

OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND
DEVELOPMENTAL SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

APRIL – JUNE 2012

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OFFICE OF DEVELOPMENTAL SERVICES

Quarterly Report

The Office of Developmental Services (ODS) in the Virginia Department of Behavioral Health and Developmental Services (DBHDS) 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 ODS in the **fourth quarter of Fiscal Year 2012**.

HIGHLIGHTS OF THE QUARTER

CONTACT PERSON: LEE PRICE

The Fourth Quarter's activities largely encompassed new initiatives launched by the DOJ Settlement Agreement and/or the 2012 General Assembly session, while continuing to meet the timelines of other recently launched goals. Continuation activities included:

1. The successful completion of the effort, begun on October, 2011, to facilitate the movement of 60 individuals from SVTC and CVTC collectively by June 30, 2012. Under the direction of Jae Benz, Director of Training Center Discharges and Community Integration and her team of Community Integration Managers, with collaborative teamwork from Community Services Boards, private providers, the ODS staff, Licensing, and Human Rights, more than 60 individuals were able to move to new homes in the community by June 30.
2. START made much progress during the quarter in all regions with building starts and purchases, staff hiring and development, and, in some cases, the initiation of limited services. All regions will be on-line with full service delivery during this fiscal year.
3. Employment First policy development for the Department is on track to be completed this summer and Employment First mini-summits were held while planning began for the second annual statewide EF Summit to be held this fall.
4. Training and roll-out efforts continued in person-centered thinking, Supports Intensity Scale™, and the IDOLS electronic system for pre-authorization and waitlist management.

New for the final quarter of the year were:

1. Two statewide provider meetings were held on the DOJ Settlement Agreement. One was held in Richmond on April 25 and the other in Roanoke on May 23. Both meetings were widely attended with providers showing much interest with their questions and their comments. Presentations were made by Commissioner Stewart and senior level commissioners and directors within the Department. A similar presentation was made on June 15 at the TACIDD meeting.

2. DBHDS began developing a provider review process in concert with the movement of individuals from the training centers to the community. This process involves increased visits by Licensing and other departmental staff to insure that a good match has been made and that all necessary health and safety issues are being addressed.
3. Following discussions about the concerns expressed by many private providers over the uncertainty about an open and fair process for provider selection, the DBHDS, in collaboration with the Community Services Boards, developed a web-based provider search and selection process with procedures that allow for a more objective review of all interested providers by the individual seeking services and his/her family before final selection is made. This process was deployed at the end of June and has gone into effect for all provider searches, whether on behalf of individuals leaving the training centers or individuals currently living in the community. Individuals who were already involved in the selection process at the time of the deployment were able to continue on as they were without the need for any delay.
4. Work began with planning groups for elements of the DOJ Settlement Agreement. Those meeting during the quarter included work groups on The Individual and Family Support Fund, Case Management issues, Provider Training Needs, and a Housing Plan work group. Internal discussions continued within the department on issues related to the implementation of an overall quality review system.
5. Discussion between DBHDS staff and DMAS staff continued during the quarter to lay out a projected timeline for transitions in the management and operations of the waivers in order to establish a more robust single developmental disability Waiver support system. These discussions continue to focus on July 2013 and July 2014 as dates for major transitions to occur. These dates coincide with the renewal dates for the DD Waiver and the ID Waiver respectively.
6. Interviews continued throughout the quarter in 10 CSB communities with individuals and their families for the National Core Indicators survey. We have been very pleased with the welcome these individuals have given to the interviewers and have learned that almost all individuals want to tell their stories. We appreciate the work and the cooperative effort that each of the CSB staff have made to contribute to the success of this project. While, at this writing, we still have some interviews to complete for our first round at this, we expect to be completed in sufficient time to tabulate the results along with the other 29 participating states for the 2012 fiscal year.
7. DBHDS launched the new online case management training curriculum. This training will be required for all CSB case managers and is also being made available to DD case managers as well. This project was initiated by Commissioner Jim Stewart early in his tenure in recognition of the importance placed on quality case management as a cornerstone to all community services.
8. The June National Association of State Directors of Developmental Disability Services, emphasized the importance of preparing statewide systems of support for future issues of sustainability through the development and use of technology. The models of support that most states, including Virginia, have relied upon in the past will be unmanageable going into the future due to (1) the higher cost of reliance on direct staff support, (2) the growing demand for services requiring direct staff support from the aging and DD populations, and (3) the shrinking number of individuals who will be seeking jobs in the direct support service industry. States were warned that, while there will always be a

