

Presentation to the 2023 Joint Ways and  
Means Subcommittee on Human Services

# ODHS Key Performance Measures, Part I

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April 27, 2023

# Agenda

- I. **An agency focused on outcomes**
- II. Aging and People with Disabilities
- III. Office of Developmental Disabilities Services
- IV. Self-Sufficiency Programs
- V. Questions

# Outcomes-driven decision making

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The **ODHS Management System** works in tandem with KPMs to advance our outcomes-focused culture.

Implementing practices for **using and sharing data**

Fostering reflective practice through **quarterly target reviews**

Establishing performance measures tied to **improving service equity**



**Ongoing training** of new managers

Continuing to develop our **Management System software**

Developing **score cards** for tracking progress on agency initiatives.

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# Our mission and vision

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**Mission:** To help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity.

**Vision:** Oregon's older adults, people with disabilities and their families experience person-centered services, supports and early interventions that are innovative and help maintain independence, promote safety, well-being, honor choice, respect cultural preferences and uphold dignity.



# Advancing our values

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APD is working to strengthen its measures to increase accountability.

Efforts include:

- **Analysis of strengths**, weaknesses, opportunities and challenges
- Regulatory **process mapping**
- Review of the **Fundamentals Map** and Quarterly Target
- Review and update **Strategic Plan**

Request to revise KPMs planned for 2025.

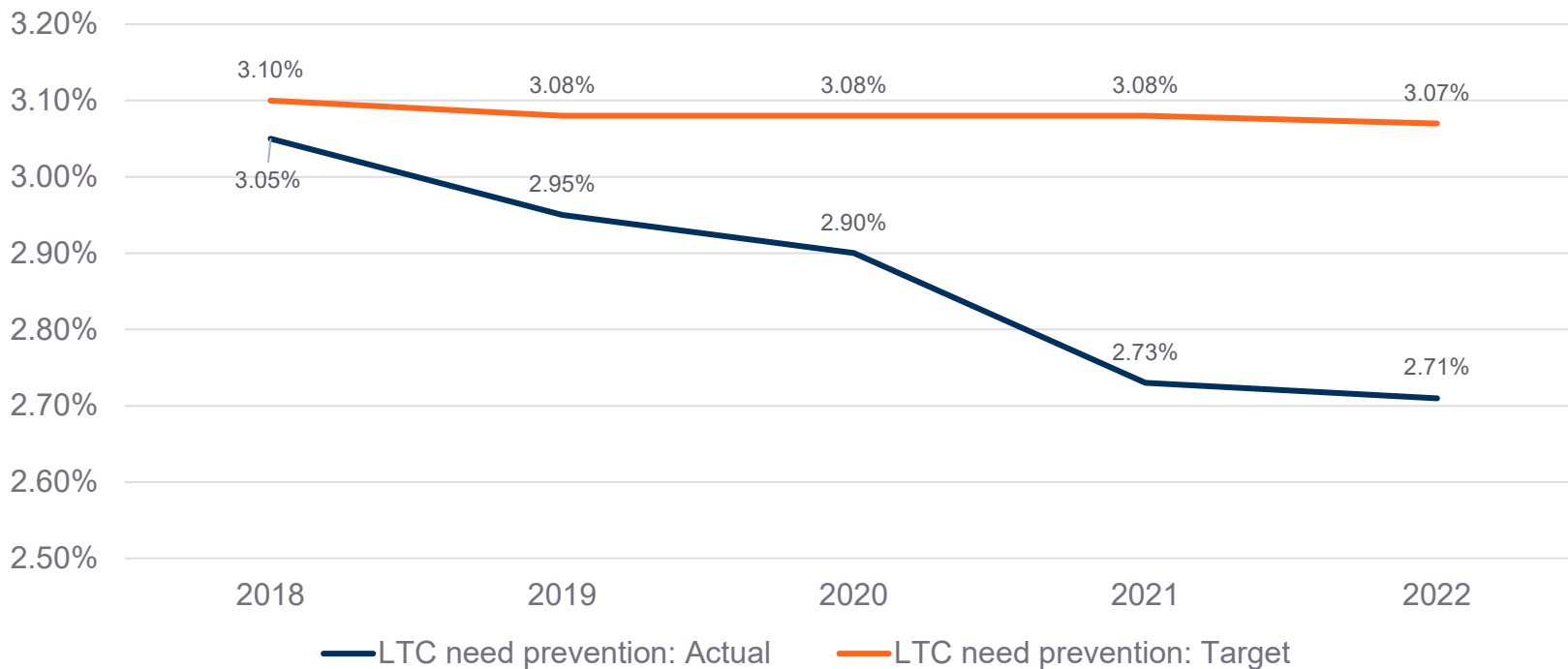


# Key performance measure (KPM) 1

## Older adults needing publicly funded long-term care services

The percentage of older adults (65+) needing publicly-funded long term care services

