

Presentation to the  
Joint Ways and Means Subcommittee on Human Services


# Intellectual/Developmental Disabilities Overview

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Director

February 5-6, 2019



# Presentation Outline

- **Program overview** 
- Who we serve
- Services and supports
- Strategic Plan: Accomplishments
- Challenges
- Proposed Investments and Reductions
- Budget Overview and KPMs

# Our Vision

People and families access quality supports that are simple to use and responsive to their strengths, needs and choices, while they live and thrive as valued members of their community.



# Our Mission

ODDS, stakeholders, and the developmental disabilities community come together to provide services, supports, and advocacy to empower Oregonians with intellectual and developmental disabilities to live full lives in their communities.



# Our Values

**Choice, self-determination and person-centered practices**

**Community inclusion and community living**


**Children and families together**

**Strong relationships**

**Service equity and access**

**Health, safety and respect**

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# Children and Adults

We serve more than 28,000 people who experience Intellectual and/or Developmental Disabilities (I/DD)

- 8,650 children
- 19,420 adults



# Service Eligibility

**People with intellectual disabilities (IQ 75 or below) and limited ability to handle day-to-day activities**

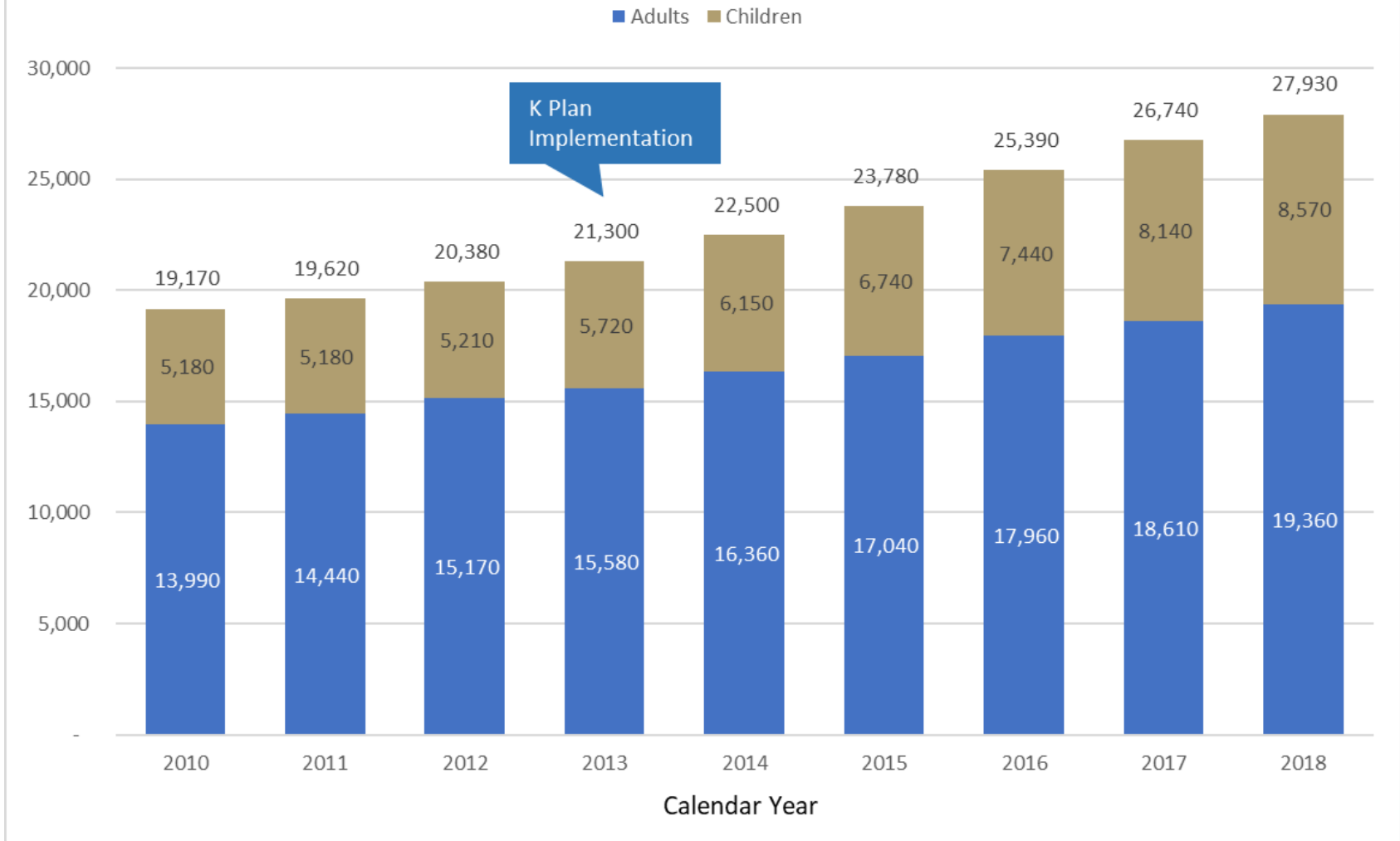
**People with developmental disabilities, conditions like autism, down syndrome and cerebral palsy**

**They must also meet financial eligibility requirements for Medicaid services**




# Enrollment Changes in I/DD Program

## Adult and Children Caseload Growth



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# Accessing Services



**Community Developmental Disabilities Programs (CDDPs) determine eligibility**

The Eligibility Specialist in a person's CDDP will help with the necessary paperwork and guide a person through the process.

There are 33 CDDPs covering every county in Oregon.

# Case Management

CDDPs	Brokerages	ODDS Staff
33 entities statewide	14 organizations statewide	45 ODDS state staff
Serve 11,780 adults and more than 8,000 children	Serve 7,640 adults	Serve 570 children with significant needs
Adult in-home services and Supported Living	Adult in-home services	Children's In-home Intensive Services (CIIS)
Adult Residential Services and Adult Foster Homes		Children's Residential Services
Children's in-home & I/DD Foster Care		

Some services are available regardless of case management choice.

