

OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND
DEVELOPMENTAL SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

JULY – SEPTEMBER 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 **first quarter of Fiscal Year 2013**.

HIGHLIGHTS OF THE QUARTER

CONTACT PERSON: LEE PRICE

The first quarter continued much of the work that began during the last year regarding the Settlement Agreement activities. Work continued on the development of Settlement Agreement related project teams, especially the Individual and Family Support Program work group, the Housing Plan Work Group, the case management work group and the Employment Work Group. There were opportunities for providing updates to community providers and advocates through presentations made at the Arc conference and other venues.

DBHDS launched its web based Case Management Training curriculum with the release of the first 6 modules. These are available to all CSB case managers and are also available to the private DD case managers as well. Despite some rocky starts with user friendly access, case managers are now fully engaged in the training provided and are reporting positive results.

The DBHDS Office of Developmental Services was represented for the first time at the July meeting of the Statewide Independent Living Council (SILC) by an appointment to serve as an ex-officio member. The meeting, held in Roanoke, was a great introduction to the work of the SILC and should prove to be a great segue into more collaborative efforts across HHR agencies and their community partners.

The DBHDS staff met at DMAS with CMS officials during their August visit and shared information on the ID Waiver system, current efforts that are underway, and the vision for the future. The meeting was very productive and helpful to discuss current issues and needs with CMS officials.

Staff from the Office of Developmental Services also presented at the Reinventing Quality Conference held in August in Philadelphia. Presentations were made by ODS staff on Person Centered Thinking and on changes being made in Virginia's system following the Agreement with the Department of Justice.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

Dept. of Medical Assistance Services (DMAS) Related Activity

- Participated in meeting with DMAS Provider Review and audit contractor, PHBV, regarding criteria for FY13 audits.
- Provided input regarding UAI user's manual to DMAS.

Centers for Medicare & Medicaid Services (CMS) Related Activity

- Drafted the Evidence Report for the ID Waiver (in preparation for 2014 renewal).

Money Follows the Person Activities (inclusive of Family Resource Consultant)

- Met with DMAS MFP staff to discuss MFP data collection and CMS MFP benchmarks.
- Completed draft of "Family Mentor Network of Virginia" manual (a training and resource manual for mentors working with family members of training center residents experiencing difficulty with the transition process)
- Recruited potential mentors and received four referrals to work with families/guardians of training center residents
- Interviewed three individuals for New Beginnings Video (success stories of women transitioning out of training centers into the community under MFP)
- Contributed to NVTC & SWVTC newsletters (regarding the work of the Family Resource Consultant in facilitating transitions)

DOJ Settlement Activities

- Continued activities related to the Case Management Workgroup and the development of guidance pertinent to DOJ Settlement Agreement requirements for support coordinators.
- Participated in the Individual and Family Support Program workgroup and continued developing regulations for this program based on guidance from the OAG.

Other Activities:

- Assisted other DBHDS staff in exploring/drafting materials for a HUD Section 811 grant application.
- Began the implementation of the new provider selection process for individuals seeking ID and DS Waiver providers. Developed Q&A document and initiated several modifications to the process/information collected in response to stakeholder suggestions.
- Participated in the final call for the Steering Committee for the Virginia Association of Centers for Independent Living grant, *Improvement and Expansion of Consumer Directed Services*.
- Participated in a meeting of national representatives regarding expanding the PACE model to ID/DD services.

PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

Waiver	Total * Processed	Approved	Denied	Appeals**	Re-review	Pended
	6142	0	0	2	0	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

Report is currently incomplete as, some reports are not available in IDOLS for use of Pre-authorization staff at this time.

DATA MANAGEMENT AND QUALITY ASSURANCE

CONTACT PERSON: DR. CHERI STIERER

- A new version of the instructions for DELTA (the portal) for Account set up is in the works from IT.
- This is the fifth quarter that CSBs/BHAs are responsible for the quarterly Wait List, Living Situation, and Level of Functioning updates through IDOLS. DBHDS is still working on data issues with service authorizations that occurred when the old system data was transferred to the new system.

- One Adult Supports Intensity Scale™ Interviewer training was completed in Hampton and Richmond. A total of 30 new Interviewers were trained. Ten new SIS Administrators were also trained this quarter. This is the 3rd year of IRRs for interviewers and 2012 IRR's must be completed by December 31st for all Adult SIS Interviewers/Support Coordination. This will become part of the QMR review for Case Management through DMAS. Child SIS Interviewers do not have to have IRRs completed until the new assessment is released. IRRs show consistency in administration of the required Waiver assessment.
- Virginia's National Core Indicators project: Virginia will begin using the Children's survey in the first quarter of FY13. We anticipate incorporating the two Family and Family Guardian Surveys for adults from NCI in 2013 and ending the use of the current survey as of December 31st, 2012.