Data collection period: Jan 01 - Dec 31



	LTC need prevention:	
	Actual	Target
2018	3.05%	3.10%
2019	2.95%	3.08%
2020	2.90%	3.08%
2021	2.73%	3.08%
2022	2.71%	3.07%

# Factors affecting results

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- Inability to find a care provider to hire to receive services and supports.
- Estate recovery requirements.
- Lack of knowledge on how to access help.
- Belief that only publicly funded care option is a nursing facility.





# Proposed targets for the coming year and proposed changes

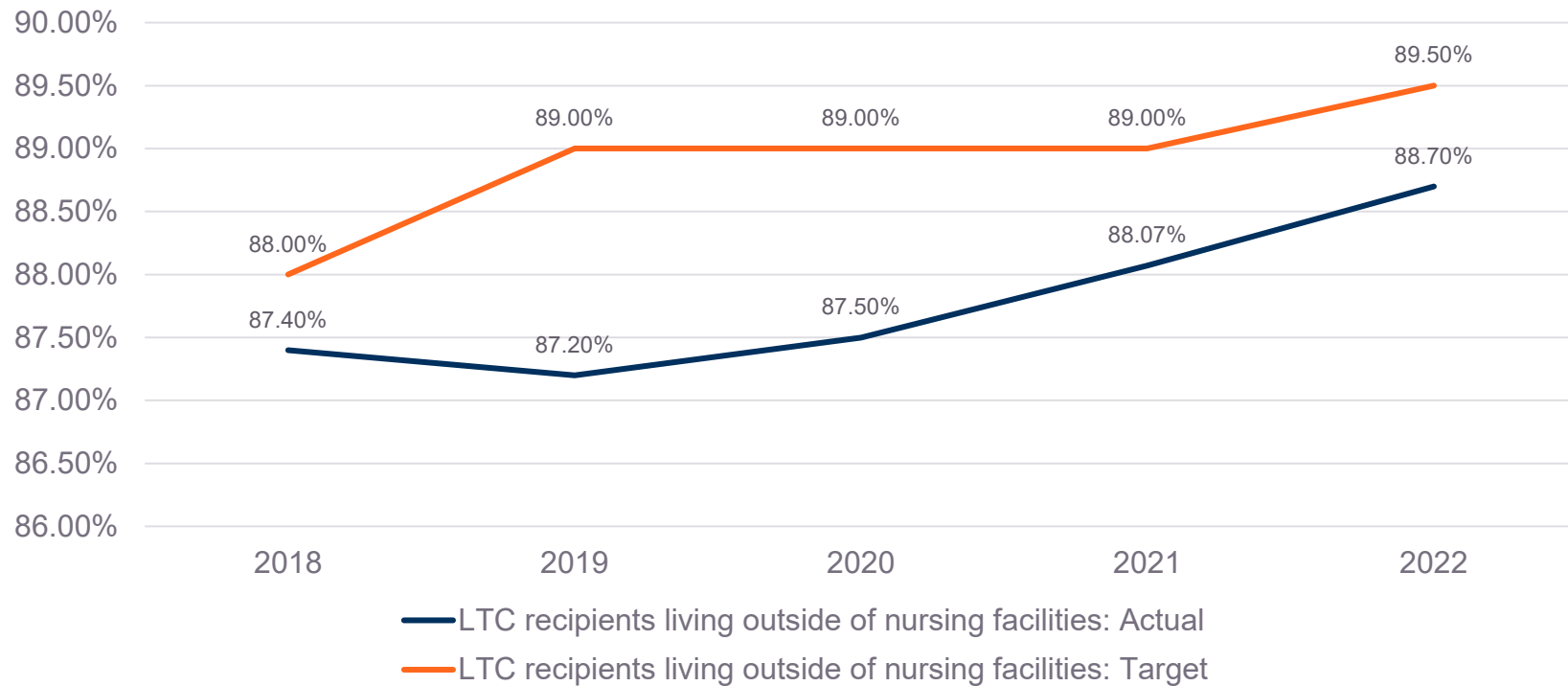
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- **Current Target:** Less than 3.07 percent of older adults needing publicly funded long-term care services and supports.
- APD is making no proposed changes for the target in the coming year
- APD is making no proposed changes to this measure.

