

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



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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

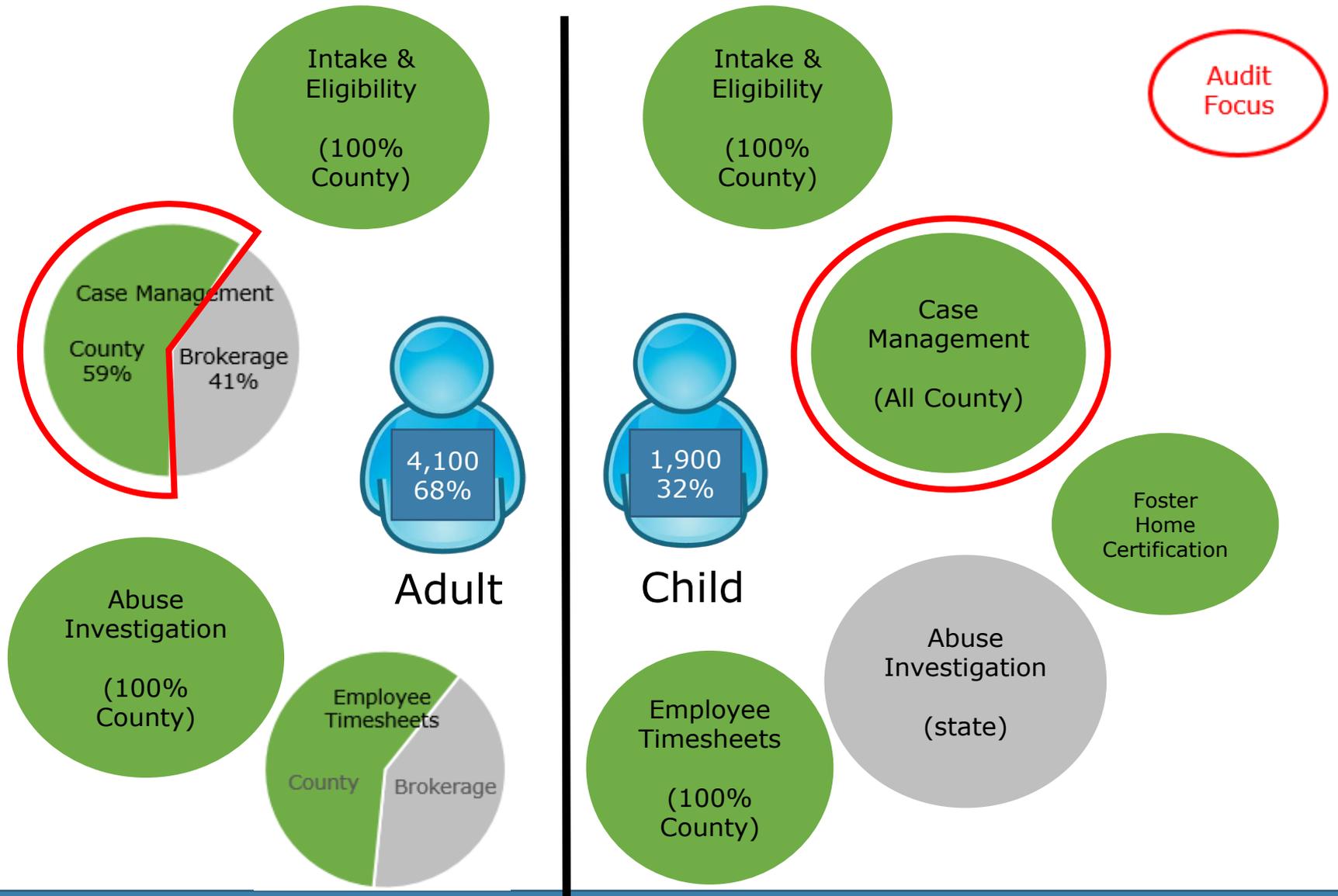
