



Provider Development

Presentation for DD Case Managers

Division of Developmental Services
DBHDS

1-29-15

Who we are...

Division of Developmental Services Community Resource Consultants				
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What we do...

- Provide technical assistance and training around ID services and Targeted Case Management.
- Support best practices (PCT, PCP, ISP)
- Locate and develop service options
- Identify and communicate skills needed to provide quality services under the waivers.
- Work collaboratively with other agencies (DMAS , DARS, REACH, Training Centers, etc.)

What we do...

Will be seeking to expand our knowledge and expertise with DD issues and needs as the waivers change.

What we do...

Focus on spreading and sustaining person-centered practices.

- Person-Centered Thinking
- Person-Centered Planning

What's the difference?

Person-Centered Thinking



The Learning Community
for person centered practices

The Learning Community for Person Centered Practices

envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability. We foster a global learning community that shares knowledge for that purpose.

TLC-PCP 2013 www.learningcommunity.us



Person Centered Thinking ...

underlies and guides respectful listening which leads to actions, resulting in people who:

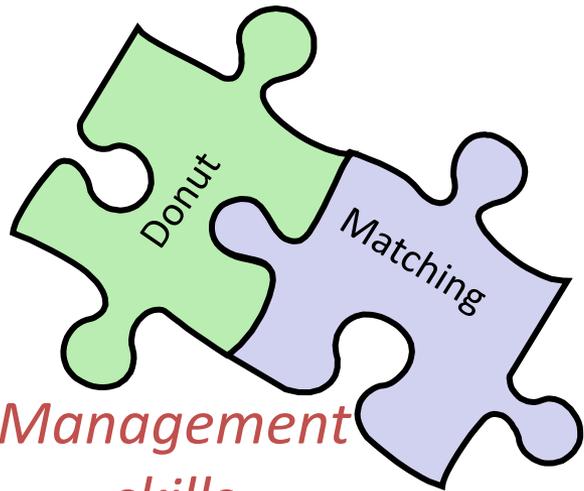
- Have positive control over the life they desire and find satisfying;
- Are recognized and valued for their contributions (current and potential) to their communities; and
- Are supported in a web of relationships, both natural and paid, within their communities



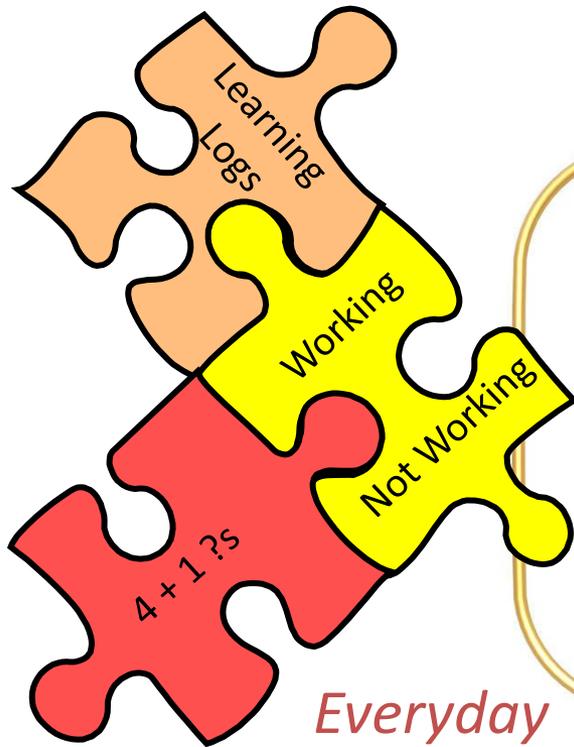
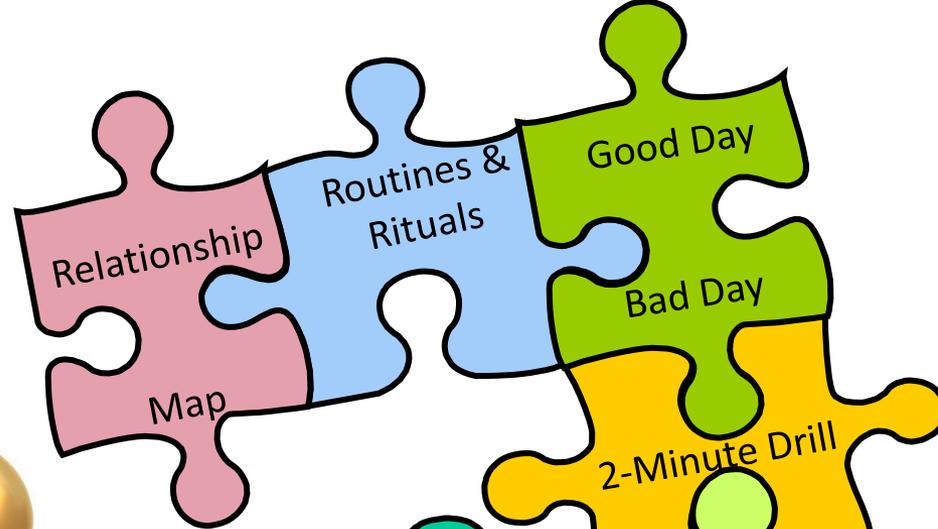
What are person centered thinking skills?

