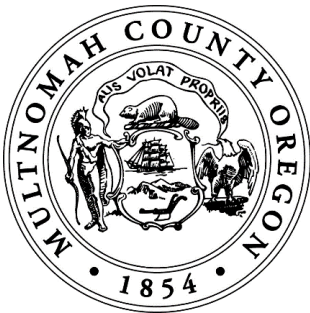


Services for People with Intellectual and Developmental Disabilities

Quality of Care at Risk

Audit issued October 2019

Presentation to House Committee on Human Services and Housing January 2020



Jennifer McGuirk, MPA, CIA, Multnomah County Auditor

Multnomah County Audit approach

How the audit was selected

Audit process

Audit focus

The Auditor's Office's goal is to improve government services.

Methodology

Interviews

- Conducted over 70 interviews
- Included management, case managers, data analysts, advocates

Research

- Laws and regulations
- Best practices and relevant literature
- Division-administered surveys to clients, service providers

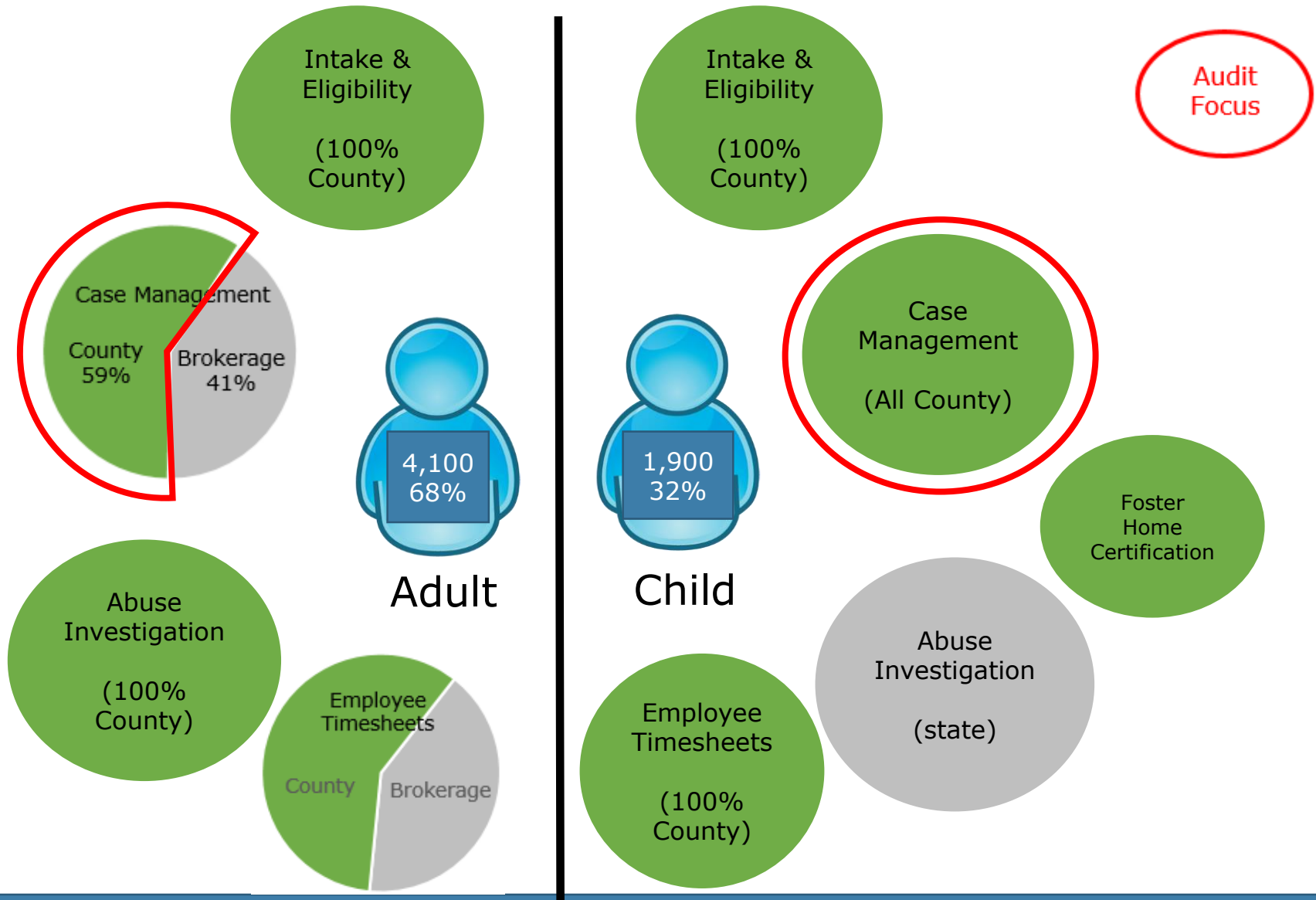
Data analysis

- Case files
- Financial information
- Turnover data

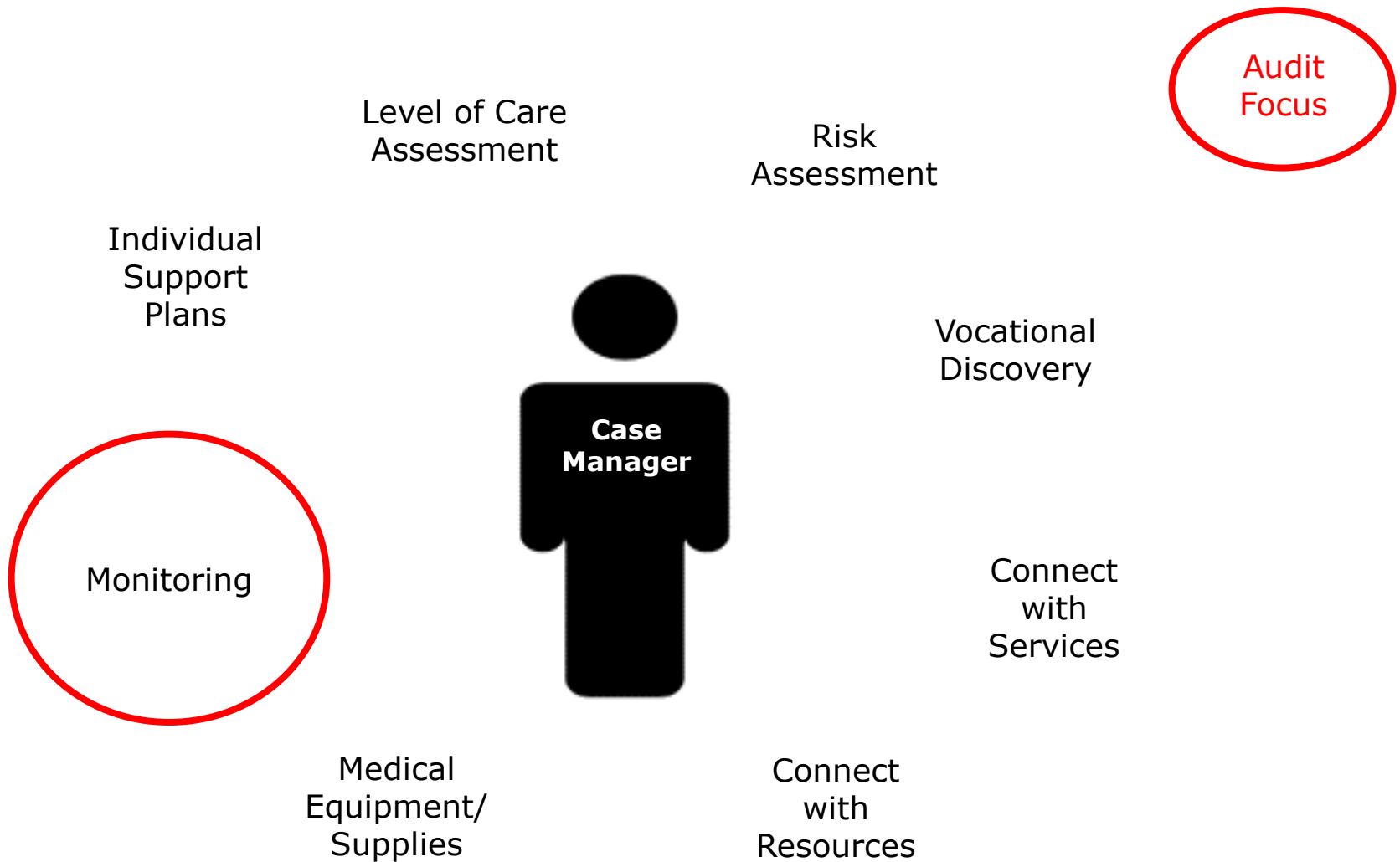
Mission of the County's Intellectual and Developmental Disabilities (I/DD) Services Division:

Increase an individual's quality of life by helping them fully access their community through coordinated case management