Data analysis

- Case files
- Financial information
- Turnover data

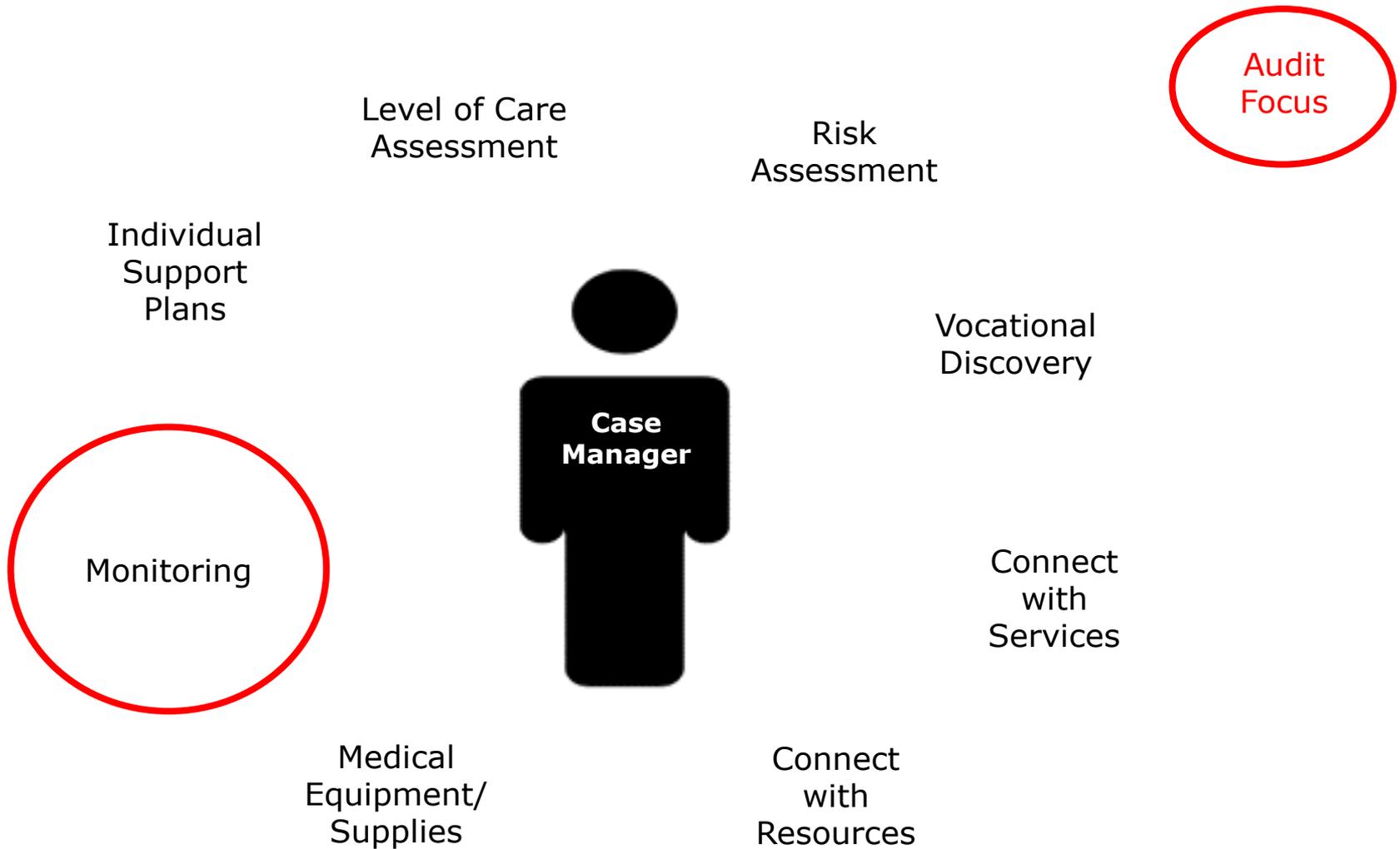
Mission of the County's Intellectual and Developmental Disabilities (I/DD) Services Division:

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

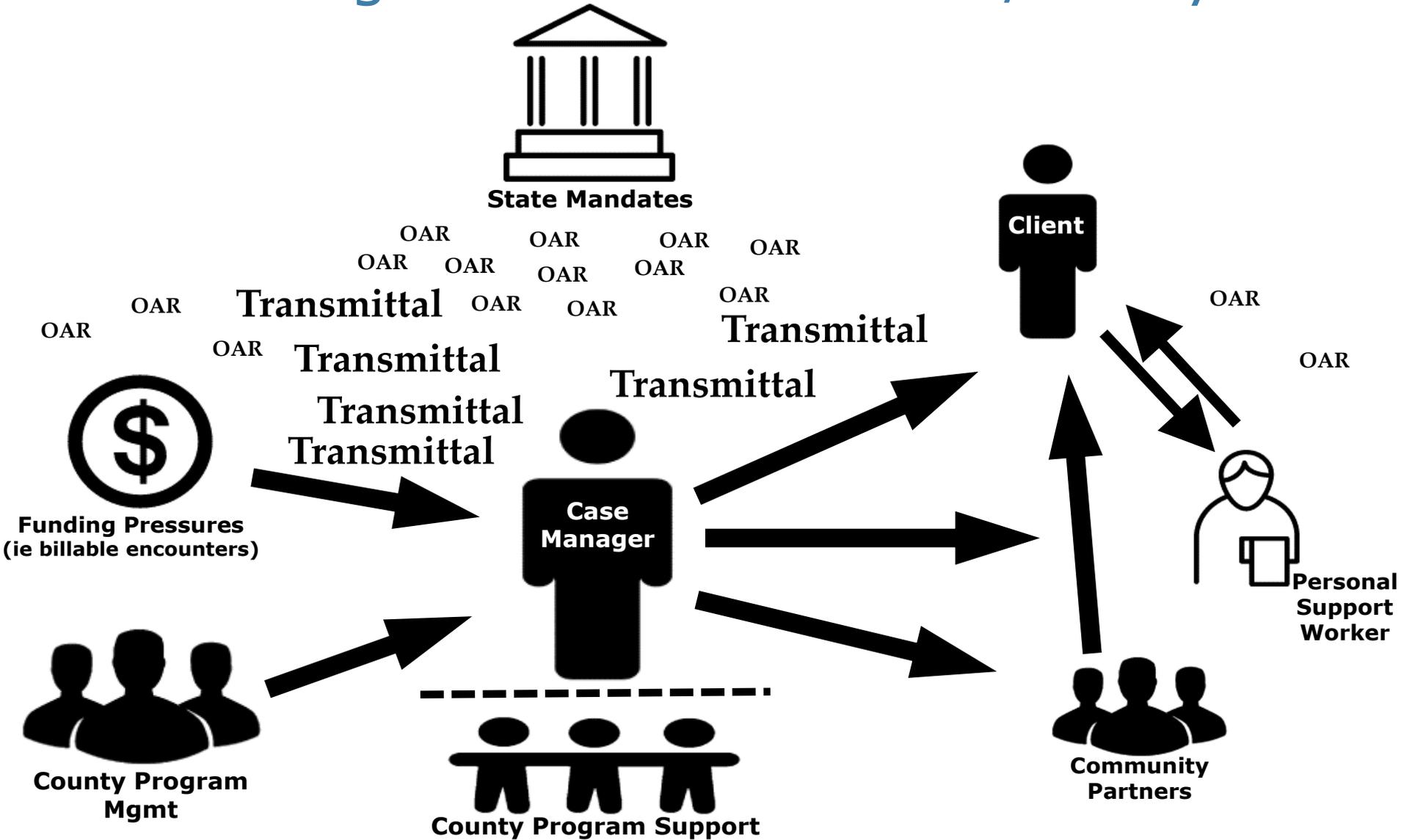
About the County's I/DD Services Division