A set of skills that reflect and reinforce values that:

- Propel the learning cycle
- Help us support rather than fix
- Work for humans
- Work at every level in the organization
- Build the culture of learning, partnership, and accountability
- Affirm our belief that everyone can learn



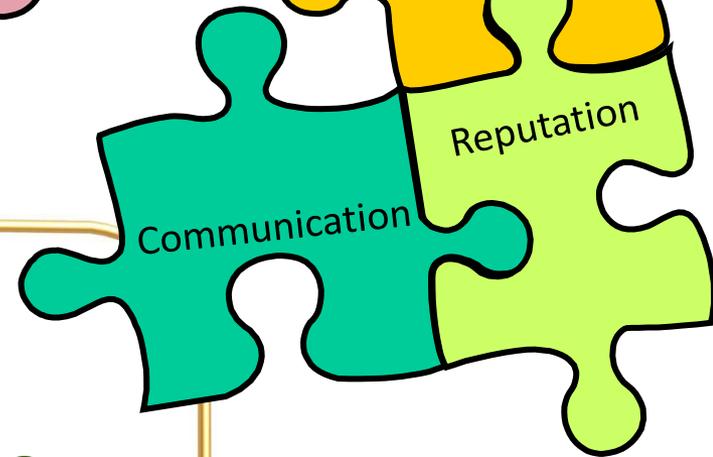
Management skills



Everyday Learning skills



Important To
Important For &
The Balance
Between



*Discovery/
Listening skills*



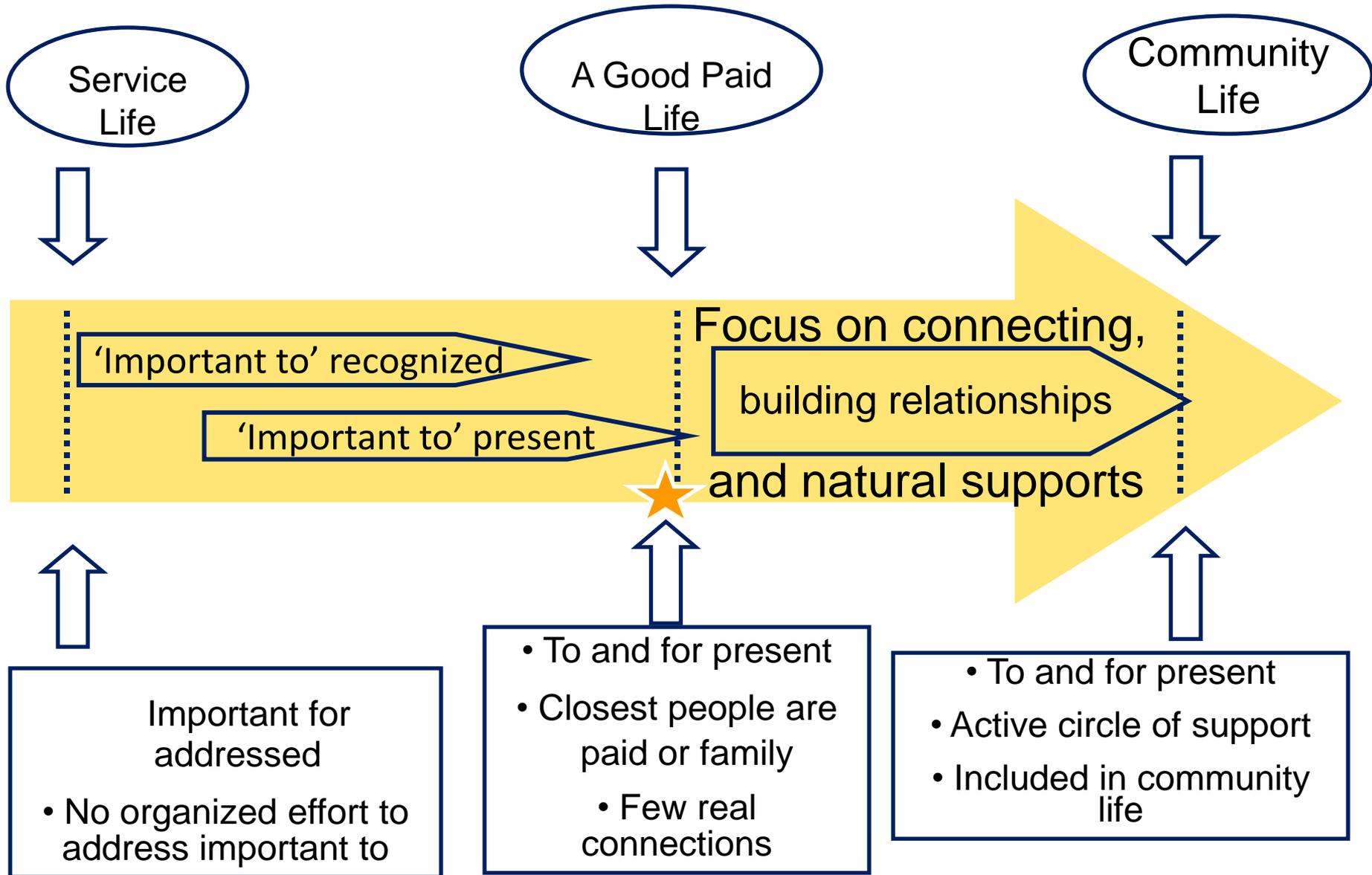
The Learning Community
for person centered practices