Examples:

- Employment
- Behavior consultation

# Partnerships in Safety

## Community Developmental Disabilities Programs

- CDDPs investigate allegations of abuse for adults with I/DD

## CDDPs and Brokerages

- Monitor health and safety
- Provide Adult Protective Services

**Report suspected abuse:  
1-855-503- SAFE (7233).**

## Office of Training, Investigations and Safety (OTIS)

- Coordinates abuse investigations for adults with I/DD in CDDPs
- Investigates allegations of abuse in the Stabilization and Crisis Unit (SACU)
- Investigates allegations of abuse in Children's Residential settings (group homes)

# Partnerships in Safety

## ODDS Quality Improvement Unit

- Perform reviews of CDDPs and Brokerages
  - Ensure compliance with Medicaid and state rules and regulations
- Licensing and Certification
  - Assess civil penalties (Residential only)
  - Advisory letters
  - Suspension/revocation/non-renewal

# Centralized Abuse Management System

- Real-time data
- Access to information across multiple partners
- Centralized location to capture serious incidents and investigations, which helps with:
  - Identifying trends
  - Taking action quickly
  - Targeting training needs
- Planned roll-out: November 2019





# Individual Support Planning

A Services Coordinator (CDDP) or Personal Agent (Brokerage) helps:

- A person identify their desired outcomes/goals
- Address assessed needs
- Choose services to support their goals and needs
- Follows up with person to make sure the ISP is working for them



*Personal Agent Sarah (left) has supported Travis for more than six years. She worked with him on building employment goals and community outings into his plan.*

# In-home Services

## Meet Logan:

- Lives with his family near Medford
- Brokerage Personal Agent
- Supports include:
  - Helping prepare for his job
  - Support interacting with his peers
  - Meal planning/budgeting

## Providers that offer these services:

- Provider agencies/organizations that employ Direct Support Professionals (DSPs)
- Personal Support Workers (PSWs)

OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES



*Logan, pictured with his grandparents and mother, loves to bowl when he isn't working or spending time with family.*

# In-home and Employment Services

## Meet Kelsey:

- Lives with her family in Klamath Falls
- Brokerage Personal Agent
- Supports include:
  - Job coaching
  - Financial planning
  - Assistance with her medical team to maintain health, follow treatment plans

## Providers that offer these services:

- Provider agencies/organizations that employ Job Coaches and DSPs
- Personal Support Workers (PSWs)



*Kelsey works at Burger King. She uses an iPad to communicate.*

# Children's In-Home Services

## Meet Allie:

- Lives in Beaverton with her family
- ODDS Services Coordinator
- Supports include:
  - Nursing, including respite and intervention to receive nutrition
  - Orthotics
  - Behavioral Support Services

## Providers that offer these services:

- Nurses
- Behavioral Support Specialists
- Provider agencies that employ DSPs
- Personal Support Workers (PSWs)

OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES



*Allie likes watching cartoons, puzzles and going fishing*



# Residential Services

## Meet Bea:

- Lives in a group home in Monmouth
- CDDP Services Coordinator
- Supports include:
  - Menu planning, shopping, cooking
  - Making connections in the community
  - Help with safety and learning to manage behavior at home, work and in community

## Providers that offer Residential services:

- Provider agencies that employ DSPs
- Adult Foster Home providers
- Supported Living agencies that employ DSPs



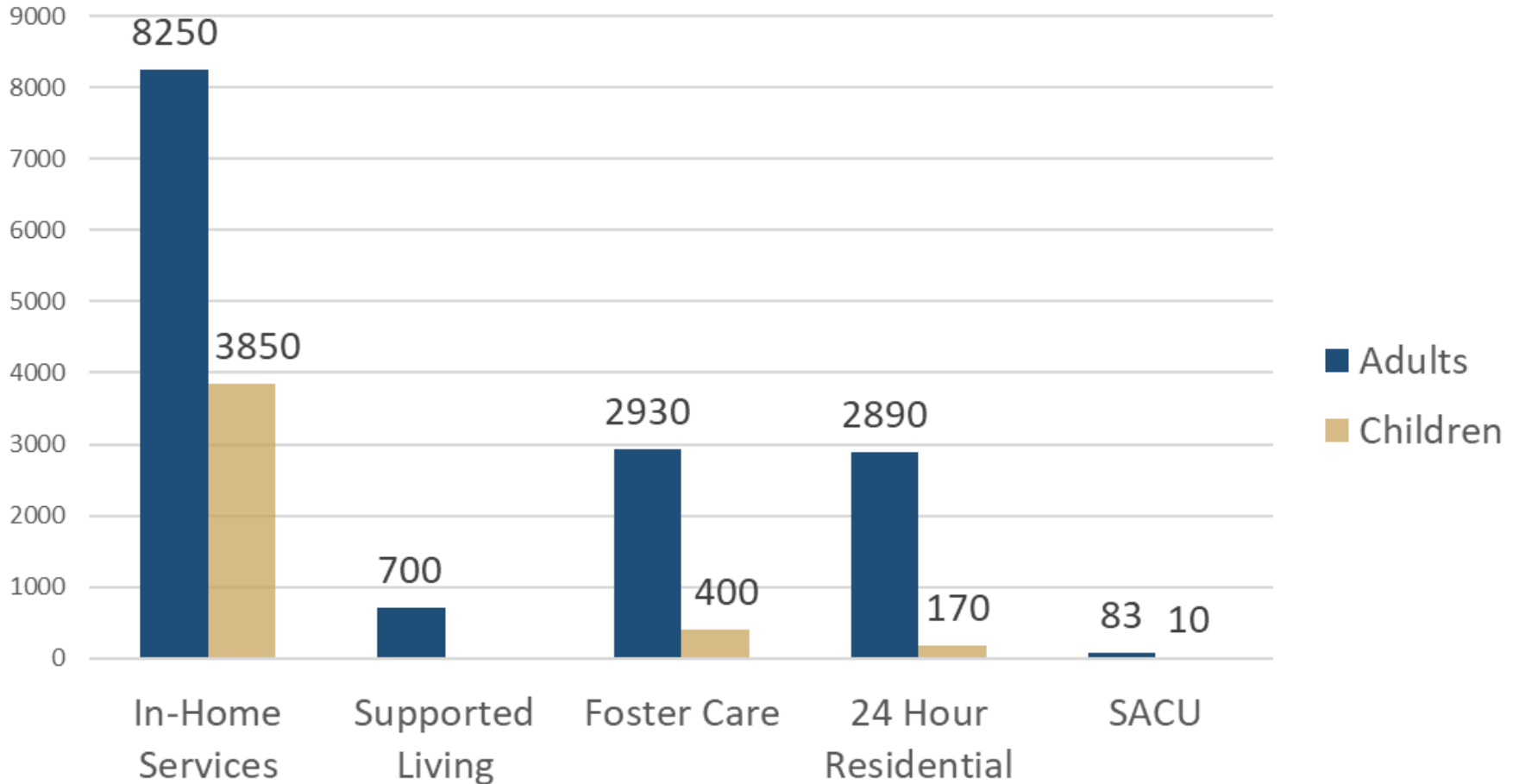
*Bea showcasing a meal she prepared in her home.*

# Stabilization and Crisis Unit

- Created as group homes managed and operated by ODDS in 1990s with closure of Fairview Training Center
- Became “SACU” in January 2014
- Primarily supports people with significant behavioral challenges
  - Homes for children and adults
  - Most people living at SACU have a dual diagnosis, I/DD and mental health challenges