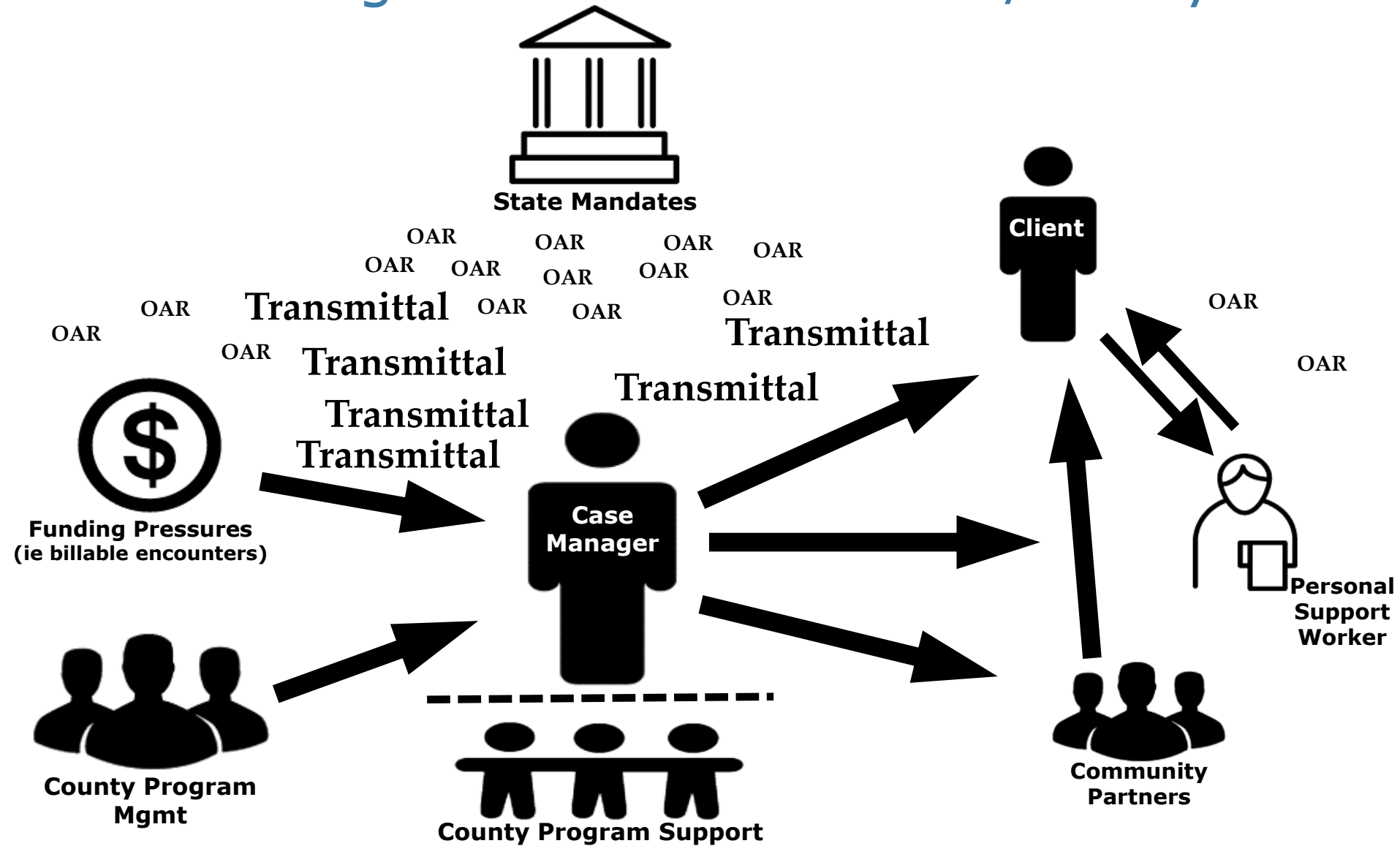
About the County's I/DD Services Division



Case Managers' Role



Case Management's Role in the I/DD System



Audit Results

Our audit identified the following issues:

- Increases in caseload sizes among case managers
- Case manager turnover
- Morale issues
- Complaints by clients, their families, and providers

Audit Results

Our audit concluded that state-mandated changes are a root cause of these issues.