Help people get better lives

Not just better paper...

TLC-PCP 2013 www.learningcommunity.us

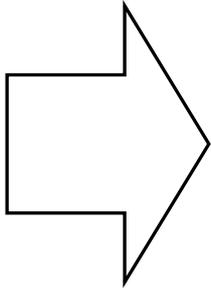
Moving from Service Life to Community Life





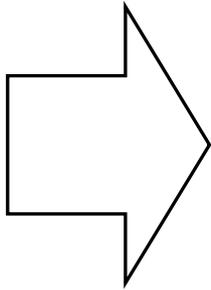
Levels of Change

Level 1



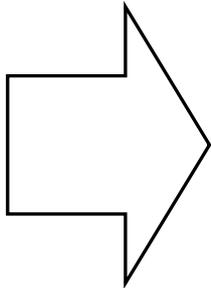
Any changes that results in a positive difference in the lives of people who use services or in your own work life.

Level 2



Any changes an organization makes to its practices, structure or rules that result in positive differences in the lives of people.

Level 3



Any change in practice, structure and rules made at the system level. These changes have an effect on many organizations, and therefore many peoples' lives.

Regional Support Teams

Supporting Individuals in the Most Integrated Settings

Purpose, Membership, Referral

*Information for **DD Case Managers***

1-29-15

Division of Developmental Services

Regional Support Teams

- DOJ Settlement Agreement
- Role of Regional Support Team (RST)
- Target Population
- Membership
- Referral Process
- Reporting
- Additional information and contacts

“The Commonwealth will create
five Regional Support Teams...”

*from Settlement Agreement signed
August 23, 2012*

SA Section IV. D.3.

Operational March 2013

Role of Regional Support Team

To provide recommendations and assistance in resolving barriers to the most integrated community setting consistent with an individual's needs and informed choice.

SA Section III.E.2. and IV.D.3.

Individuals with ID/DD who:

- Live in training centers
- Meet ID or DD wait list criteria
- Live in a nursing home or ICF

SA Section III. B. 1. a - c.

RST Membership

- One in each of 5 regions
- Co-coordinated by Community Resource Consultants (CRCs) and Community Integration Managers (CIMs)
- Includes diverse experience in ID/DD services
- Includes diverse group of professionals with expertise with complex medical and behavioral supports

SA Section IV.D.3.