portion of the population that will require direct staff support, often at 24-hours/day, modern technological advances are often now making it possible for a majority of individuals with developmental disabilities currently being supported in group homes and community ICFs to develop their preferred lifestyles safely with less direct staff involvement through the use of electronic reminders and monitoring systems. Virginia hopes to address these issues in the development of the next generation of Waiver services so that the supports that are needed by all to live safely in the community can continue to be offered through the resources that Virginia can make available.

As this was not only a very full quarter, with much activity in many places, it was also the final quarter of the fiscal year. In addition to the developments mentioned above, below is a brief recap of other significant events in the year's progress, which add to the previously mentioned milestones in the development of our systems of support:

1. The First Annual Employment First Summit announcing the Governor's Recognition of Virginia's Employment First Initiative and the subsequent development of a DBHDS Employment First policy.
2. The statewide initiation of a community crisis system for individuals with intellectual and developmental disabilities (START), with full deployment of services in all regions of the Commonwealth, including emergency respite services, during the coming months of the current fiscal year.
3. The IDOLS (Intellectual Disability On-Line System) for management of the wait list, enrollment and pre-authorization of services was deployed.
4. The signing of the Department of Justice Settlement Agreement on January 26, paving the way for the development of a more robust and comprehensive community based system of support for individuals with developmental disabilities.

We, in the Office of Developmental Services, look forward to the continuation of the developments in services design, the continuing improvements to our developmental disabilities system of supports, and our partnerships that make all of these things possible.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

Dept. of Medical Assistance Services (DMAS) Related Activity

- Participated in reviewing proposals for DMAS service authorization contract and team meeting to discuss impressions of potential contractors' proposals.
- Participated in a conference call with DMAS and Office of the Attorney General (OAG) representatives regarding OAG questions about the proposed final ID Waiver regulations.

Centers for Medicare & Medicaid Services (CMS) Related Activity

- Prepared an amendment to the ID Waiver regarding additional slots needed, as approved by the General Assembly.

Money Follows the Person Activities

- Interviewed candidates for the position of MFP Family Resource Consultant. Hired Betty Vines, who began in June.
- Participated in MFP Stakeholders Meeting.

DOJ Settlement Activities

- Co-led Case Management Workgroup to develop guidance pertinent to DOJ Settlement Agreement requirements for support coordinators.
- Participated in the Individual and Family Support Program workgroup and spearheaded drafting regulations for this program.
- Participated in review of needs of individuals at Northern Virginia Training Center regarding exceptional needs.
- Participated in Region 2 meeting regarding the Training Center Discharge Process.

Other Activities:

- Continued to participate in editing/revising the Staff Orientation Workbook (now *Direct Support Professional Orientation Manual*) and the Power Point presentation for training supervisors to train direct support staff.
- Developed Bulletin #8 regarding provider choice and slot assignment issues.
- Participated in the quarterly call for the Steering Committee for the Virginia Association of Centers for Independent Living grant, *Improvement and Expansion of Consumer Directed Services*.
- Completed processing FY13 OBRA funding requests for individuals with ID in nursing facilities. Notified all CSBs of their funding amount for the year.
- Participated in the quarterly Positive Behavioral Support Facilitators' Forum. Worked with a subgroup to determine impact of new language in the VA Code regarding Applied Behavioral Analysis.
- Participated in the VACIL Conference.
- Participated in a meeting of Office of Licensing staff and sponsored residential services (SRS) providers regarding the development of guidance for SRS settings.
- Revised the on-line provider survey and individual survey (for CSB completion) in order to facilitate a new means of offering choice to individuals seeking ID and DS Waiver providers.

PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

| | | | | | | |
|--------|---------|----------|--------|-----------|-----------|--------|
| Waiver | Total * | Approved | Denied | Appeals** | Re-review | Pended |
|--------|---------|----------|--------|-----------|-----------|--------|

| | | | | | | |
|--|-----------|------|---|---|----|---|
| | Processed | | | | | |
| | 4649 | 4649 | 0 | 2 | 10 | 0 |
| | | | | | | |

* *Received and resolved

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

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

PENDED ISARS

| Incorrect Provider name/number | Provider Not MR Waiver Eligible | More Information | Not MR Waiver Eligible | No Medicaid Number; Invalid/Pended Medicaid Number |
|--------------------------------|---------------------------------|------------------|------------------------|--|
| 0 | 0 | 0 | 0 | 0 |

Please note that as of this date, some reports are incomplete for use of Pre-authorization in IDOLs.

DATA MANAGEMENT AND QUALITY ASSURANCE

CONTACT PERSON: DR. CHERI STIERER

- Instructions for DELTA (the portal) for account set-up information remain posted on the ODS web page. The manual and YouTube instructions for navigating electronic Service Authorization submissions for the ID and DS Waivers also remain on the ODS web site. There are a few medical providers still not up in DELTA, and SCs/CMs are encourage to let them know, as ODS stopped taking paper ISARs as of April 1st.
- IDOLS Update – Please continue to use the DELTA helpline (804-371-4695) and the IDOLS helpline (804-371-5208) for help. There are many enhancements waiting to be assigned to IT development. None were assigned by IT this quarter.
- ODS continues to update reports and work on quality indicator data for the Centers for Medicare and Medicaid Services (CMS) ID/DS Waiver application quality assurances. The quarterly meeting with DMAS was held in June to review outcome measures and data collection processes.
- This is the fourth quarter that CSBs/BHAs are responsible for the quarterly Wait List and Level of Functioning updates through IDOLS. ODS is still working on data issues with service authorizations that occurred when the old system data

were transferred to the new system. Data prior to July 2010 may not appear in IDOLS.

- One Adult Supports Intensity Scale™ (SIS) Interviewer training was completed in April in Fairfax. A total of 10 new Interviewers were trained. CSBs finalized the first round of SISs (both Adult and Child) during the last quarter of FY12. This is the 3rd year of Inter-rater Reviews (IRRs) for interviewers and these must be completed by December 31st for all Adult SIS Interviewers. IRRs show consistency in administration of the scale.
- Virginia’s National Core Indicators project for the Individual Satisfaction Survey is nearing completion for the randomly selected CSBs/BHAs.

ODS Data

| TYPE OF DATA As of July 3, 2012 | Count |
|--|-------|
| Number on Urgent Waitlist (Including DS Waiver) | 3686 |
| Number on Non-Urgent Waitlist (including DS Waiver) | 2652 |
| Number of slots obligated from MFP 12 (as of June 30 th) | 55 |
| Number of Day Support Waiver Slots Obligated | 284 |
| Number of ID Waiver Slots Obligated (as of 7/13) | 8674 |
| Training Center CENSUS as of 1/5/12 | |
| Northern Virginia Training Center | 151 |
| Central Virginia Training Center | 348 |
| Southeastern Virginia Training Center | 108 |
| Southside Virginia Training Center | 204 |
| Southwestern Virginia Training Center | 173 |
| Training Center Total | 984 |

TRAINING AND TECHNICAL ASSISTANCE

CONTACT PERSON: GAIL RHEINHEIMER

Person-Centered Practices (PCP)

- Ten Person-Centered Thinking (PCT) training sessions provided across the state to 251 participants during the quarter (3 provided by Community Resource Consultants (CRCs)).

- 2-day Plan Facilitation training sessions delivered in Hampton and Fredericksburg to approximately 60 people.
- On-site support coordinator support in facilitating a planning meeting for an individual using Plan Facilitation methodology.
- PCT Coaches development and facilitation of coaches' meeting at Rappahannock CSB.
- Participation in CVTC's PCT Leadership team meeting and facilitated coaches meeting.
- Meeting of PCP state workgroup to plan future PCT training and activities for trainers, coaches, state and local leadership and other ways to spread and sustain PCP.
- Planning session for new PCT Coaches training to be provided in Virginia.
- 15 Advanced PC ISP trainings conducted with 488 trained. Includes training directed to direct support professionals (DSPs) and their roles and responsibilities in carrying out and documenting the individual's support plan.
- New PC ISP samples, guidance materials and additions to the Advanced PCP training developed to assist program managers and direct support professionals with implementing the PC ISP more easily. See Guidance Materials below.
- PC ISP Overview Modules available on DBHDS Knowledge Center.
- Presentation on Virginia's journey in transforming to a PC system at the Southeast Gathering of PCT trainers held in Chapel Hill by CRCs/PCT Trainers. Facilitation of other sessions.

