

OFFICE OF INTELLECTUAL DISABILITY SUPPORTS

VIRGINIA DEPARTMENT OF MENTAL HEALTH, MENTAL
RETARDATION AND SUBSTANCE ABUSE SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

JULY – SEPTEMBER 2008

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Quarterly Report

The Office of Intellectual Disability Supports (IDS) in the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS) is dedicated to joining in partnership with all available state and local resources toward the development of communities that support and affirm all persons with intellectual disability and their families as participating and contributing members. This report provides an overview of the activities and accomplishments of the IDS in the **first quarter of Fiscal Year (FY) 2009**.

MANAGEMENT PERSPECTIVE

CONTACT PERSON: LEE PRICE

A quick glance over the content of this report will give the viewer a snap shot of most of the priorities of this office for this year. In this report, you will see numerous activities related to CMS quality assurances, the roll-out of the Person Centered Practices/Supports Intensity Scale initiative, references to the ongoing maintenance of effort in the work we do routinely in pre-authorization, training and technical assistance, and evidence of the effort we are making to improve the skills of our direct support professionals. These are not all of the activities we are engaged in, but they do represent the major components of our total effort at this time. In addition, as the year unfolds, we will, in all likelihood, begin the process of developing the appropriate resources and structure to better address the needs of the wider population of persons with autism and all of developmental disabilities. Some of these activities are performed as a matter of the ongoing routine responsibilities of our office and some are a part of new initiatives related to the shared values of our field and in an effort to improve the lives of the individuals we support.

Regardless of the original nature of each activity, their accomplishment will, no doubt, be made more challenging in the face of the severe revenue shortages that our state now faces. They are, nonetheless, our responsibility. In fact, shortages we face in the budget have made these initiatives that much more critical to bring to fruition. While many of them represent a change in the way we do business, when taken in totality, they also represent increased efficiencies in our delivery of services as well as critically important improvements in the lives of the individuals we support. Even in healthy financial times, change is difficult. Our special challenge during this next year will be to learn new ways of doing business in a climate of financial uncertainty.

There are many opportunities in the months ahead to improve our system. Below are some examples:

- To those providers who have not yet joined in the College of Direct Support, the web-based direct service provider training which has been made available through our Department and DMAS through October of 2010, we encourage you to contact Dawn Traver, now, while it is still available at marginal cost.
- The Supports Intensity Scale training for master trainers, administrators, and interviewers who are associated with the CSBs/BHAs will continue through the April implementation.
- Training in Person-Centered Practices over the next several months as the new plan format is launched across Virginia.
- There are still 100 MR Waiver slots under the Money Follows the Person Demonstration available to provide community homes to persons currently living in the training centers, nursing homes, and other ICFs/MR.
- Positive Behavioral Supports training and endorsement continues through the Partnership for People with Disabilities in collaboration with our office.
- Web-based technology will be used more and more by our training consultants as we modernize our routine trainings in case management, new provider training, and navigating the waiver.

This is the report of the activities of the first quarter of this year. As we move forward into the year, our next three reports will demonstrate the level of success to which we, as a community of professionals, advocates, families, providers, and supporters are able to work together in adjusting to the changing financial environment in which we find ourselves without compromising the collective values and the expressed vision of our department, our office, and our field. On the other side of this collective effort, there is a better, more responsive system of supports for people with developmental disabilities who are living in Virginia. I want to thank each of you for all you do as we work together to move an agenda of progress during such challenging times.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

- DMAS related activity:
 - Reviewed and made recommendations regarding MFP enrollment forms and guidance documents regarding Environmental Modifications and Assistive Technology

- Collaborated with DMAS staff regarding edits/updates to Chapters II, IV, VI and VII of the MR Community Services Manual
- CMS related activity:
 - Collaborated with DMAS on Performance Measures for the Quality Improvement Strategies required by CMS for MR Waiver renewal application
- Investigated several on-line survey methods, determined that “Survey Monkey” would best meet our needs for gathering CMS-required waiver data (“Waiver Record Review”) and SIS roll-out information. Posted surveys to “Survey Monkey” site and links on the DMHMRSAS website
- Developed and disseminated a chart listing CM steps for MFP participation
- Updated IDS website to include MFP/PCP forms
- Processed several OBRA funding transfers. Developing a guidance document for accessing OBRA funding for new individuals to be disseminated once fully vetted
- Participated in a PBS Facilitators’ Forum organized by the Partnership for People with Disabilities regarding PBS training/certification
- Participated in the State Self Advocacy Steering Committee meeting
- Updated information on the DMHMRSAS website regarding College of Direct Supports

CDS Community Providers Usage Summary:

Number of Enrolled Agencies	Number of Enrolled Learners	Percentage of Completed Lessons
<i>Pre-Statewide Rollout (Pilot Participants): 10/1/07</i>		
25	631	42.53%
<i>End of First Quarter: 10/1/07 - 1/1/08</i>		
48	3,129	19.38%
<i>End of Second Quarter: 1/1/08 - 4/1/08</i>		
48	3,591	25.2%
<i>End of Third Quarter: 4/1/08 - 7/1/08</i>		
48	3,769	30.11%
<i>End of Fourth Quarter: 7/1/08 – 9/30/08</i>		
49	4,126	36.51%

MR WAIVER PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

Waiver	Total * Processed	Approved	Denied	Appeals**	Reconsiderations	Pended
MR/ID	3911	3634	11	4	35	356

* *Received and resolved

*Difference between **approved** and **total processed**:

- Total processed: total ISARs approved, denied and reduced
- Approved: ISARs authorized as requested

PENDED ISARS

More Information	Incorrect Provider name/number	Provider Not MR Waiver Eligible	Not MR Waiver Eligible	No Medicaid Number; Invalid/Pended Medicaid Number
293	5	3	25	21

DATA MANAGEMENT AND QUALITY ASSURANCE

CONTACT PERSON: DR. CHERI STIERER

The Data Management and Quality Assurance Team accomplished the following tasks:

- OMR continues to update reports from the Medicaid database and work with quality indicator data for the Centers for Medicare and Medicaid Services' (CMS) MR/DS Waiver application quality assurances. We meet monthly with DMAS to review outcome measures and data collection processes.
- The October quarterly Waitlist Report was sent to CSBs for updates. The October quarter report requires case managers to list the last date of their annual required contact for all persons receiving non-active case management.
- Phase 2 of the SIS pilot continues with 6 CSBs and about 420 assessments slated to run through August 30, 2008. More study of using

the SIS with the Plan of Care, using laptops to administer the SIS, and data transfer to the SIS on-line web site are among the goals for Phase 2. The pilot is moving forward as expected. Strategic planning has begun with the SIS: Four regional training events have been held for ID Directors and staff, in addition to information sharing with the Executive Directors' Forum and TACID members. OIDS staff has also worked with QMR and Licensing regarding the use of the SIS.

- The 2007 Family/Guardian Survey report has been posted on the OMR/IDS web page.

OFFICE OF IDS DATA

TYPE OF DATA	COUNT
As of 10/2/08	
Number on Urgent Waitlist (Including DS Waiver)	2134
Number on Non-Urgent Waitlist (including DS Waiver)	2178
Number of slots obligated from the 69 Facility FY 08 Slots	25
Number of slots obligated from MFP	5
Number of Day Support Waiver Slots Obligated	260
Number of MR Waiver Slots Obligated	7641
TRAINING CENTER CENSUS AS OF 9/26/08	
Northern Virginia Training Center	172
Central Virginia Training Center	458
Southeastern Virginia Training Center	173
Southside Virginia Training Center	297
Southwestern Virginia Training Center	201
Training Center Total	1300

TRAINING AND TECHNICAL ASSISTANCE

CONTACT PERSON: GAIL RHEINHIEMER

INITIATIVES

The Person-Centered Plan/SIS

The updated person-centered planning materials (instruction manual, principles booklet, glossary, individual support plan, tools for self-direction) are in their final stages for the regional trainings beginning 10/28/08 for Region III CSBs

and providers. Field testing of the materials continues in ICF settings with meetings held on 7/17 and 9/25. Additional input on PCP content and process was provided by HPR III CSBs in a meeting on 8/14 in Wytheville. Work has begun on integrating the SIS with the person-centered planning process and assuring that regulatory requirements are met. Overview presentations were provided at TACID and various sites across the state between August and September. Next steps include developing samples of person-centered plans, in which the information gathered from a SIS assessment is used.

Systems Transformation Grant

STG Goal 2 Resource Team met in August and September to study individual budgets, develop a plan for making changes to regulations as they are up for review, complete the glossary for person-centered practices and begin plans for guidance to individuals who want to direct their own services (a team of individuals who direct their own services are drafting these materials).

A subgroup of the resource team worked together to make the final modifications to the PC planning materials for use across the ID, EDCD and DD Waivers. This subgroup represented the Governor's and Secretary's offices, Department of Rehabilitative Services, Centers for Independent Living, OIDS and state training centers, DMAS Policy, Long-Term Care and Quality Management Review, Money Follows the Person, Partnership for People with Disabilities and aging seniors. The subgroup met on 8/26 and reviewed the plan with a national consultant familiar with the long-term care system in other states. A follow-up meeting on 9/17 reviewed final product of recommendations. The plan has been shared with the Secretary's office for presentation to The Leadership Team and the STG Workgroup.

Person-Centered Planning Implementation Grant

Opportunities remain available through a CMS grant for three more sites across the state to receive training and support over a two year period on "Becoming Person-Centered Organizations." Training, technical assistance and support from the Support Development Associates (Person-Centered Thinking), National Association of State Directors of Developmental Disabilities Services (NASDDDS), the Partnership for People with Disabilities and OIDS will be available to the awarded organizations. An initial informational session is scheduled for December 4, 2008 where regional CSB and training center leadership will be informed of PCPI grant goals and purpose.