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

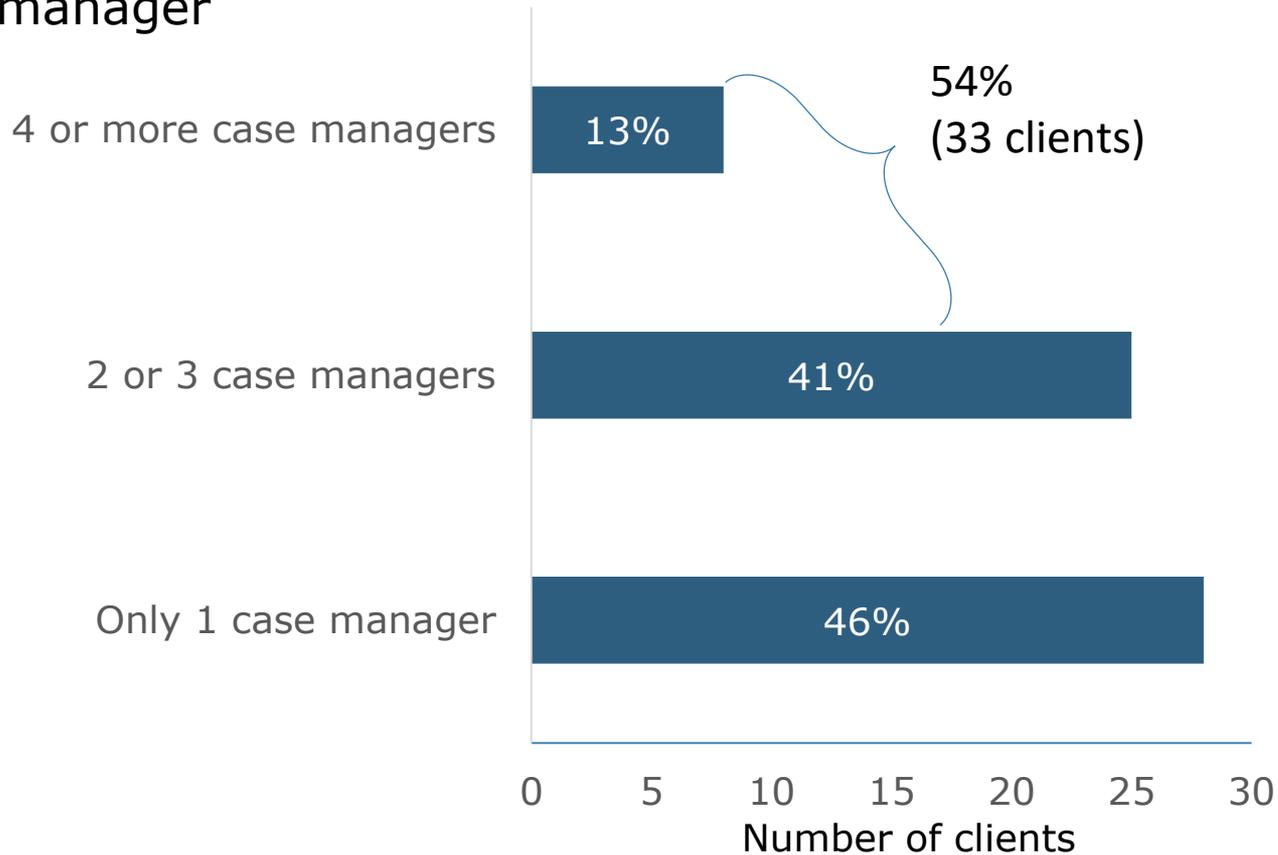
- Monitoring tasks late or missed

# 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

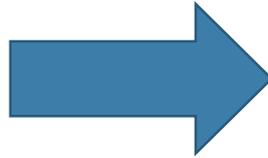
Quality of Care at Risk – case study results (continued):

- The majority of clients experienced a change in case manager

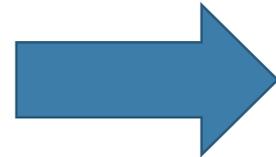


Audit Results

State changes



Destabilizing for Multnomah County
I/DD Services Division



Putting capacity to provide quality care
at risk.

Questions?