ODS Data

TYPE OF DATA As of September 29, 2012	Count
Number on Urgent Waitlist (Including DS Waiver)	3717
Number on Non-Urgent Waitlist (including DS Waiver)	2677
Number of slots obligated from MFP 12	71
Number of Trust Fund Slots Obligated	49
Number of Day Support Waiver Slots Obligated	279
Number of ID Waiver Slots Obligated (as of 7/13)	9027
Training Center CENSUS as of 9/27/12	
Northern Virginia Training Center	150
Central Virginia Training Center	323
Southeastern Virginia Training Center	96
Southside Virginia Training Center	174
Southwestern Virginia Training Center	170
Training Center Total	913

TRAINING AND TECHNICAL ASSISTANCE

CONTACT PERSON: GAIL RHEINHEIMER/COMMUNITY RESOURCE CONSULTANTS (CRC)

Person-Centered Practices (PCP)

- Held Advanced Person-Centered ISP training activities in every region. Available quarterly in each region and upon request.
- Held 11 Person-Centered Thinking (PCT) trainings covering all regions (includes all PCT trainers statewide) reaching 250 people.
- Field-tested *The Learning Community's* new PCT materials at Rappahannock Area and Mount Rogers CSB.
- Two additional CRCs, Andrea Coleman and Jennifer Kurtz, selected as PCT Trainer candidates to begin the endorsement process January 2013.
- Facilitated Regional Coaches' meeting in Fredericksburg.
- Provided a Coaches Training at Crossroads CSB.
- CRC PCT trainers David Meadows, Barry Seaver, Kathy Witt represented Virginia's PCP activities at the *Re-Inventing Quality Conference* in Baltimore.
- CRC PCT trainers facilitated PCT Trainer Day.
- Assisted with 2 SIS Trainings.
- Assisted with annual PC ISP meetings upon request.
- CRC, Kathy Witt, attended *The Learning Community Gathering* (PCT) in Oregon.

Training Center, MFP and Settlement Activities

- Completed the ID Waiver training at Southeastern Virginia Training Center (SEVTC) and Southside Virginia Training Center (SVTC); slideshow available on the DBHDS Knowledge Center.
- Assisted with the five regional DOJ forums for providers. Developed flow chart of moving process and responsibilities.
- Completed Post-Move Monitoring visits (around 60 days) with 34 people who have moved out of the training centers since May, 2012.
- Modified Post-Move Monitoring form to include ID Waiver elements to be reviewed by CRCs.
- Participated on DOJ workgroup to provide families with easy access to information on accessing services through Easy Access and Virginia Navigator.
- Assisted with gathering and analyzing Regional Community Support Centers' data.
- Participated at Northern Virginia Training Center (NVTC), SEVTC, and Southwestern Virginia Training Center Provider Forums.
- Developed brochure describing CRC role in helping people move from the TCs.
- Participated in DOJ Provider Training Workgroup/subgroups on Community Integration, PCT and Self-Determination, Environmental Safety.

Activities that Assist with ID Support Coordination (SC) and Waivers

- Provided TA to families and others interested in becoming providers.
- Assisted CSBs, families and providers with crises and obtaining skilled providers.
- Provided training on LOF Survey at Region IV's SC meeting.
- Followed up with CSBs regarding past due annual LOFs.
- Followed-up with CSBs on identifying individuals to interview for the National Core Indicators Project
- Followed-up on QMRs and made visits with Offices of Licensing and Human Rights.
- Met with DMAS Provider Review and PHBV to review error codes (paybacks) for Skilled Nursing, Therapeutic Consultation, Congregate Living, Personal and Respite Care and Service Facilitator for the ID waiver and provide feedback and/or approval.
- Followed up QMR with memo clarifying PC ISP elements and process.

New Training and Guidance Materials

- DSP Orientation Manual Supervisory Training and certificate made available on the DBHDS Knowledge Center.
- Overview of the ID Waiver for Training Center staff made available on the DBHDS Knowledge Center.
- Level of Functioning (LOF) Training developed and to be available on DBHDS Knowledge Center by 2013.
- Held first quarterly NOVA Provider Roundtable to pass along information such as shared at Regional SC meetings.
- Researched and completed summary on states allowing nurse delegation of medication via g-tubes.
- Updated ODS website to be more user-friendly; updating "Navigating the Waiver: A Slideshow and Workbook for Families" (in process).
- Updating ID Waiver provider training (16 modules in process).
- A Support Coordination guidance document for facilitating person-centered planning meetings was developed and sent to Region 1 for initial feedback.
- Revised format of new PCT materials including set-up of participant workbook for Virginia.
- Revised format of PC Plan Facilitation training.
- Provided 4 DSP PC ISP Note writing/Documentation Trainings.
- Developed DSP Orientation Training Timeline of Requirements for use when reviewing staff qualifications for providing the service.
- Developed a training for DSPs on writing notes and documenting available upon request.
- Developed slideshow and training for DSPs on supporting people with autism.
- Presented at Piedmont Autism Conference on schedules/communication.
- Developed slideshows and competency tests for individuals with complex needs leaving training centers.