## Adults and children by service setting





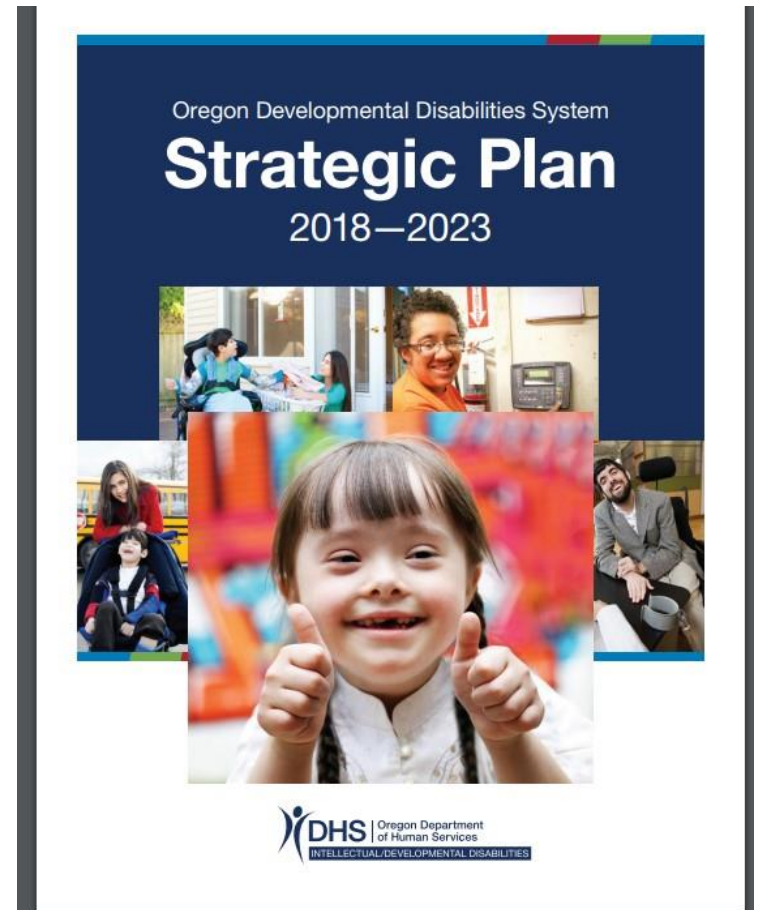
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# ODDS Strategic Plan 2018-2023

## Input from DD Vision Advisory Committee

- Self-advocates & families
- Providers
- CDDPs/brokerages
- Advocacy groups
- ODDS staff



# Goal 1: Create sustainable system with effective communication/equitable access

- Accomplishments:
  - Service equity planning in process
  - Began using Oregon Needs Assessment
  - Plan for case management structure
- Looking ahead:
  - Continue developing framework to communicate and implement policies and procedures
  - Plan new IT system for case management functions



# Goal 2: Honor and support people to make their own choices

- Accomplishments:
  - Individual Support Plan (ISP) redesign with statewide trainings
  - Functional needs assessment separated from the role of the case manager
- Looking ahead:
  - Working with advocates on supported decision making



# Goal 3: Support opportunity for living & working in the community

- Accomplishments:
  - 1,200 people in community jobs, more than double from 2015
  - State as Model Employer program
- Looking ahead:
  - Forum to develop community-based crisis intervention system
  - Improve collaboration for people supported by multiple programs
  - Continue Employment First work with VR and ODE



# Goal 4: Provide families the supports needed to raise their children at home, or another home within the community

- Accomplishments:
  - Engaged with the LifeCourse Community of Practice to embed principles into the ISP
  - Supporting children with specialized, cross-program needs
- Looking ahead:
  - Enhanced Foster Care option & expand children's residential
  - Training/other resources for parents with I/DD




# Goal 5: Support people to live rich, full lives while providing for their health and safety

- Accomplishments:
  - Quality Improvement enhancements
  - Online training for DSPs in group homes and adult foster home providers
  - Partnership to implement PSW training
  - New rate models
- Looking ahead:
  - Implement new rates to extent possible
  - Rollout Centralized Abuse Management System





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# Major Challenges

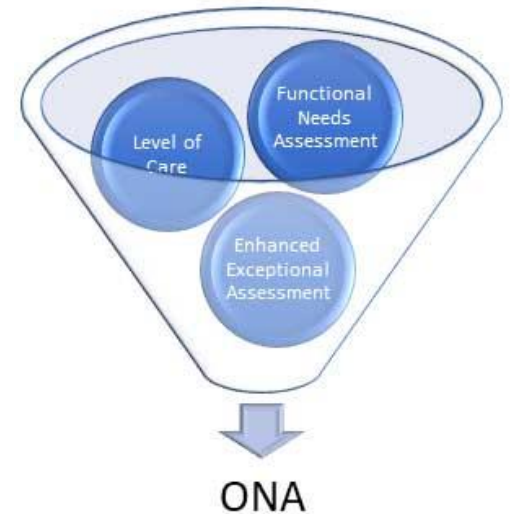
# Workforce



# Systems Change in 2019-21

## Managing significant change

- Continue the ONA
- Improved ISP process
- Implement new rate models
- New process for authorizing in-home hours



Quality improvement efforts

Electronic Visit Verification

Planning IT case management system

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# Proposed Investments for 2019-21

- Funding for continued caseload growth, maintaining current I/DD eligibility criteria
- Expanded service capacity for children with significant support needs (POP 129)
  - Enhanced foster care
  - Children’s Intensive In-Home Services
  - Children’s Residential Services
- CAM maintenance and operations (POP 208)