Training Center (TC), MFP and Settlement Activities

- New slideshow "Overview of the ID Waiver for Training Center Staff and 7 sessions to clinical and other staff at NVTC, SEVTC and SWVTC.
- Education and discussion with authorized representatives of individuals from one CSB area living in training centers about the DOJ Settlement and supports provided in the community and under ID Waiver. To be available on the website.
- Attendance at regional meetings held by DBHDS TC Operations Director with CSBs regarding the DOJ settlement and discharge process.
- Quarterly meeting of CRCs, ODS Director, TC Operations Director, Community Integration Managers (CIMs), Offices of Licensing and Human Rights to review progress, issues and solutions in carrying out the responsibilities outlined in the DOJ settlement.
- Attendance at annual, pre-move and other planning meetings for individuals living in the training centers to assist with plan development.
- Attendance at meetings at training centers to discuss transition needs and barriers for individuals wanting to move to the community.
- Presentation on using MFP with someone at a state hospital at the training center and state hospital Social Work Directors quarterly meeting.
- Attendance at NVTC Social Workers meeting.
- Participation in NVTC's and SVTC's Provider Fairs
- Support with facilitating the Provider Training Workgroup to make recommendations on a competency-based curriculum, training requirements and accessing training within 7 core areas. CRC. Licensing, HR, CSB, private provider and advocacy participation on workgroup and facilitation and participation on subgroups in several areas.

Support Coordinator and Waiver Activities

- Attended Mount Rogers CSB Youth SC meeting.
- Held quarterly meeting with DMAS LTC QMR unit and Program Integrity Provider Review unit. Discussed findings, and agreed upon new guidance and training materials developed in response to findings.
- Participated in family meeting with Adult Protective Services.
- Provided follow-up to CSBs on updating annual LOFs and addresses in IDOLS for CMS Assurances for the ID Waiver.
- Attended 5 QMR exits and provided TA as needed for problems identified or corrective action plans. Issues discussed with DMAS at quarterly QMR/CRC meeting.
- Conducted 17 DSP Supervisor Orientation Manual Training sessions in June. 1107 provider supervisors are now certified to provide training to DSPs. Training to be available on the DBHDS Knowledge Center sometime in July.
- Participated in meeting to discuss improvements to the ID Waiver to facilitate PC practices, smaller settings, more providers/choice and quality services.
- Held IDOLS Q/A session in Region 4
- Participated in SIS training session for support coordinators.

New Training and Guidance Materials Developed

- New PC ISP examples (Steve).
- Final revisions to the new DSP Orientation Manual and accompanying slideshow for supervisors to use in training new staff on the information in the new DSP Orientation Manual.
- Update drafted to "Navigating the Waiver Workbook."
- Updates to MFP Steps and MH transfers.
- New slideshow on the LOF for SCs.
- Revisions to the SIS slideshow.

Other Activities

- Attended EPSDT training.
- Attended webinar on Risk Management.
- Attended Informed Consent training.
- Attended Northern Virginia Coalition of Private Providers..
- Participated on SIS Master Trainer conference call
- Attended START meetings in Regions 2 and 3 and visit to Region 3 START home and office.
- Attended 2-day START coordinator training in Henrico.
- Attended VACIL Annual Conference.
- Attended SEVTC ribbon cutting ceremony for new homes.

EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

CONTACT PERSON: ADAM SASS

Employment First Summit

- Continued planning for second Annual Employment First Summit. Format and potential sessions developed. Focus will be on the ground level application of the Employment First philosophy: what Virginia organizations have done and can do to promote integrated community based employment.

Regional “Mini” Summits

- Full-day, regional summit held at Rappahannock Area Community Service Board. Presentation of DBHDS Employment First Initiative, legislative support for integrated employment and DBHDS Board policy for Employment First. Potential areas where integrated employment could be increased and creating interagency supports team approach to providing integrated community-based employment were the main areas discussed.
- Full-day, regional summit held at Southeastern Virginia Training Center. Summit included basic presentation of Employment First Initiative and examples of “pockets of excellence” around Virginia. A further focus was on the role of Training Center staff in Employment First and how they can help prepare people for employment and work as a support team with other agencies and vendors to increase employment opportunities for people with disabilities.

