

OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND
DEVELOPMENTAL SERVICES

QUARTERLY REPORT OF OFFICE ACTIVITIES

OCTOBER – DECEMBER 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 **second quarter of Fiscal Year 2013**.

HIGHLIGHTS OF THE QUARTER

CONTACT PERSON: LEE PRICE

The second quarter opened with the Second Annual Employment First Summit held in Virginia Beach. The featured opening speaker was Heidi Dix, Assistant Commissioner, who spoke about the progress on the Settlement Agreement and about the importance of employment in the lives of the individuals we support. The Employment First Policy was approved by the DBHDS Board and the Employment Plan was submitted to the Settlement Agreement Independent Reviewer.

Work continued with the project teams and the development of new teams involved in quality oversight and other Settlement objectives. The Individual and Family Support Program work group finished its initial work to wait for the final approval of the regulations.

START had a successful quarter with the opening of the first START respite home in Radford (Region 3) and other regions making progress in other areas. Stories of START successes began to emerge as reports of holidays being spent by START staff in hospitals and other venues to tend to the needs of individuals in crisis. START, while still young, is developing as an important component of a comprehensive community based system.

DBHDS held its first Settlement Agreement Stakeholders group meeting in October. The meeting, held at the Capitol Building, was well attended by stakeholders representing a wide cross-section of advocates and agency representatives who have an interest in the progress of the Commonwealth in meeting the objectives laid out in the Agreement.

During the course of the quarter, ODS staff made presentations on various topics in multiple venues. Presentations were made at the Virginia Network of Private Providers Conference, the Virginia Association of Community Services Boards conference, and the National Association of State Directors of Developmental Disabilities Services conference as well as special presentations on various topics listed within this report.

REGULATION AND POLICY

CONTACT PERSON: DAWN TRAVER

Dept. of Medical Assistance Services (DMAS) Related Activity

- Reviewed and provided input to DMAS regarding updated draft Alzheimer's Assisted Living Waiver and DD Waiver policy manuals.

Centers for Medicare & Medicaid Services (CMS) Related Activity

- Currently drafting the Day Support Waiver renewal application.

Money Follows the Person Activities (inclusive of Family Resource Consultant's (FRC's) activities)

- Attended semi-annual MFP Stakeholders Meeting and presented update on projects.
- Represented MFP at Central Virginia Training Center's provider fair in October.
- Interviewed fourth individual for New Beginnings Video.
- Attended Rappahannock Area CSB's Enhancing Community Living Systems meeting with families and staff
- Participated in MFP Public Partnerships Ltd. training at DMAS.
- Conducted Family Mentor Network of VA orientation session at Southwestern Virginia Training Center. Five new family mentors were trained.
- Revised "My New Home in the Community" Information Handbook for Families of individuals being discharged from training center. Handbook includes Provider Selection Guide.
- Created brochure based on the Information Handbook.
- Recruited mentors from referrals.
- Created letters of introduction to send to families/guardians of training center residents as well as a follow up letter.

| Family Mentor Statistics October – December 2012 | | | | | | |
|--|---|--------------------------------------|------------------------------------|---|---------------------------|---|
| Family/ guardian referrals to FRC (in need of mentor or support) | Family/ guardian contacts by FRC (new and ongoing) | Number of mentors recruited | Number of mentors trained | New mentor- family/ guardian linkages/ connections | FRC- mentor contact | Family/ guardian agreements to consider Training Ctr. discharge (after work with FRC or mentor) |
| 15 | 34 | 8 | 5 | 1 | 105 | 0 |

DOJ Settlement Activities

- Helped finalize the guidance document, FAQs and flow chart pertinent to the Settlement Agreement requirements for support coordinators.
- Participated in the Individual and Family Support Program workgroup and completed regulations development.
- Initiated a meeting to explore the development of a statewide peer advocacy network.

Other Activities:

- Participated in steering committee related to implementation of the Computerized Human Rights Information System (CHRIS).
- Participated in the National Association of State Developmental Disabilities Directors conference.
- Began posting the CSB Provider Search chart to the DBHDS website on a weekly basis.

PRE-AUTHORIZATION

CONTACT PERSON: CYNTHIA SMITH

PRE-AUTHORIZATION

| Waiver | Total * Processed | Approved | Denied | Appeals** | Re-review | Pended |
|--------|-------------------|----------|--------|-----------|-----------|--------|
| | 5778 | - | - | 3 | - | - |
| | | | | | | |