# Proposed Reductions for 2019-21

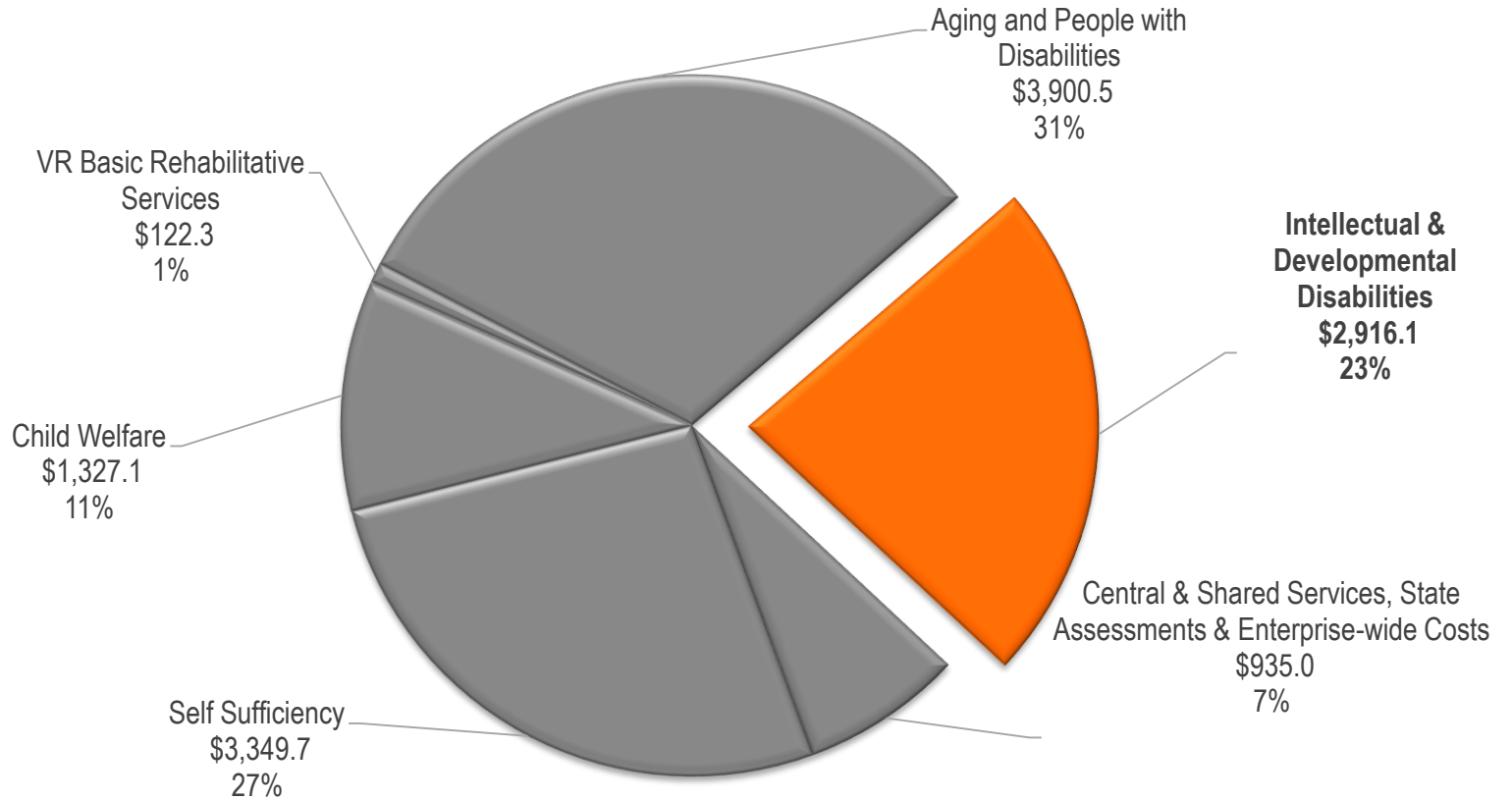
- Reduce equity funding for CDDPs and Brokerages at 93 percent
- Expend the Fairview Housing Trust
- Phased closing of two medical homes at SACU (Eliot Homes)
- Job Coaching rate adjustments

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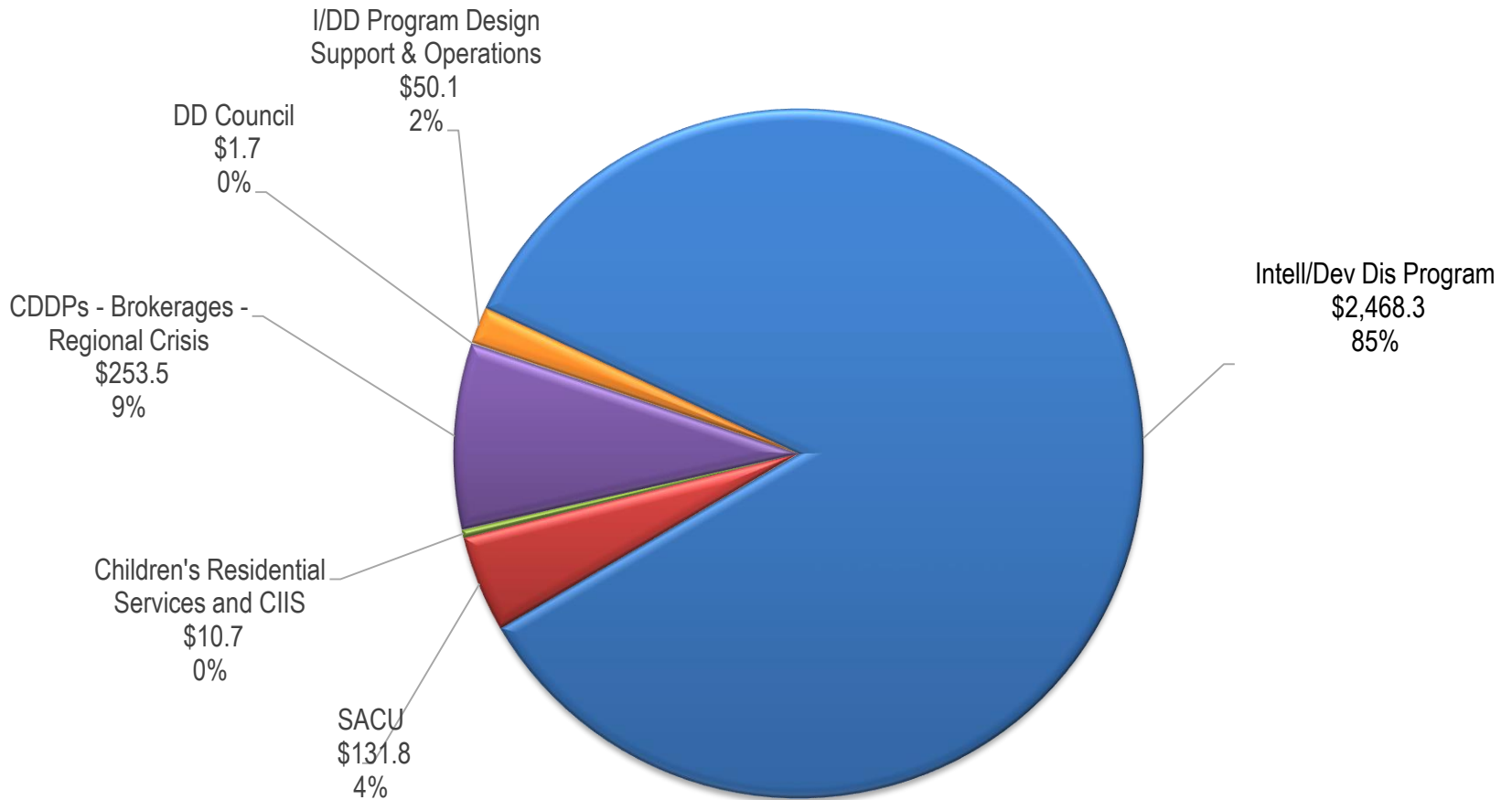
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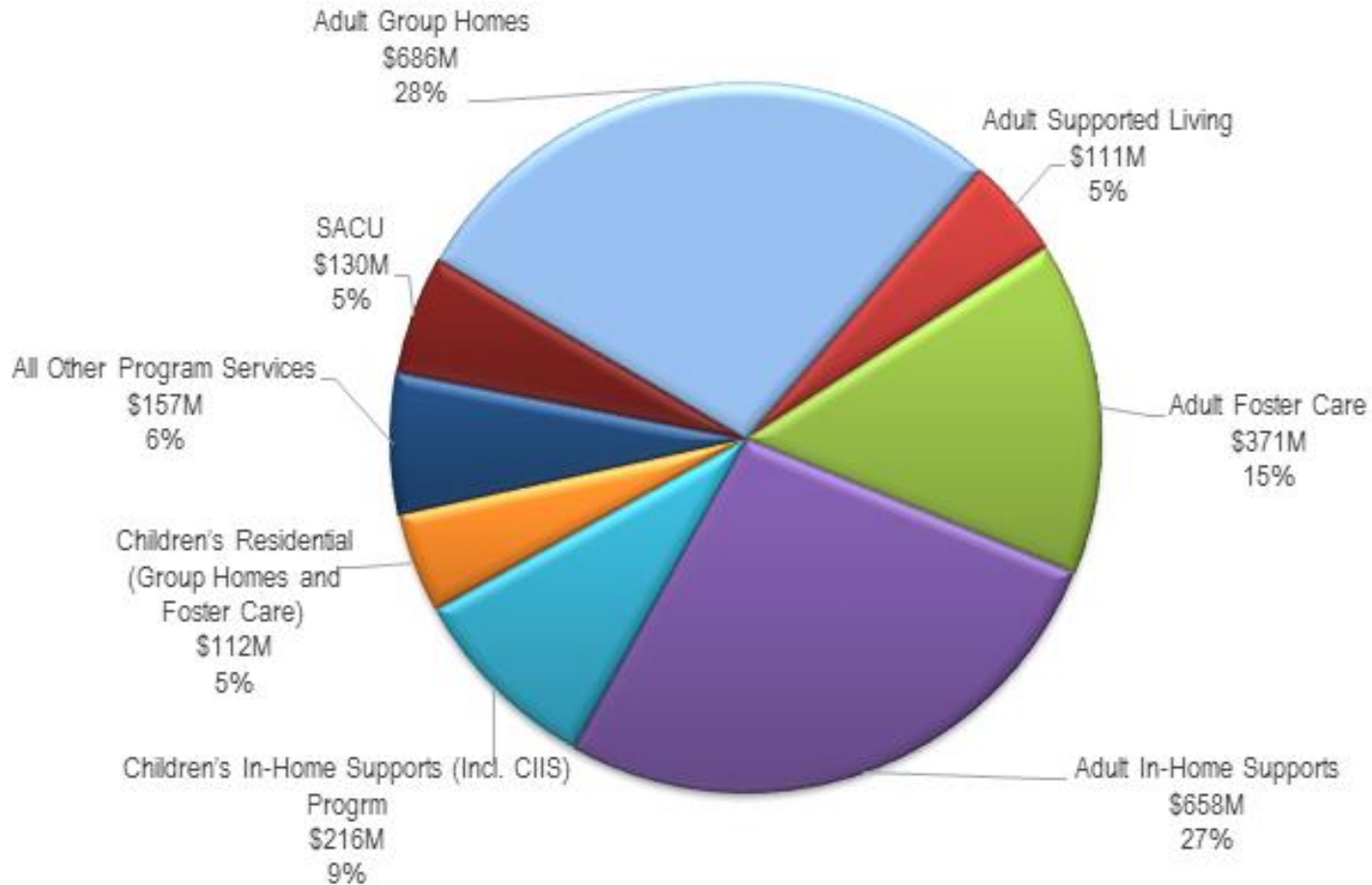
Department of Human Services  
2019-21 Governor's Budget  
Total Fund by Program Area  
\$ 12,550.7 million



