline a detailed plan for identifying settings that are presumed to have institutional characteristics, including qualities that isolate HCBS beneficiaries, as well as the proposed process for evaluating these settings and preparing for submission to CMS for review under Heightened Scrutiny;
- Develop a process for communicating with beneficiaries that are currently receiving services in settings that the state has determined cannot or will not come into compliance with the Home and Community-Based Settings rule; and
- Establish ongoing monitoring and quality assurance processes that will ensure all settings providing HCBS continue to remain fully compliant with the rule in the future.

Request for Services Registry Prioritization Project and Tiered Waiver

Screening Activities

- A total of 8,852 Screening of Urgency of Need (SUN) tools have been completed; this includes individuals receiving Supports Waiver and those on the Request for Services Registry (RFSR) who are not receiving other waiver services.
- OCDD has a target of December 2017 to screen everyone on the RFSR who can be located and is willing to participate in the screening.
 - Based on information available and reporting completed thus far:
 - Local Governing Entity (LGE) offices and OCDD have contacted or made at least one attempt to contact 99% of the people on the RFSR;
 - 53% of the persons on the RFSR have had a screening completed;
 - 24% have been identified as not being able to be located;
 - 14% have been identified as persons that the LGE/OCDD are continuing to attempt contact and schedule screenings;
 - 6% have been identified as incarcerated, deceased, not eligible, refused redetermination, requested removal from the RFSR, or moved out of state;
 - 1% identified are currently admitted to a state facility; and

- 1% have been identified as refusing to participate in the screening process.
- Of the 8,852 screenings completed thus far, the category of support needs are as follows:
 - No unmet needs - 43%
 - Planning needs (supports needed in 2 - 5 years) - 22%
 - Critical needs (supports needed in 1 - 2 years) - 20%
 - Urgent needs (supports needed within 12 months) - 8%
 - Emergent needs (supports needed within next 90 days) - 7%

Tiered Waiver Activities

Proposed waiver amendments and rule revisions to the current Developmental Disability Waivers (Children’s Choice Waiver, New Opportunities Waiver, Supports Waiver, and Residential Options Waiver) have been completed to modify allocation of waivers based on prioritization (or need). Proposed rules and CMS applications are available for public review and feedback. Comments are being accepted for a period of 30 days (September 20 - October 20, 2017).

- The proposed applications were posted on September 20, 2017 to OCDD’s website for stakeholder feedback:
<http://dhh.louisiana.gov/index.cfm/page/2526>
- Rules were posted in the September 20, 2017 *Louisiana Register*, which is available at the following link:
<http://www.doa.la.gov/Pages/osr/reg/regs2017.aspx>

Other Initiatives:

Money Follows the Person (MFP) Rebalancing Demonstration (My Place Louisiana) as of September 6, 2017

- MFP activities provided:
 - Pre- and post-transition assistance requests total 439 with 223 My Place participants receiving assistance (Note: Many participants have made multiple requests.)
 - Direct Service Worker (DSW) Specialization Training for 285 provider staff and family members
- Housing Relocation Assistance Program (HRAP) activities included:
 - 86 referrals for HRAP
 - 27 families or individuals have moved into housing located by the contractors
 - Another 54 people received lists of appropriate housing options for their review
- Total of 399 people have transitioned to the community with My Place supports:
 - New Opportunities Waiver (NOW): 337 individuals
 - Children’s Choice (CC) Waiver: 52 children

- Residential Options Waiver (ROW – My Place): 9 children
- Residential Options Waiver Pilot (ROW Pilot): 1 individual

ICF/DD Programmatic Unit

The Office for Citizens with Developmental Disabilities' Intermediate Care Facility for Individuals with Developmental Disabilities (OCDD ICF/DD) Programmatic Unit is being developed for implementation at the direction of Louisiana Department of Health Secretary, Dr. Rebekah Gee, following several reported incidents of poor quality services in ICFs/DD likely due no programmatic oversight. Although Health Standards conducts regulatory and complaint surveys of ICF/DD facilities with focus on regulatory requirements outlined in Title XIX regulations, there has been no real programmatic oversight. Programmatic oversight through programmatic guidance, technical assistance, training, and on-site quality evaluations will assist providers to enhance quality of life outcomes, satisfaction, and overall health outcomes for persons supported. The OCDD ICF/DD Programmatic Unit will engage ICF/DD providers in a partnership with OCDD to ensure that supports and services are planned and provided in a Person-Centered manner and that supports are having the desired outcomes for people.

