

Developmental Disabilities (DD) Waivers Waitlist Review

October 2024

During July of 2024 a record review of documentation required for placement on the DD Waiver waitlist was conducted by Regional Support Specialists (RSSs) for individuals on the statewide DD Waivers waitlist. This was accomplished via an individual record review at each of the 40 Community Service Boards (CSBs). In a departure from previous years, this review looked at a targeted sample of individuals who met specific criteria rather than a random sample of the entire waitlist. For Priority 1, individuals under 6 years of age were reviewed, for Priority 2, individuals between 22 and 26 years of age were reviewed and for Priority 3, individuals who were 65 and older were reviewed. RSSs reviewed up to three individuals at every CSB in each of the three priority levels.

Review Process

To ensure consistent results, a standardized review process was developed prior to the review. RSSs convened to discuss standards and collaborated on certain cases to foster a unified approach. When cases raised interpretive questions, the entire team reviewed them for consistency. CSBs were notified in advance about the documentation required for review, and they had options for how to participate: on-site reviews, remote access to electronic health records (EHR), or email submissions.

Key Elements of the Review Included:

- Documentation supporting a diagnosis of developmental disability (psychological, medical, and professional evaluations).
- A completed Virginia Individual Developmental Disability Eligibility Survey (VIDES) confirming functional eligibility for the waitlist.
- Accurate designation of priority criteria and status.
- Verification of points assigned on the Critical Needs Summary (CNS).
- Confirmation from the individual or caregiver that they would accept waiver services within 30 days if offered.

Findings and Recommendations

This annual waitlist review aims to identify areas for improvement within CSBs' operating procedures and to clarify regulatory documentation requirements. DBHDS seeks to identify and address common concerns and enhance guidance and training. Each CSB received tailored

feedback from their RSS, highlighting specific records needing attention. This report outlines broad trends and areas of concern statewide, with detailed data tables included at the end.

Diagnostic Eligibility

1. **Support for Diagnosis:** 73% of records reviewed had a diagnosis of developmental disability adequately supported by documentation. This marks a decline from 77% in the previous year.
2. **Lack of Documentation:** 11% of records contained no documentation indicating that CSBs must ensure diagnostic eligibility documentation is received and reviewed prior to waitlist placement and maintained in their record.
3. **Insufficient Evidence:** 14% of records lacked sufficient evidence for determining diagnostic eligibility. Specific issues included:
 - o Lack of documentation for adaptive functioning deficits.
 - o Inconsistencies between the listed diagnosis and supporting documentation.
 - o Ambiguously stated diagnoses.
 - o Unsigned documentation.

Functional Eligibility

All reviewed individuals had a completed VIDES that met eligibility standards. However, WaMS reporting, which is shared and distributed with the CSB on a monthly basis, identified 129 individuals on the waitlist who do not meet VIDES criteria, a decrease from 146 the previous year. Many of these records are outdated, with some dating back to 2019 or earlier. Each CSB WWL review is concluded with an exit review with the CSB leadership including the DD Director, Manager, and Intake Staff/Quality Assurance to review the findings and provide suggestions or additional technical assistance for improvements. CSBs must address these discrepancies promptly by notifying individuals of their appeal rights and removing those without qualifying VIDES.

Priority Needs Checklist (PNC)

For the targeted review, 144 individuals across three priority levels were assessed. Findings included:

- Only 31% had adequate documentation supporting their priority level.
- 58% of records required changes to priority levels.
- 16 records had insufficient documentation to determine the appropriate priority level.

Specific Findings by Priority:

- **Priority 1:** Of 26 reviewed records for individuals under 6, 13 had strong supporting documentation.



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- **Priority 2:** Among 91 reviewed individuals aged 22-26, 80 needed to be moved to Priority 1.
- **Priority 3:** Of 19 reviewed individuals over 65, 17 had documentation supporting their category.

Critical Needs Summary (CNS)

Completion of a CNS form is only required for individuals in the Priority 1 category. Of 27 reviews completed for Priority 1 individuals:

- 10 had documentation supporting CNS criteria
- 11 had partial support, with some scores lacking adequate documentation.
- 4 had documentation which did not support the CNS criteria scored, and 1 individual lacked any documentation to review
- Errors in CNS scoring can affect waiver slot assignments; CSBs received lists of individuals needing corrections.

Slot Acceptance

Following updates to PNC and CNS forms, 100% of individuals on the waitlist now have documentation that they would accept waiver services within 30 days. CSBs must ensure thorough confirmation of this willingness, rather than merely checking a box.

Next Steps & Recommendations

1. **Utilization of WaMS:** CSBs must prioritize using WaMS for documentation to ensure proper consideration for waiver slots.
2. **Improving Diagnostic Eligibility:** Addressing the 22% of individuals lacking adequate diagnostic documentation is crucial. DBHDS will enhance guidance and training in this area.
3. **Ongoing Reviews:** RSSs will follow up on remediation efforts for records highlighted in feedback provided to individual CSBs.
4. **Regular Reporting:** The RSS team will continue to provide CSBs with reports to identify areas for action and support.
5. **Documentation Training:** Continued quarterly regular training for CSB staff on waitlist documentation is essential. DBHDS provides onsite training is available upon request and DBHDS will post on-demand video trainings via YouTube and DBHDS Waiver Services webpage by 2025.
6. **Develop Quality Improvement:** CSBs must review the WWL Review Report, exit review suggestions, and build internal quality improvement strategies based on the recommendations for their specific CSB. This would include specific triggers for rescreening individuals for the WWL PNC and CNS score.



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DATA TABLES

Diagnostic Eligibility

Finding	Count (Total 141)	Percentage of Total Reviewed
There is substantiating documentation in the record which supports eligibility	105	73%
Documentation is unclear or does not support diagnosis	20	14%
No documentation	16	11%

VIDES

Finding	Count (Total 144)	Percentage of Total Reviewed
Meets VIDES criteria	144	100%
Does not meet VIDES criteria	0	0%

Priority Needs Criteria

Finding	Count (Total 144)	Percentage of Total Reviewed
Documentation supports Priority Needs scores	44	30.5%
Documentation not available	2	1%
Priority Level is not supported	14	10%
Priority Level needs to be changed	84	58%



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Critical Needs Summary Scoring for Priority 1 Individuals

Finding	Count (Total 27)	Percentage of Total Reviewed
Documentation supports CNS ratings assigned	10	37%
Documentation partially supports CNS ratings assigned	11	41%
Documentation does not support CNS ratings	4	15%
No documentation available	1	4%