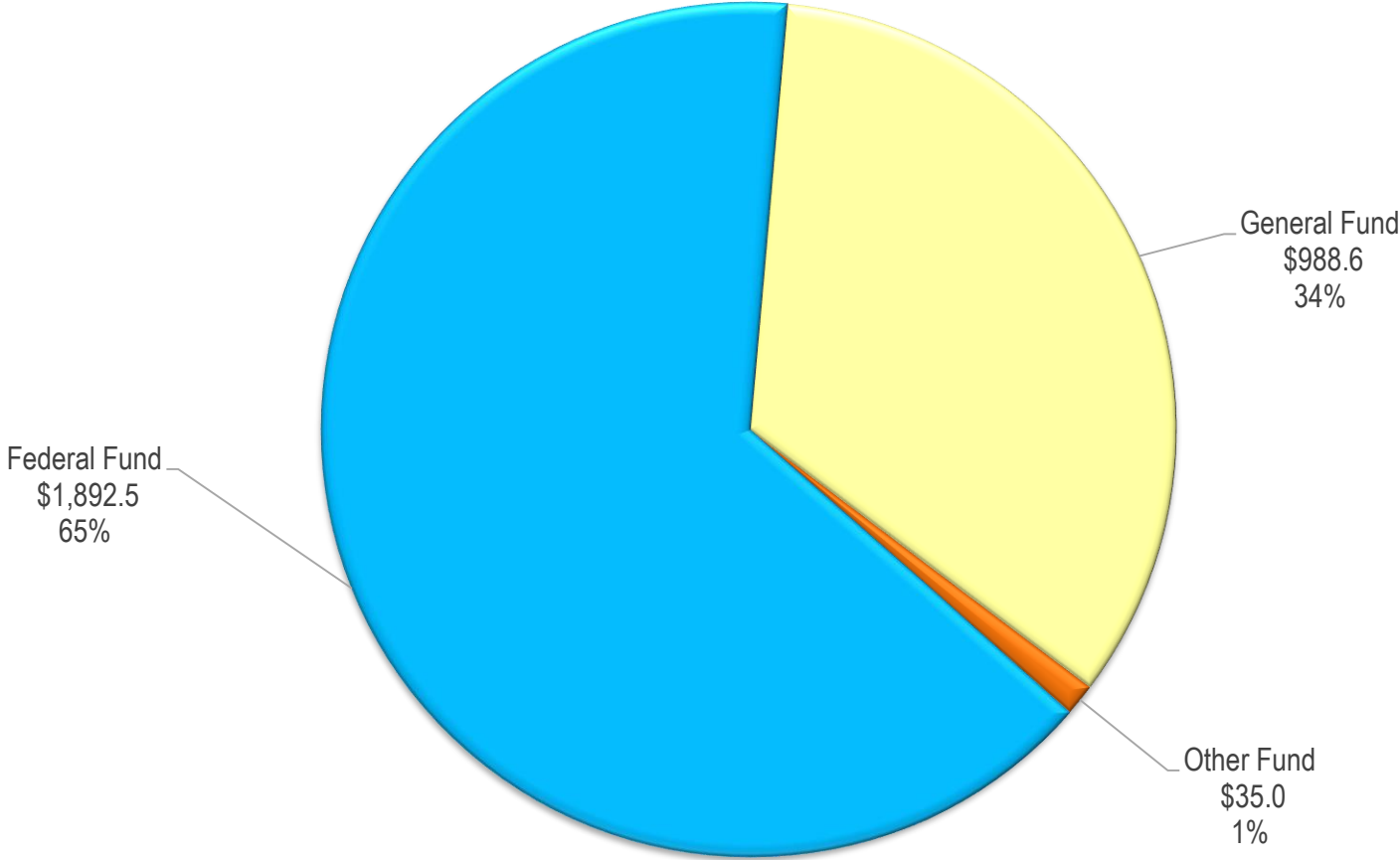
Intellectual & Developmental Disabilities  
Total Fund by Program Area  
\$ 2,916.1 million