Other Activities

- Attended NOVA Coalition of Private Providers and Regional Training Coalition meetings.
- Attended START meetings in Regions II, III and V.

EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

CONTACT PERSON: ADAM SASS

Employment First Summit

- Continued planning for second annual Employment First Summit.
- Agenda to be focused on how direct support staff can implement Employment First in their daily jobs. Presentation by Joan Kester, from George Washington University, on how informed choice is inherent in and critical to the Employment First Initiative.

Regional Trainings

- Full-day trainings were held in Danville, Fredericksburg, Middle Peninsula-Northern Neck, and Charlottesville. Trainings were attended by local employment providers and CSB staff, self advocates and representatives from provider organizations. The presentations included basic presentation of Employment First Initiative and examples of “pockets of excellence” around Virginia as examples of practices CSBs and ESOs could start implementing now to further Employment First practices. A focus of the day was on the role of direct support staff in moving the Employment First Initiative forward
- Full-day mini-summit held at Piedmont Community Service Board for CSB, DRS, and community representatives.

Employment First Policy

- Completed final edits to draft policy statement based on public comment and prepared re-submission for summer 2012 meeting of Board. The Board delayed their meeting until December 2012.
- Co-conducted with DRS staff the first joint meeting with Supported Employment Services vendorship applicants on how to prepare for delivering supported employment services to individuals with disabilities. Topics included Employment First Initiative, CARF, providing SE services through waiver funding, similarities and differences of allowable services, braided funding.

Settlement Activities

- Wrote and submitted to leadership departmental strategic plan for Employment First Initiative.
- Reported to settlement monitor on quarterly progress towards employment items in the settlement agreement.

Other Activities

- Presented Employment First Initiative at The Arc of Virginia Annual Convention.
- Presented Employment First Initiative at the National Council for Exceptional Children's Virginia Division on Career Development and Transition Summer Institute Retreat.
- Presented Employment First at NAMI Homelessness Conference.
- Represented Virginia in National SELN writing of Best Practice Guide for VR and DD agency collaboration.
- Represented Virginia as one of 4 states selected to present on SELN membership at the National Reinventing Quality Conference in Baltimore.

AUTISM SPECTRUM DISORDER ISSUES

CONTACT PERSON: CINDY GWINN

- Participated in training to become a Person Centered Thinking trainer
- Assisted with the organization of the: "Building Bridges Conference - Developmental Disabilities in Racially, Culturally, and Linguistically Diverse Communities." Conference featured national speakers and included 90 participants.

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

CONTACT PERSON: BOB VILLA

Meetings

- Met with ID Director and staff from Eastern Shore CSB.
- Met with Middle Peninsula-Northern Neck CSB Mental Health/Emergency Services staff.
- Attended Advisory Council meetings in Regions II, III, IV and V
 - Used meetings to update Advisory Council members on START's progress within the region and throughout the state.
- Meetings with DMAS Program Manager regarding DD Case Managers.

Projects

- Prepared budgets for FY 2014 START and proposed Crisis Services for Children with ID.

Trainings

- Delivered training to new START staff in Regions I, II and V on Medicaid billing for crisis services.
- Participated in START trainings with Dr. Joni Beasley in all 5 regions.

Presentations

- Presented START to DD Case Managers in Region I.
- Presented at July Guardianship Conference.
- Gave second presentation at CVTC in July.
- Presented START to Emergency Services teams in Virginia Beach and Front Royal.
- Presented START at The Arc of Virginia Convention.
- Reviewed house plans, visited sites, gave recommendations for Therapeutic Respite Homes in Regions I, II & IV.

COMMONWEALTH AUTISM SERVICES

CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO

New Activities in CAS Programs/Initiatives

Partnership for Capacity Development with Public Schools©

- Two new school partnerships (one public and one private) are under consideration.

Trans-disciplinary Diagnostic and Assessment Clinic

- CAS's clinic is currently seeing >60 children annually. A clinic certification process for CAS model clinics is being developed.

The Learning Institute©

- Training seminars continue to be held for a variety of audiences including a new training curriculum for volunteers of *Special Olympics*.

Public Safety Training

- CAT-1 training continues to be offered in several sites for public safety officials through our partnership with the division of Criminal Justice Services (DCJS). Under contract with the Department of Criminal Justice Services CAS is nearing completion of a "Train the Trainer" protocol.

College Model for Students with Asperger's Syndrome

- ***The Courage to Succeed Program*** developed in partnership with United Methodist Family Services/Charterhouse School now has seven students enrolled for the fall term.

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