# KPM 2

## Long-term care recipients living outside of nursing facilities

The percentage of Oregonians accessing publicly-funded long-term care services who are living outside of nursing facilities | Data collection period: Jan 01 - Dec 31

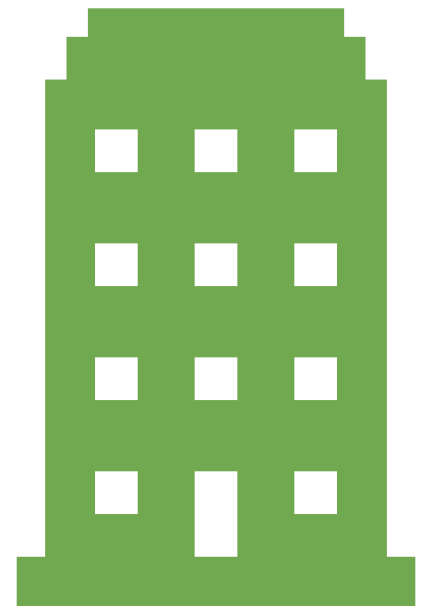


LTC recipients living outside of nursing facilities:		
	Actual	Target
2018	87.40%	88.00%
2019	87.20%	89.00%
2020	87.50%	89.00%
2021	88.07%	89.00%
2022	88.70%	89.50%

# Factors affecting results

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- KPM #2 enables APD to track use of community-based options.
- Ideally **about 90 percent** of Oregon's Medicaid long-term care population would be served **outside of nursing facilities**.
- Factors affecting this measure include:
  - **Needs** of Oregonians we serve
  - Availability of care **options in a given community**.



# Proposed targets for the coming year and proposed changes

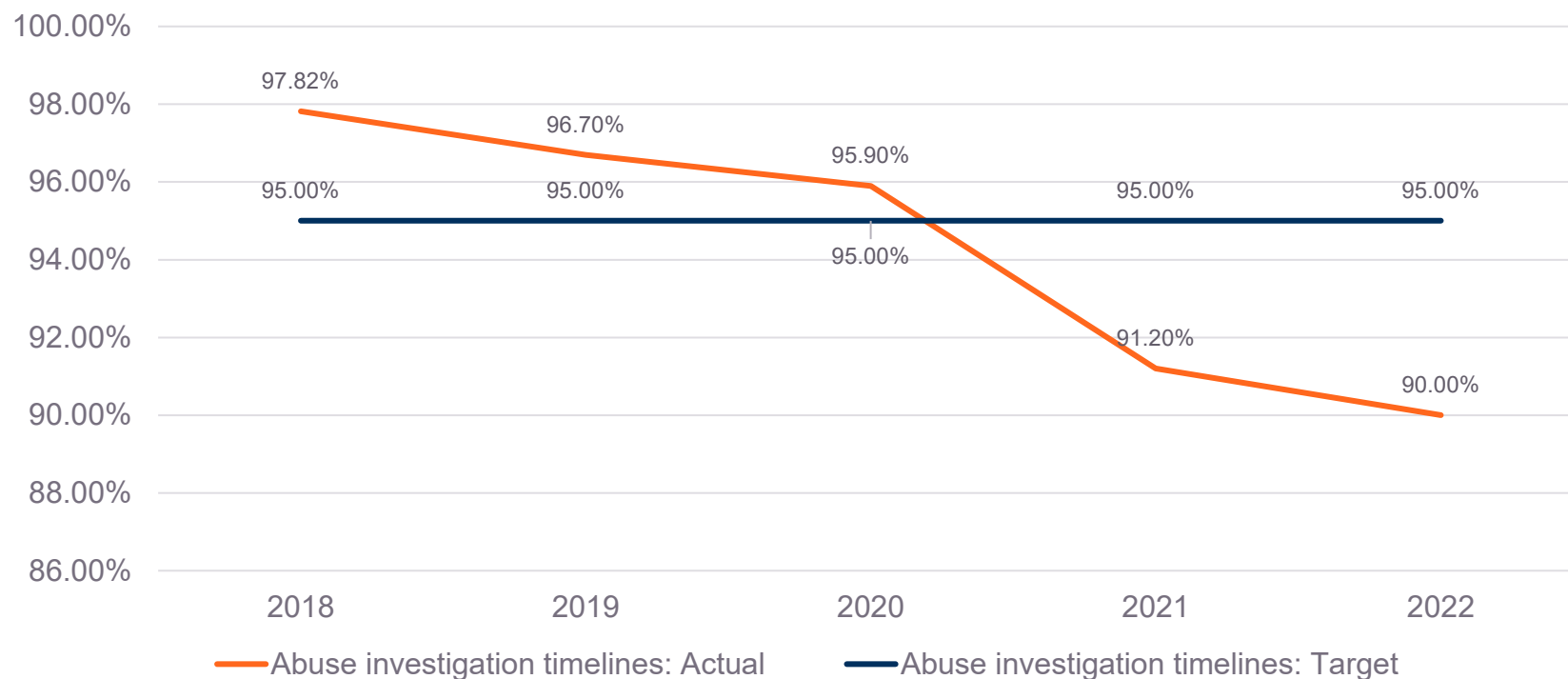
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- **Current Target:** More than 89.5 percent of long-term care recipients live outside nursing facilities.
- APD is not proposing changes to the target for the coming year
- APD is making no proposed changes to this measure.