### 90% of I/DD Budget is Funding for Program Services

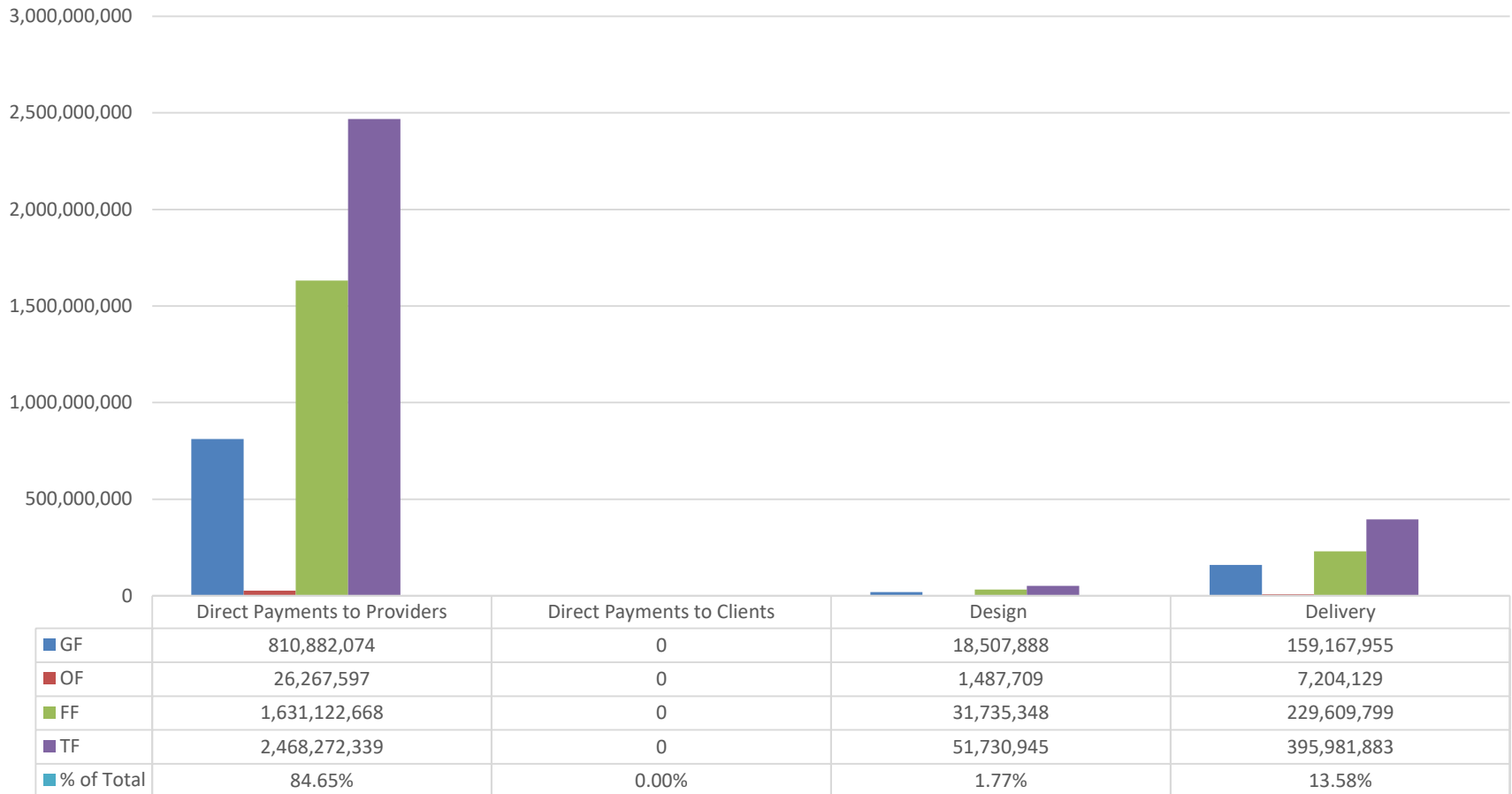


Intellectual & Developmental Disabilities  
Total by Fund Type  
\$ 2,916.1 million