The Louisiana Developmental Disability Law, RS 28:451.1, establishes the authority for OCDD to provide programmatic leadership and oversight if any program in the Developmental Disabilities Services System. Furthermore, RS 28:451.1.D establishes that “the Office for Citizens with Developmental Disabilities within the Louisiana Department of Health will be responsible for the programmatic leadership in the designing and developing of all developmental disabilities services provided by the department either directly or pursuant to agreements with public or private providers.”

Major year-one objectives for the OCDD ICF/DD Programmatic Unit follow:

- Develop handbook to outline roles and expectations;
- Complete satisfaction survey with a random sample of individuals residing in ICFs/DD;
- Develop training modules in core areas;
- Pilot technical assistance approach with interested providers; and
- Initiate new critical incident system for ICFs/DD providers.

Actions completed in the development and implementation of the unit follow:

- Held in-person meetings with ICFs/DD provider agencies to introduce the Unit and obtain feedback;
- Identified Programmatic Unit Director;
- Identified Programmatic Unit staff with no new positions established;
- Developed draft handbook to outline roles and expectations; and
- Held meeting with Local Governing Entities (LGEs) to update Developmental Disabilities Directors of the progress of the unit development.

Certified Medication Attendant (CMA) Program

- The statewide Certified Medication Attendant (CMA) Committee is working to update the instructor training materials to ensure alignment with current best practices and the new CMA rule. The new materials will be posted on the website after the pilot phase is complete.
- The next CMA training will be conducted once the new materials have been finalized and are ready for distribution. OCDD is currently keeping a contact list so that nurses who wish to attend the next training will be notified as soon as it is scheduled.
- To date, there are 4,211 active CMAs in the CMA database. There are currently 1,597 CMAs whose certificates are expired. It is incumbent upon providers to have a system in place to track expiration dates for their CMAs and to ensure the requirements for recertification are met. All providers are urged to check the CMA expiration dates on their certificates to ensure that they are in compliance with the rule.
- CMA program staff continue to receive requests for certificate re-prints from CMAs whose employers are not giving them their certificates. Section 915 A of the CMA Course Guidelines states, "The central office coordinator will issue two certificates; one for the CMA, and one for the requesting provider agency." Therefore, providers are required to keep one original certificate on file, and must distribute the second certificate to the CMA. Agencies must adhere to these guidelines. Processing a third certificate for the CMA presents a strain on OCDD resources and increases our processing time for other requests. If an agency hires a CMA who was trained by a previous employer, the agency that hires the CMA must request a CMA verification form rather than a re-printed certificate. CMAs who request a duplicate certificate for a prospective employer will be instructed to refer the prospective employer to CMA program staff in order to comply with our verification process.

Access to Behavioral and Medical Intervention in the Community

The following information outlines Resource Center activities inclusive of crisis referral and trends associated with placement requests to OCDD Central Office for the 2017 calendar year (covering the period of January 1, 2017 – September 13, 2017), as well as provides a current update on the Resource Center and Local Governing Entity collaboration on the Non-Consensual Sexual Behavior (NSB) process as of September 13, 2017.

- For the period noted above, there were 71 crisis referrals. Diversion efforts for 14% of these persons are underway, so these cases remain open at the current time and will not be included in the Resource Center consultation or resolution data report. Out of the remaining 66 cases that have reached resolution, 18% of these individuals have required admission to Pinecrest Supports and Services Center (PSSC).
- Sixty out of sixty-six cases (91%) referred for admission received a crisis consultation from the Resource Center, with the ability to divert 78% of these individuals from long-term institutionalization. As previously noted, some cases

are still open and diversion efforts underway, and the Resource Center remains engaged in the cases to assure that no diversion efforts are missed.