- Numerous changes
- Often rolled out rapidly
- Not always accompanied with funding

Audit Results - Drivers

- Community First Choice Option (aka K-Plan)
- State funding model

Audit Results

- Number, Pace, and Significance of Mandated Changes by the State
 - Not always funded
 - Recent example: Oregon Needs Assessment (ONA)

Audit Results

State changes have an impact on the county's services for people with I/DD

Quality of Care at Risk – Program-wide results:

Caseload sizes increase significantly over short period of time

- 45 avg clients per case manager - January 2018
- 60 avg clients per case manager - June 2019

Results of the Audit

Quality of Care at Risk – case study results:

We performed a case study of 61 randomly selected clients

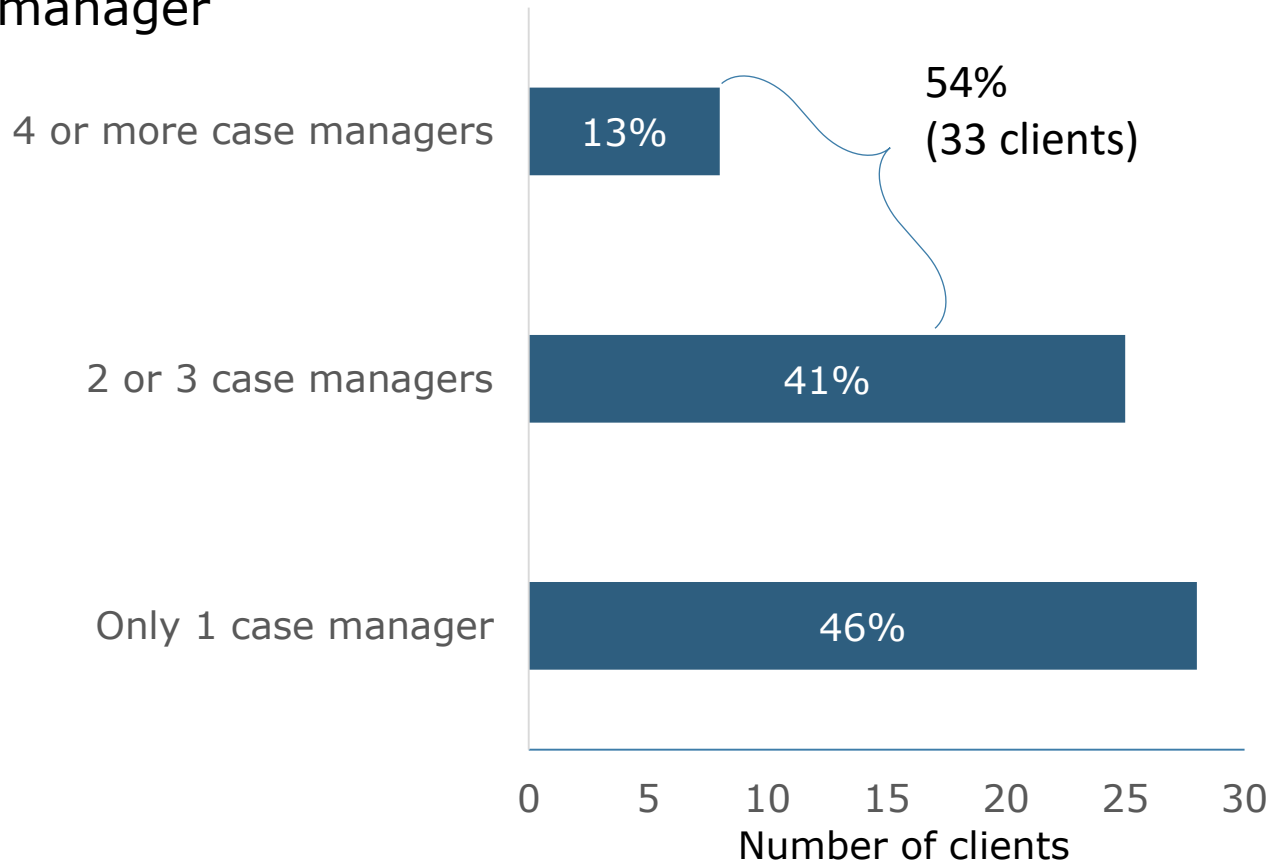
- Monitoring tasks late or missed

# of clients who required site visits	# of clients with a missed or late visit	% of missed/late site visits
23	14	61%

Results of the Audit

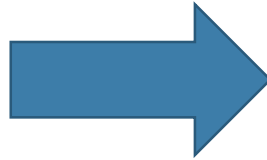
Quality of Care at Risk – case study results (continued):

- The majority of clients experienced a change in case manager

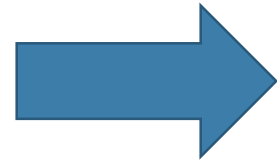


Audit Results

State changes



Destabilizing for Multnomah County
I/DD Services Division



Putting capacity to provide quality care
at risk.

Questions?