# DHS I/DD Direct Payments and Services 2017-19 GB

Department of Human Services - I/DD

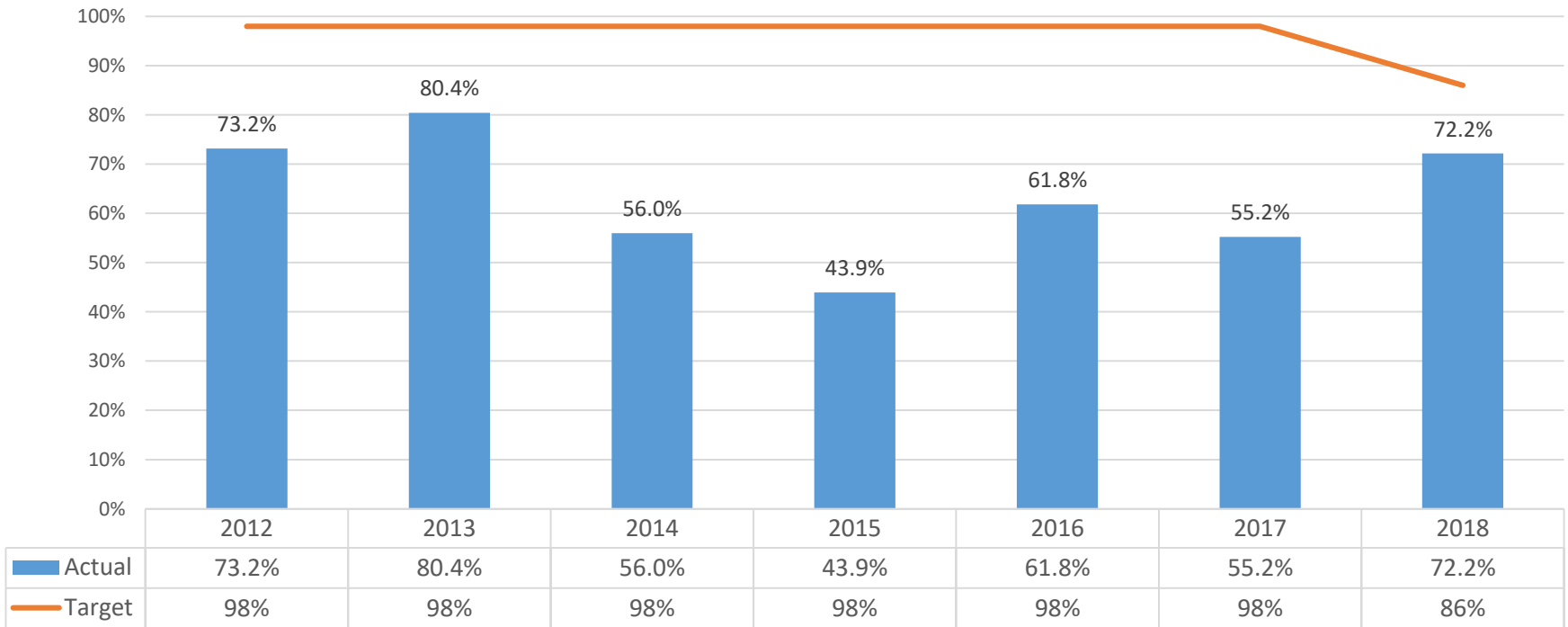


Note: 98.23% of budget is direct services (Delivery) or direct payments to clients or providers

KPM #12 DEVELOPMENTAL DISABILITY SUPPORT SERVICES - The percentage of eligible adults who are receiving adult support services within 90 days of request.

\*Replacement measure being proposed\*

Time Period: Jun-July



ODDS began collecting information on newly eligible individuals in the ODDS billing system (eXPRS) beginning 7/1/2018 and will have more complete data to report in future reporting periods.

# Proposed Replacement for KPM 12 - ODDS

## **Current KPM 12 - Developmental Disability Support Services**

The percentage of individuals receiving services within 90 days of completed application.

## **Proposed Replacement - Service Eligibility**

The percentage of individuals who apply for ODDS services who are determined eligible within 90 days from application

## **Rationale**

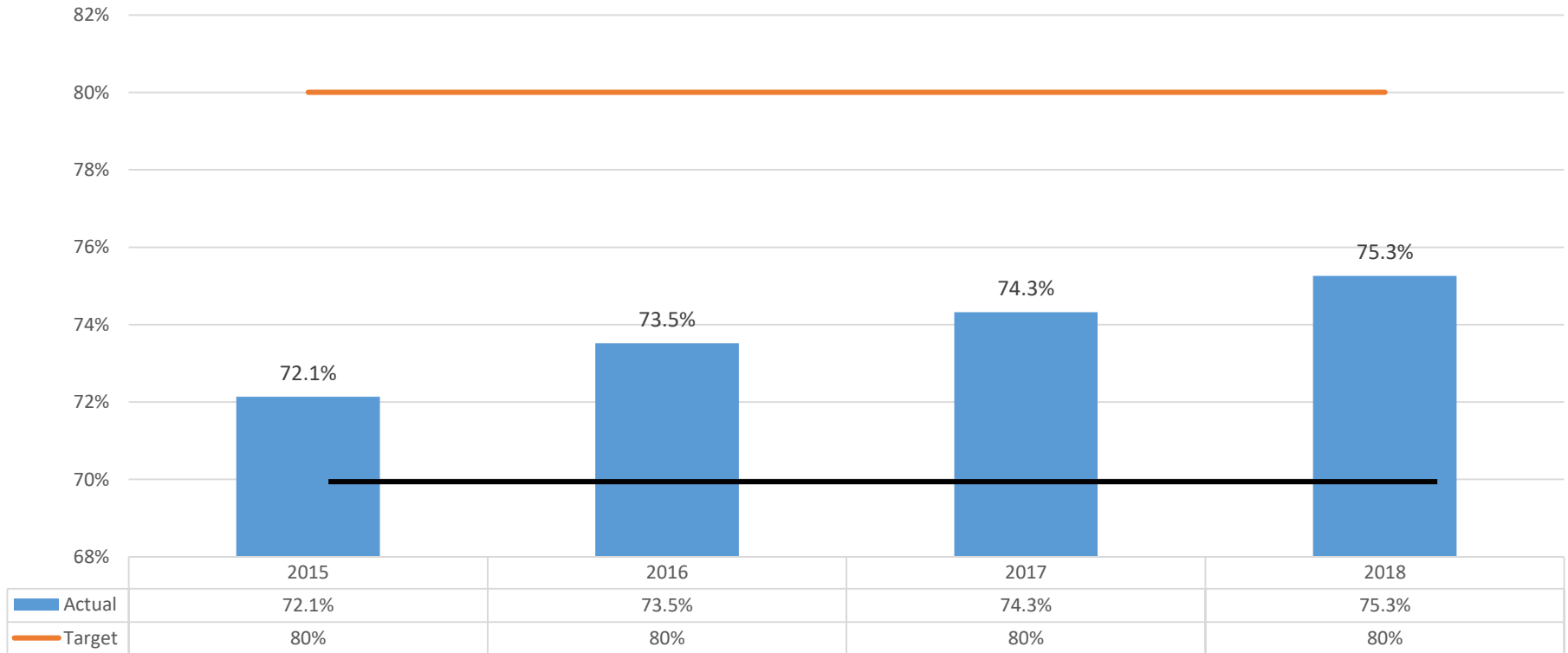
ODDS serves some of the most vulnerable people in our communities. Timely eligibility decisions helps ensure people get necessary services that contribute their well-being. New improvements to the I/DD eXPRS payment system allow us to track all people who have applied for services and the length of time it takes to determine their eligibility.



## KPM #13 PEOPLE WITH DISABILITIES LIVING AT HOME

The % of individuals enrolled in the Intellectual/Developmental disabilities program who are receiving services in their own home (including family home).