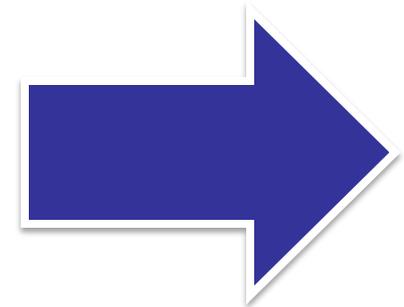
RST Membership*

CIM/CRC Co-Facilitators
Office of Licensing Specialist
Human Rights Advocate
Training Center Social Work Director
START Director
Medical Representative (from TC)
Medical Representative (from community/CSB)
ID Director
CSB SC Supervisor
DD Case Management Provider
Additional experts based on need

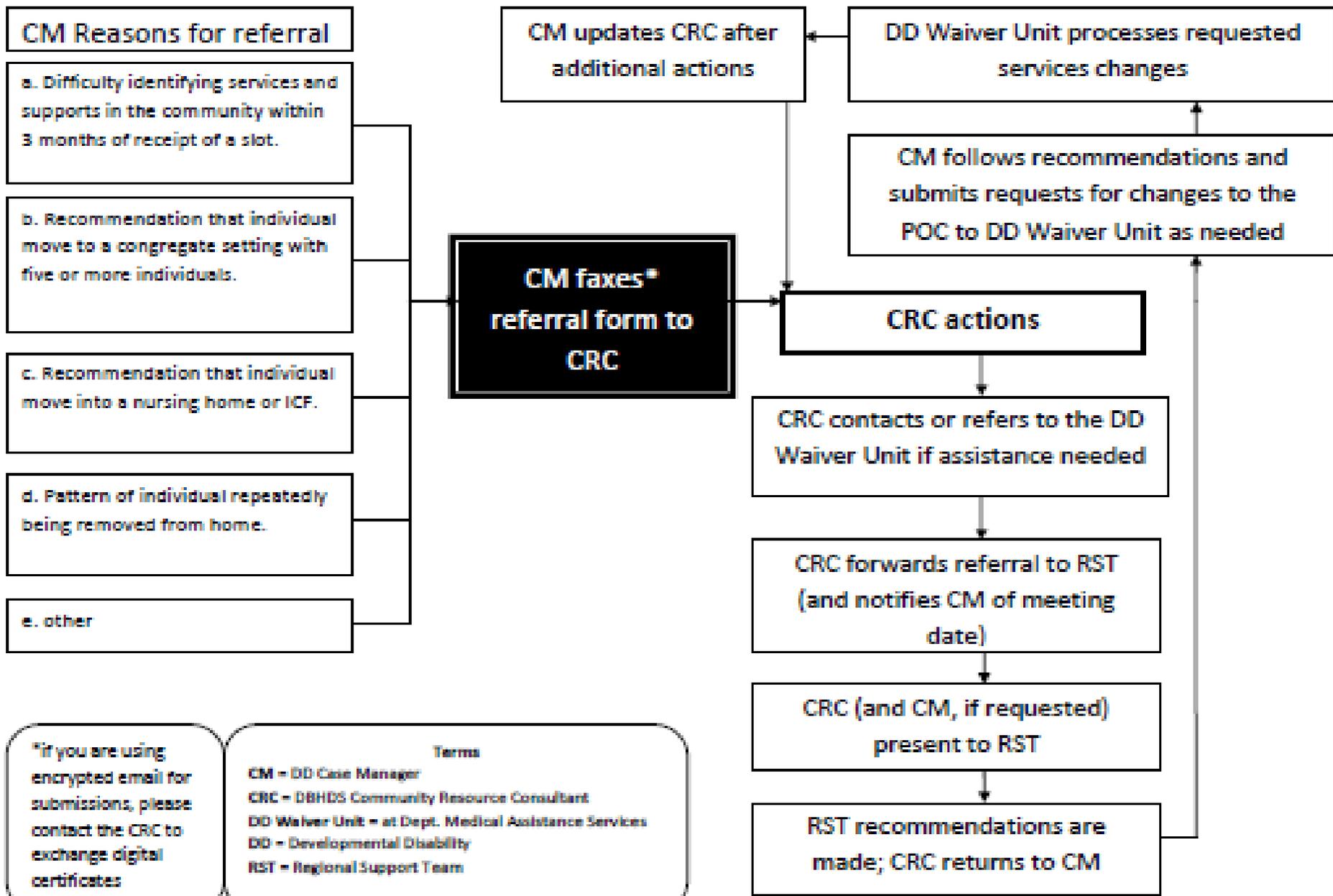
*per region

RST Referral Process

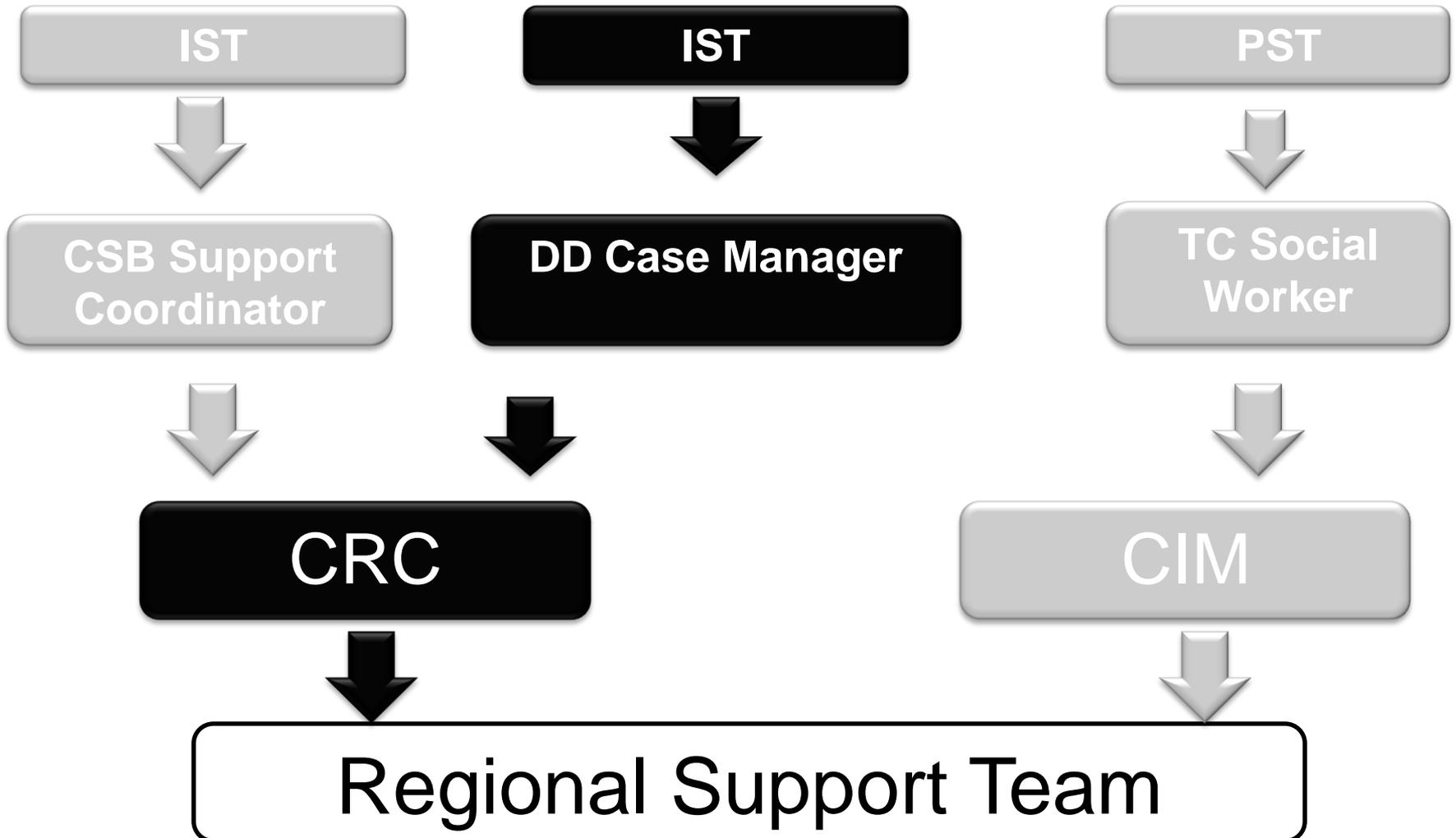
DBHDS CRCs receive referrals from CMs



Developmental Disabilities Regional Support Team Referral Process



RST Referral Process



Case Managers (CMs):

- support Individual Support Teams in resolving barriers/gaps in services and supports
- provide informed choice of providers
- complete and send referrals to CRCs

SA Section III.C.5.

DD Analysts:

- provides technical support to CMs and CRCs
- assists CMs and CRCs in resolving barriers to services and supports before referring to RST
- processes requested changes in services resulting from RST process

SA Section III.E.1-2.

Referrals to CRCs, then to RSTs occur if:

a. the Individual Support Team (IST) is unable to locate services and supports within 3 months of enrollment into Waiver.