* **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

- A new manual with instructions for DELTA (the portal) with account set up information was posted in October under Resources on the DELTA web portal. The revised IDOLS manuals and YouTube instructions for navigating electronic Service Authorization submissions for the ID and DS Waivers also remain on the ODS web site.
- IDOLS Update – Providers continue to use the DELTA helpline (804-371-4695) and the IDOLS helpline (804-371-5208) for assistance. There are many enhancements waiting to be assigned to IT development. None were assigned by IT this quarter.
- Updates to “Wait List last date of contact,” “Living Situation,” and “Level of Functioning” are done annually by each CSB through IDOLS.
- Two Adult Supports Intensity Scale™ Interviewer trainings were completed: one in Northern Virginia and one in Richmond. A total of 26 new Adult SIS Interviewers were trained. One Child SIS training was completed this quarter in Richmond with 25 interviewers trained. This is the 3rd year of IRRs for interviewers and 2012 IRR’s were completed by December 31st for all Adult SIS Interviewers/Support Coordinators. 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.
- National Core Indicators: The Partnership for People with Disabilities continues with the individual satisfaction surveys on a random sample of 400 individual consumer satisfaction surveys for this year. The Children’s Family Survey was sent out this quarter to families of individuals who receive case management and at least one other Waiver service. We anticipate incorporating the two Family and Family Guardian Surveys for adults from NCI in 2013. Use of the current ODS Family Survey was discontinued as of December 31, 2012.

ODS Data

| TYPE OF DATA As of 1/4/13 | Count |
|---|--------------|
| Number on Urgent Waitlist (Including DS Waiver) | 3699 |
| Number on Non-Urgent Waitlist (including DS Waiver) | 2670 |
| Number of slots obligated from MFP 12 | 94 |
| Number of Trust Fund Slots Obligated | 53 |
| Number of Day Support Waiver Slots Obligated | 274 |
| Number of ID Waiver Slots Obligated (as of 7/13) | 9069 |
| Training Center CENSUS as of 12/27/12 | |
| Northern Virginia Training Center | 144 |
| Central Virginia Training Center | 308 |
| Southeastern Virginia Training Center | 90 |
| Southside Virginia Training Center | 158 |
| Southwestern Virginia Training Center | 166 |
| Training Center Total | 866 |

TRAINING AND TECHNICAL ASSISTANCE

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

Person-Centered Practices (PCP)

- “Person Centered Thinking” (PCT) training held at Community Concepts, Inc., Middle Peninsula-Northern Neck CSB, Mount Rogers CSB and Blue Ridge Behavioral Health.
- Person Centered Thinking Trainers Day held in Staunton, in conjunction with the Partnership for People with Disabilities.
- Development of improved PCT Coaches’ curriculum.
- Regional Person Centered Thinking Coaches meetings held in Lynchburg and Fredericksburg.
- “Plan Facilitation” trainings held at Northern Virginia Training Center (NVTC) and Valley CSB.

- Attendance at “People for People: Self Advocacy” meeting in Region 5; helped self-advocates complete own Personal Profiles.
- Delivered 6 “Advanced ISP” training sessions; additional targeted trainings held upon request.

Training Center (TC), MFP and Settlement Agreement Activities

- Presented at regional DOJ Provider Forum on role of CRC and using Survey Monkey.
- Participated in conference call regarding Regional Community Support Centers and reported on FY-12 activities.
- Participated in weekly Social Worker meetings at NVTC, Admissions Management Committee meetings and conference calls, attended pre-move meetings.
- Participated in regional facility liaison and planning group meetings.
- Quarterly meeting with Office of Licensing, Office of Human Rights, and Community Integration Managers to review coordination of post-move monitoring visits.
- 19 post-move monitoring visits; provided TA and follow-up as needed to provider and Support Coordinator/Case Manager (SC/CM).
- Received preliminary training regarding discharge database.
- Provided information on Waiver and Community Resource Consultants at Southside Virginia Training Center and Central Virginia Training Center Provider Forums.

ID Support Coordination and Waiver

- Provided ID Waiver Crisis Stabilization training to SCs/CMs and Private Providers in Northern Va.
- Provided Level of Functioning and Waiver Slot Allocation training to Rappahannock Area CSB.
- Participated in meetings with individuals, family members, providers, CSB’s, Licensing and Human Rights to resolve concerns and questions regarding supports and needs.
- Held Provider Roundtable in Region 4; attended Piedmont Private Provider meeting.

New Training and Guidance Materials

- Assisted with updating the Easy Access Website <http://easyaccess.virginia.gov/waiver-mrid.shtml> to make accessing information (and help) on services to individuals with ID/DD.
- Provided Autism training in Danville, reaching 25 people.
- Provided ID Waiver and IDOLS information to Region IV START Team.
- Developed draft of ID Waiver and Dept. of Aging and Rehabilitation Services Supported Employment crosswalk.
- Developed Power Point on CSB Slot Allocation Process.
- Conducted Assistive Technology-Environmental Modifications training.
- 6 documentation and other training sessions were held upon request.

Other Activities

- Attended Northern VA Training and Coalition meetings.

- Attended the Region III Family to Family meeting.
- Conducted presentation for Waiver Mentor Group on the SIS and ID Waiver Slot Assignment process.
- Attended START Regional meetings
- Development of Regional Support Teams and materials
- Participated on DOJ Case Management Curriculum workgroup.

EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

CONTACT PERSON: ADAM SASS

Employment First Summit

- Held second annual Employment First Summit in Virginia Beach.
- Summit was well attended by state agencies, public and private providers of employment services, self advocates, and advocacy groups.
- Main topic of the Summit was presented by Joan Kester, Ph.D. from George Washington University on how informed choice is inherent in and critical to the Employment First Initiative.
- Other discussion topics included
 - A discussion on the Employment First Policy
 - Barriers and opportunities for informed choice
 - What is my role in implementing Employment First in Virginia?
- Keynote address given by Heidi Dix, Assistant Commissioner for DBHDS on Employment First and the Department of Justice Settlement.

Employment First Policy

- Employment First policy approved by the Board at their December 2012 meeting.
- Co-conducted, with DARS, an interdepartmental meeting on Employment First. The meeting was attended by commissioners, directors and lead employment staff from DBHDS, DARS, VDOE, DDHH, DMAS, and DBVI. The meeting was facilitated by SELN national staff who gave a national perspective on Employment First through other states' experiences. All agencies attending acknowledged their support of Employment First.

Settlement Activities

- Submitted DBHDS Employment First Implementation Plan to Settlement Monitor.

- Completed quarterly report on Creating Opportunities Initiative Employment goals.
- Completed employment data analysis for the previous six months which indicated that there were 659 waiver recipients receiving group supported employment services and 194 waiver recipients receiving individual supported employment services.

Other Activities

- Presented Employment First Initiative at the Collaborations Conference, the Fredericksburg Area Council on Transition, the Fredericksburg “Pathways to the Future” event, the Arc of Augusta, and the Workforce Development/DARS Employment Development Initiative - Program Navigator Executive Committee.
- Conducted Supported Employment Program development meeting with Piedmont CSB and Supported Employment and Employment First training with Hanover CSB
- Presented Employment First Implementation Plan to DOJ Settlement Committee.
- Attended the State Employment Leadership Network National meeting in Arlington.
- Represented DBHDS at the Annual DARS Champions Awards.
- Represented Virginia on National SELN Data User’s Group.
- Represented Virginia in National SELN writing of Best Practice Guide for Vocational Rehabilitation and DD Agency Collaboration.

AUTISM SPECTRUM DISORDER ISSUES

CONTACT PERSON: CINDY GWINN

- Presented to 75 residents at Eastern Virginia Medical School concerning resources and training for themselves and their patients.
- Continue to increase Autism training across the lifespan and across the state through use of Virginia Autism Council training materials.
- Developing guidelines for the Individual and Family Support Program (IFSP). Developed regulations for the program, which are currently moving through the administration.
- Conducted interviews for IFSP staff.
- Completed training to become a Person Centered Thinking Trainer.
- Participated in the Statewide Independent Living Centers Board Meeting.

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

CONTACT PERSON: BOB VILLA

Meetings

- Participated in the quarterly meeting in Hampton with START Directors.
- Co-led monthly conference calls with each regional program.
- Participated in monthly conference calls with the Regional Directors.
- Participated in SIRS meeting with UNH and Directors in Hampton.
- Participated in meeting with project managers from Regions I and II.
- Participated in meeting with Office of Mental Health Services/Crisis Intervention Community Support Specialist
 - Planning for work with Emergency Services teams statewide
- 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.

Projects

- Plan for Budget meetings for FY 2014 START and Proposed Crisis Services for Children with ID.
- Reviewed house plans, visited sites, gave recommendations for Therapeutic Respite Home in Regions I, II & III.

Trainings

- Participated in START trainings with Dr. Joni Beasley in all 5 Regions.
- Web Training with DD "Mentors."
- Training Region IV START staff on Medicaid billing.

Presentations

- VACSB:
 - Joint Presentation: "Let the Journey Begin: New Frontiers for DOJ/START"
 - Presentation at DS Council Meeting
- Presentation at DOJ Settlement Agreement Stakeholder Group
- Panel Discussion at VNPP Conference
- Presentation to DD CMs:
 - Statewide at DMAS
 - Regional in Virginia Beach & Richmond

- Along with families and other stakeholders in Fredericksburg

COMMONWEALTH AUTISM SERVICES

CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO

New Activities in CAS Programs/Initiatives

Partnership for Capacity Development with Public Schools©

- One new private school partnership (Minnick Education Center of Lutheran family Services, Roanoke) began 1/14/13.
- The Competent Learner Model (CLM) © curriculum is under way in two CAS partnerships (SVRP and NREP) with a total of 24 learning sites (classrooms).

Trans-disciplinary Diagnostic and Assessment Clinic

- Our clinic is currently seeing >60 children annually (including pilots for Spanish speaking children and families and for the youngest children <30 months of age utilizing the new ADOS-T module) and our newest replication (Amherst and Lynchburg School Divisions) are now underway with their assessment teams. 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 DCJS, we are nearing completion of a "Train the Trainer" protocol.

New initiatives:

- 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.
- The Peninsula School for Autism, Newport News is our newest site for *Competent Learner Model*© implementation and consultation to begin in February.