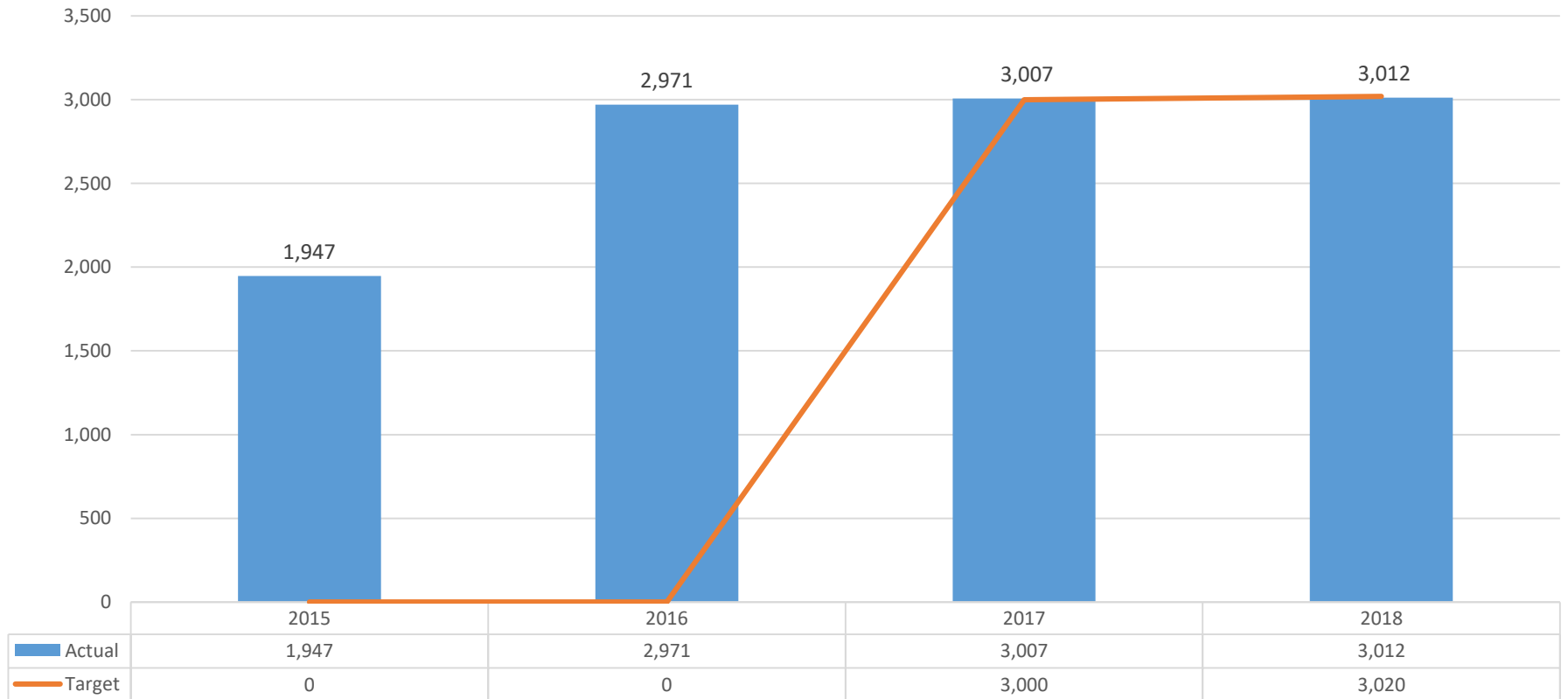
Time Period: Jan - Dec



ODDS began collecting information on newly eligible individuals in the ODDS billing system (eXPRS) beginning 7/1/2018 and will have more complete data to report in future reporting periods.

## KPM #14 SUPPORTED EMPLOYMENT

Number of individuals who receive developmental disability services in supported employment  
Time Period: Oct-Sept

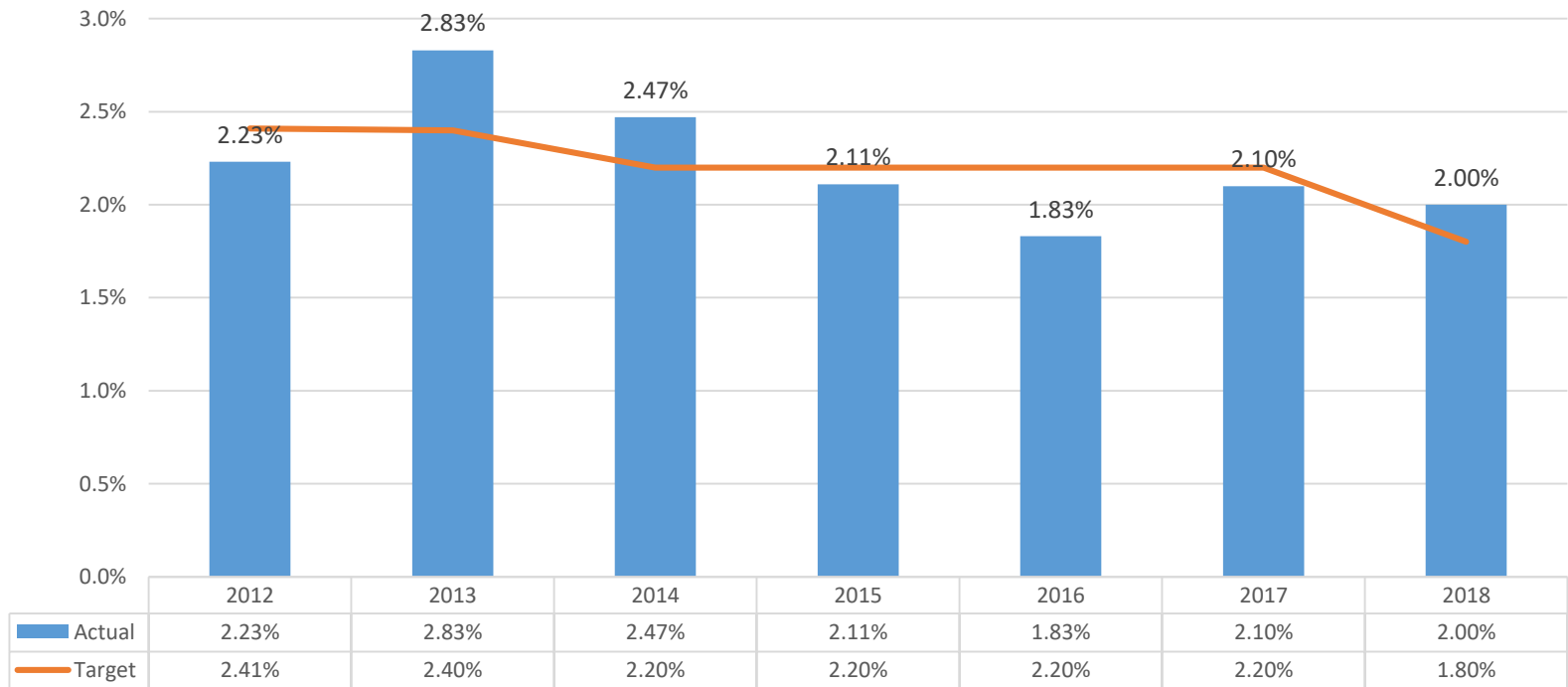


ODDS is refining this metric for 19-21 to ensure alignment with Lane v. Brown and to clarify data reported.

# KPM #15 ABUSE OF PEOPLE WITH DEVELOPMENTAL DISABILITIES

## The percentage of substantiated abuse/neglect of adults in licensed and endorsed programs

### Time Period: Jan-Dec



“Licensed and endorsed” programs is defined as group homes (including state-run group homes), supported living, vocational sites, and foster homes. The measure counts the number of unduplicated victims with at least one substantiated abuse. The jump between 2016 and 2017 was likely because ALL neglect was excluded from the calculation in 2016. Most neglect types were added in 2017 and are also included in the calculation for 2018.

## Coming up next:

- Vocational Rehabilitation: Feb. 12, 2019
- Public testimony for APD, I/DD, VR: Feb. 13, 2019



[www.oregon.gov/dhs](http://www.oregon.gov/dhs)