Section III.E.3.a.

Referrals to CRCs, then to RSTs occur if:

b. the IST recommends an individual living in his/her own home, a family home or sponsored home move to a group home with 5 or more individuals.

Section III.E.3.b.

Referrals to CRCs, then to RSTs occur if:

c. The IST recommends that an individual move into a nursing home (NH) or Intermediate Care Facility (ICF).

Section III.E.3.c.

Referrals to CRCs, then to RSTs occur if:

d. there is a pattern of an individual being removed from his or her home.

Section III.E.3.d.

Referrals to RSTs from CRCs also occur:

e. whenever [a CRC] believes that external review is needed to identify additional steps towards more integrated settings and informed choice.

Section III.E.2.

Role of Regional Support Team

Notification of RST Referral

The Regional Support Team (RST) will review your selection of services to assure you have received information about all options available to you, especially supports and services in the most integrated settings. The RST is composed of a variety of professionals with expertise serving individuals with developmental disabilities, including individuals with complex behavioral and medical needs. No action is required on your part. Any suggestions the RST offers will be shared with your support coordinator/case manager to be shared with you. If you would like an opportunity to speak with the RST, please let your support coordinator/case manager know.

Please complete the sections below so that the RST may confirm that you have been offered the following opportunities before making your choices.

The following types of residential options were discussed with me (check all that apply):

- Own Home Leased Apartment Family Home
 Other: _____

I selected the following support options to interview: _____

I have chosen to pursue _____ **as my type of residential option.**

The following types of employment/day options were discussed with me (check all that apply):

- Self Employment Individual Supported Employment Group Supported Employment
 Career Training/Education Prevocational Services Day Support
 Volunteer Retirement Other: _____

I selected the following options to interview & tour: _____ -

RST Referral Process: Community

Regional Support Team Referral Form

Individual's Unique ID: [Click here to enter unique ID.](#) **Individual's age:** [Click here to enter age.](#)

Date of referral: [Click here to enter a date.](#)

Submitter: [Click here to enter submitter name.](#) **Agency:** [Click here to enter submitter agency.](#)

Contact phone number: [Click here to enter phone number.](#)

Reason for referral

Choose reason for referral: [Choose an item.](#)

Select current living situation: [Choose an item.](#)

Provide individual's description of a good life: [Click here to enter good life description.](#)

Notification and Choice

In the following section, confirm that all options have been discussed with the individual/representative (whether or not currently available) and that notification of RST referral has been provided.

- I confirm that ALL of the following **residential** settings have been discussed with the individual and/or representative: own home, leased apartment, family home, sponsored home, group home (4 or fewer).
- I confirm that ALL of the following **employment** options have been discussed with the individual and/or representative: individual supported employment, group supported employment, career training/education.
- I confirm that a chance to talk with other individuals with ID/DD in the community or with their family members was provided. When not provided, a Resource Consultant (Betty Vines at DBHDS (804) 786-0618) was contacted.
- I confirm that the RST Notification and Choice form has been provided to the individual/representative and a copy is maintained on file.

The individual/representative completed the following in making a decision:

Discussed available options; Interviewed potential providers; Toured provider locations;

Please describe/list provider options considered and the reason(s) each was not selected:

[Click here to list providers and reasons not selected.](#)

RST Referral Form

Referrals provide information on:

- Individuals preferences
- Options considered or explored
- Actions taken by IST/CM
- Notification of informed choice and opportunities for integrated settings

RST Referral Process

Members of the Individual Support Team or DD Analyst may be invited by CRC or the RST to assist with some discussions.

RST Actions:

- Confirms informed choice
- Considers needs and preferences
- Reviews options explored
- Makes recommendations that support more integrated settings

RST reporting

RST recommendations and resolutions documented on the referral form by the CRC.

Referral data collected and reported to Regional Quality Councils.

Additional information

<http://www.dbhds.virginia.gov/professionals-and-service-providers/developmental-disability-services-for-providers/provider-development>

Check this website periodically for updates.

PROVIDER DEVELOPMENT

Welcome to the Provider Development Page. Here you will find resources around provider training, Community Resource Consultants (CRC), and regional support teams (RST)

Community Resource Consultants (CRC)	Person Centered Planning	Regional Support Teams (RST)	Provider Training
Division of Developmental Services Community Resource Consultants			
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Harrisonburg-Rockingham	Arlington	Alleghany Highlands	Hanover

Contacts



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Community Resource Consultants

- see web link on previous slide for contact updates

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