Employment First Policy

- Completed second and third edits to draft policy statement based on public comment and prepared re-submission for summer 2012 meeting of the DBHDS Board.
- Worked with DRS staff to develop combined presentation on DRS vendorship process and Waiver funded delivery of Supported Employment services for vendorship applicants.

Settlement Agreement Activities

- Wrote departmental implementation plan to meet employment related first items in settlement agreement.
- Presented directly to settlement monitor, as departmental employment specialist, progress towards goals established in implementation plan.

Other Activities

- Presented Employment First Initiative to Colonial Behavioral Health staff.

- Presented Employment First Initiative to Southeastern Virginia Training Center staff.
- Presented Employment First Initiative and employment development initiative to PRS (an employment service organization) staff in Northern Virginia.
- Provided technical assistance to the Arc of the Southside on developing application for DRS vendor.
- Provided technical assistance to two southwestern residential providers on work incentives.
- Presented Employment First at VACSB conference in Williamsburg.
- Represented Virginia on National SELN Data User's Group.
- Represented Virginia in National SELN writing of Best Practice Guide for Vocational Rehabilitation and Developmental Disability agency collaboration.
- Represented Virginia and DBHDS at the National APSE Conference in Arlington.

AUTISM SPECTRUM DISORDER ISSUES

CONTACT PERSON: CINDY GWINN

Training Conducted

- Presented Adult Strategies Training to 40 Virginia Beach CSB personnel.
- Present Adult Strategies Training to 35 private providers in Prince William County.
- Trained 4 residential private providers on how to use the VAC Adult Strategies with their own staff. Train the Trainer model.

Collaboration

- Participated in the Act Early Taskforce.
- Presented at the Second Annual Highland CSB Autism Conference in Abington.

Attended

- Attended Centers for Independent Living conference.

SYSTEMATIC, THERAPEUTIC, ASSESSMENT, RESPITE & TREATMENT (START)

CONTACT PERSON: BOB VILLA

Meetings

- Held monthly meetings with representatives from all 5 Regions and University of New Hampshire consultant, Joni Beasley.
- Began monthly conference calls with the Regions without the consultant to work on day-to-day issues.
- Assisted all 5 programs in redoing and resubmitting budgets.
- Organized IT meetings for Virginia Database Project (SIRS) and participated in SIRS Pilot Project.
- Developed and coordinated Annual Statewide START meeting
- Communicated with DOJ Monitors and expert who was hired to review START Program

Community Work

- Gave presentation to Emergency Services, Mental Health and ID Councils at VACSB Conference in May.
- Gave presentation at all 5 Training Centers in May and June.
- Gave presentation to Regions' Services Supervisors.
- Reviewed house plans, visited sites, gave recommendations for Therapeutic Respite Home in Regions I, II and IV.
- Attended Advisory Council meetings in Regions I, II and IV.

Trainings

- Delivered individual training to new START Director in Region IV.
- Organized Project Launch II Training in May
 - 2 day training for 40 START staff and community partners
 - Coordinated program with UNH consultant, trainers and staff.
- Offered informal and ongoing trainings, consultation, program recommendations to START Directors.
- Participated in START trainings with Joni Beasley in Regions IV and V.

Projects

- Worked with DBHDS Office of Community Contracting on Performance Contract issues related to START
- Updated all START information and literature, including flyer, brochure and PowerPoint Presentation.

COMMONWEALTH AUTISM SERVICES

CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO

New Activities in CAS Programs/Initiatives

Community Outreach

- Staff have attended numerous community autism events across the state

College Model for Students with Asperger's Syndrome

- A Transition Fair was held on Saturday, 4/21, and featured David Finch, author of *The Journal of Best Practices: A Memoir of Marriage, Asperger Syndrome, and One Man's Quest to Be a Better Husband*, A NEW YORK TIMES BESTSELLER. More than 75 community members were in attendance.

The Dominion School for Autism has joined the array of CAS services effective 7/1/12, after a six month period in which CAS provided management and clinical oversight services to the Richmond based school serving 30 students and employing 30 staff. We are excited that we have the opportunity to develop a best practice model utilizing the *Competent Learner Model*© curriculum.