- The last two year's trend relative to persons being referred from other more intensive and institutional-type settings has continued for the period noted above, with 80% of referrals coming from institutional/acute care settings. Further breakdown within these settings reveals that 44% of these referrals were from psychiatric hospital settings, 11% were for persons who were incarcerated, 19% were supported in ICF/DD settings, 4% were in an acute care setting, and 2% of persons were in a psychiatric residential treatment facility at the point of referral.

OCDD continues to collaborate with the Office of Behavioral Health (OBH) and Medicaid relative to triaging and coordinating services for persons with complex support needs. As noted in the prior update, OCDD in partnership with OBH was awarded a Transformation Transfer Initiative (TTI) grant to provide cross-system training and education for clinicians, administrators, and direct-support professionals to develop expertise to support persons with co-occurring intellectual/developmental disabilities (IDD) and mental health needs. The selection of providers across the various levels of care was concentrated in the southern part of the state. OCDD has completed the didactic training component with the selected behavioral health providers. Focus has now shifted to intensive technical assistance and consultation for youth whose needs overlap the IDD and behavioral health systems.

Additionally, the initiative between OCDD and the Developmental Disability (DD) Council to develop training and consultation to build provider capacity to support persons with complex needs continues to progress. The pilot provider has completed all three outlined phases for the yearlong partnership and is now moving into the second year of participation as agreed to with the DD Council at the last meeting. This provider continues to achieve significant improvements and outcomes. Two additional providers are engaged. One in Monroe began in September 2016 and has completed Phase 1 (training) and Phase 2 (initial Technical Assistance and implementation of recommendations) and has met both of these incentives. This provider is completing Phase 3 (intense Technical Assistance) this month, and outcome monitoring will be finalized in a final report in October 2016. Early analyses do indicate improvements in several critical incident areas; however, the final data reporting and analysis is in progress this final month. The second is in Lafayette and began in January 2017. This provider has completed Phase 1 (training) and Phase 2 (initial Technical Assistance and implementation of recommendations) and has met both of these incentives. This provider is in Phase 3 (intense Technical Assistance), and outcome monitoring will be completed in this phase. Two additional engaged providers will be offered the same opportunity to extend the project upon completion of year one based upon outcomes. OCDD and the DD Council will implement a pilot with use of core modular program to support base knowledge for Direct Support Professionals, evaluate for possible inclusion in routine 16-hour annual training, and extend participation in project to those in self-direction. Scheduling will occur for trainings in late October through early December. Additionally, efforts are underway for recruitment of two additional providers throughout the state.

Arc of Acadiana - Northwest

House Bill 495 of the 2017 Regular Legislative Session, which became Act 350 effective June 22, 2017, authorized and empowered Louisiana Department of Health and the Commissioner of Administration to convey, transfer, assign, lease, or delivery any interest, excluding mineral rights, that the state may have to all or any portion of the parcel of property (former Northwest Supports and Services Center) consisting of 55 acres, more or less, situated within Section 7 in Bossier Parish.

Following this action, Arc of Acadiana has been worked in conjunction with the Commissioner of Administration to engage an appraiser, and the appraiser is currently in the process of conducting the appraisal of the property. Once the appraisal is received, negotiations for sale of property may proceed.

Proceeds from sale of property will be credited to the Community and Family Support System Fund according to provisions of Louisiana Revised Statute 39:13 – *Comprehensive state lands inventory; non-productive property; annual reporting; sale at public auction* includes the following subsection:

“E. Proceeds from the sale of property previously operated by the office for citizens with developmental disabilities within the Department of Health and Hospitals shall be deposited in and credited to the Community and Family Support System Fund as provided by R.S 28:826.”

Note: Provisions are included in Act 350 that the state has the first right of refusal to purchase the property should the Arc of Acadiana decide to sell it.