Regional CM Meetings

Case management meetings have continued in each region. Collaborative responses on the findings and recommendations from the Office of Inspector General's report on CSB MR Case Management Services for Adults to be addressed by the CM teams were completed and provided to all regions and the VACSB for review in September. The final report will be sent to OIG by 10/22/08. Specific tasks identified in the OIG report are being considered per region. Region 4 is drafting a statewide job description for case managers. KSAs, characteristics, responsibilities and expectations for CMs were considered at their 8/20 meeting, and a subgroup formed to format it for review by other regional CM teams. Other teams will be targeting other "next steps" to address, as identified in the report and per regional interest and need.

Training

Three Money Follows the Person trainings were held in July. Slideshows and materials continue to be available on several websites including www.olmsteadva.com, www.dmhmrzas.virginia.gov and www.vcu.edu/partnership/cdservices/whatisp-cp.htm.

OIDS presented 4 sessions on "Becoming a Sponsored Residential ID Waiver Provider" with the Office of Licensing at the CVTC Community Residential Fair on 9/23/08 and "Navigating the MR Waiver" and question/answer sessions with families and providers in Region 4. Sex offender Registry Training was held on 9/18/08 in Region 4 and plans to hold it in other regions in the future. Person-centered Plan Facilitation training and Coaches' Training, along with Coaches' meetings have been held in Region 5 and attended by CRCs.

E-Learning

OIDS has been informed by Trilogy that the 10 Targeted Case Management modules will be available by October 24, 2008. Each module is approximately 45 minutes long and a certificate of completion will be available. Navigating the MR Waiver and New Provider Training are the next to be converted to the e-learning system. There will be no charge for Trilogy members and a small fee for others that is charged per person.

TA Stats

CSB Contacts – 842
Private Provider Contacts – 348
Families/Advocates – 84
QMR Exit interviews – 5
OL Referrals – 4
Onsite visits – 17
Trainings – 12

FACILITY AND COMMUNITY RESOURCES

CONTACT PERSON: SUSAN ELMORE

In June the *Facility and Community Resource Manager* position moved from the Office of Facility Operations to OIDS. The responsibilities of this position include work with ICF/MR Training Centers and the CMS certified geriatric nursing facilities.

- Co-facilitated meetings with the Directors of Social Work, for developing consistency in services, training, updating the *Discharge and Admission protocols (per OIG report response 137-05) and respite services*, in addition to providing input to the code changes for the *Voluntary Admissions to State training Centers*.
- Co-facilitated meetings with the Regional Community Support Coordinators (RCSCs) to coordinate services, facilitate problem solving, develop a functional data collection tool, work towards electronic assessment of services needed for the 5 RCSCs as well as maximize limited resources. Data for FY 08 is currently being assimilated and analyzed, as well as quarterly data.
- Represented Intellectual Disability on the monthly Geriatric Mental Health Planning Partnership
- Attended *Money Follows the Person Project* meetings and continued to promote MFP in the state and to assist ICF/MR small providers and training centers.
- Acted as liaison between the Virginia Department of Health/Office of Licensing and Certification regarding Centers for Medicare and Medicaid facilities (certified nursing facilities and certified ICF/MR facilities)
- Coordinated the ICF/MR PCP Test group to ascertain the areas needing change from the ICF/MR perspective. Assisted in providing expertise to

- transition within current regulatory parameters to PCP and culture change within our training centers and the small providers
- Co-facilitated the Statewide Person Centered Practices Leadership Team
 - Processed seven Interstate Transfers for Mental Health with numerous other inquiries in process
 - Provided various consultations to facility staff (ICF/MR, geriatric CMS certified facilities) on operations, CMS regulations, CMS on-site survey support, CMS Plans of Corrections to deficiencies cited, etc.
 - Provided consultations to parents, families and other citizens regarding DMHMRSAS services
 - Collaborated on required CMS notification of reallocation of certified beds with NVTC due to structural damage to building and relocation of residents
 - Monitored and forwarded CMS regulation changes and/or articles related to our facilities as they became available.
 - Data collection point for the ICF/MR Strategic plan on vocational services, and other data as needed
 - Made the following presentations this quarter:
 - ICF/MR – transition to PCP (2)
 - WEBINAR with Training Center staff on SIS (with Lee Price and Cheri Stierer)
 - Participated in the CVTC Regional Admissions Committee weekly meetings.
 - Provided consultation on out-of state case for possible return to Virginia.
 - Provided on-site consultation and follow-up with interdisciplinary team for an individual at state training center at the request of the parent.
 - Assisted with coordination of the Community Residential Fair at CVTC on Sept.23rd
 - Represented the Office Director on two housing task force meetings