# KPM 3

## Timely APD abuse investigations

The percentage of abuse reports assigned for field contact by APS and NFLU that meet policy timelines  
Data collection period: Jul 01 - Jun 30



	Abuse investigation timelines:	
	Actual	Target
2018	97.82%	95.00%
2019	96.70%	95.00%
2020	95.90%	95.00%
2021	91.20%	95.00%
2022	90.00%	95.00%

Note: APS and NFLU have different required timelines for investigations.

# Factors affecting results

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- Community investigations completed by Adult Protective Services (APS) have response times of same day, end of next business day, or within five business days.
- Facility (Adult Foster Home, Assisted Living Facility, Residential Care Facility, Memory Care) investigations completed by APS have response times of same day and end of next business day.
- Nursing Facility investigations completed by the Nursing Facility Licensing Unit (NFLU) within Safety, Oversight and Quality have assigned timelines of two days or 10 days.



# Proposed targets for the coming year and proposed changes

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- **Current Target:** More than 95 percent of abuse investigations are timely.
- APD is not proposing changes to the target for the coming year.
- APD is making no proposed changes to this measure.

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# ODDS mission and values

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**Mission:** ODDS, partners and the developmental disabilities (I/DD) community come together to provide services, supports and advocacy to empower Oregonians with I/DD to live full lives in their communities.

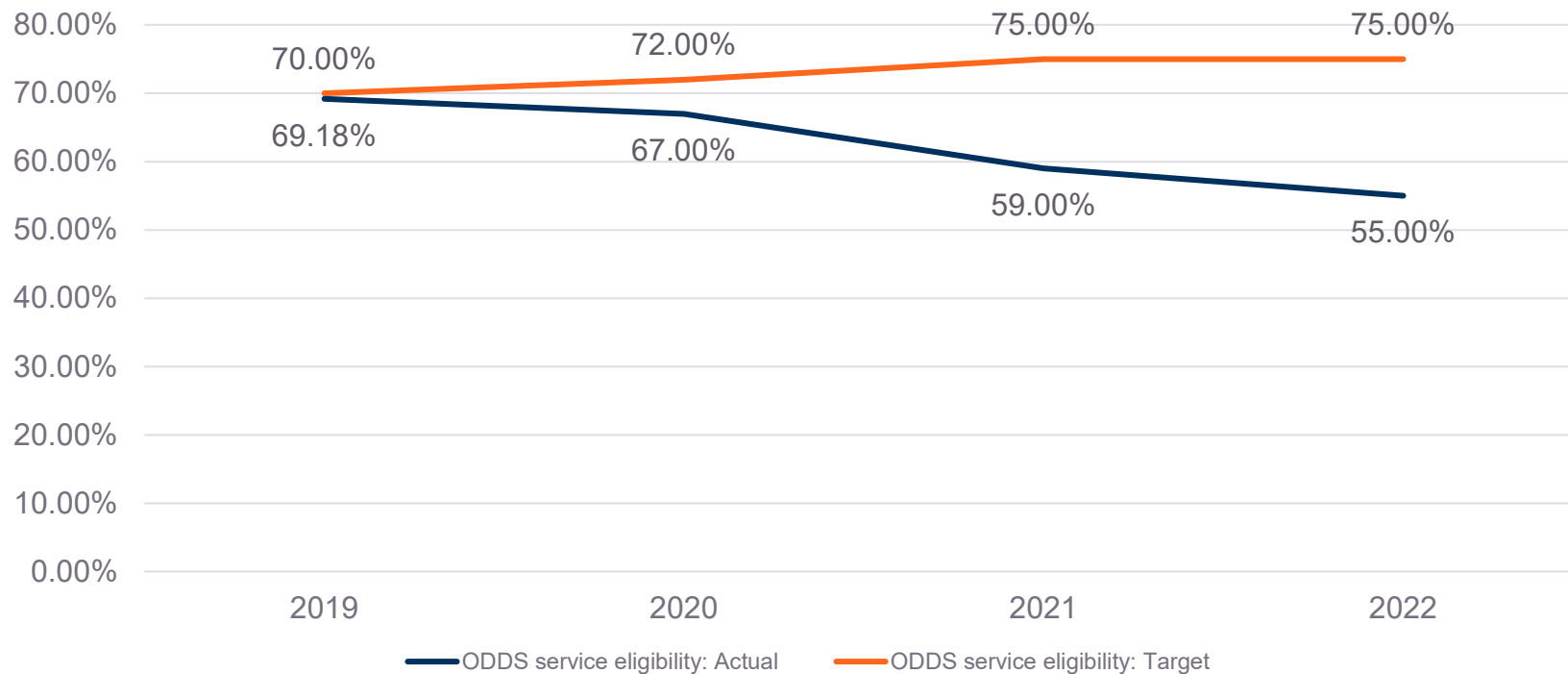
**We fulfill our mission and carry out our responsibilities adhering to the following values:**

- Choice, self-determination and person-centered practices
- Children and families together
- Health, safety and respect
- Community inclusion and community living
- Strong relationships
- Service equity and access

# KPM 9

## Timely eligibility determination for ODDS services

The percentage of individuals who apply for ODDS services who are determined eligible within 90 days from application | Data collection period: Jan. 01–Dec. 31



	ODDS service eligibility:	
	Actual	Target
2019	69.18%	70.00%
2020	67.00%	72.00%
2021	59.00%	75.00%
2022	55.00%	75.00%

# Factors affecting results

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**Background:** Since early 2022, ODDS is collecting information from CDDPs regarding why timely decisions could not be made.

## **Data is beginning to show trends and factors affecting results.**

- Most delays are the direct result of relying on other systems and departments while waiting on evaluations, psychological testing or medical documentation.
- Limited number of psychologists accept Medicaid funding for administrative examinations.
- Psychologists are booked too far out and delayed in returning reports (2–6 months)
- Educational settings complete fewer intellectual evaluations due to shortage of evaluators resulting in CDDPs needing to arrange intellectual testing.
- Increased delays in receiving existing medical or psychological records.
- CDDP staffing, workload, prioritization and administration errors.

# Proposed targets for the coming year

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**Goal:** Increase timely determination by minimum of 5% across the state.

## **Actions ODDS is taking**

- Rule changes to permit presumptive determinations of eligibility for people who may require additional testing and who do not have co-occurring conditions.
- Working with OHA Administrative Exam Team to increase psychological providers' rates, outreach to them and streamlining their payments.
- As of this year, working to determine if there are any inequities related to race, ethnicity or language access.

# Proposed changes

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**Initial Title:** Timely Eligibility Determination for ODDS Services

**Updated title:** Timely I/DD Eligibility Determinations for ODDS Services.

**Initial language:** % individuals who apply for ODDS services who are determined eligible within 90 days from application.

**Updated measurement language:** % individuals who apply for ODDS services who are determined eligible for I/DD services within 90 days from application.

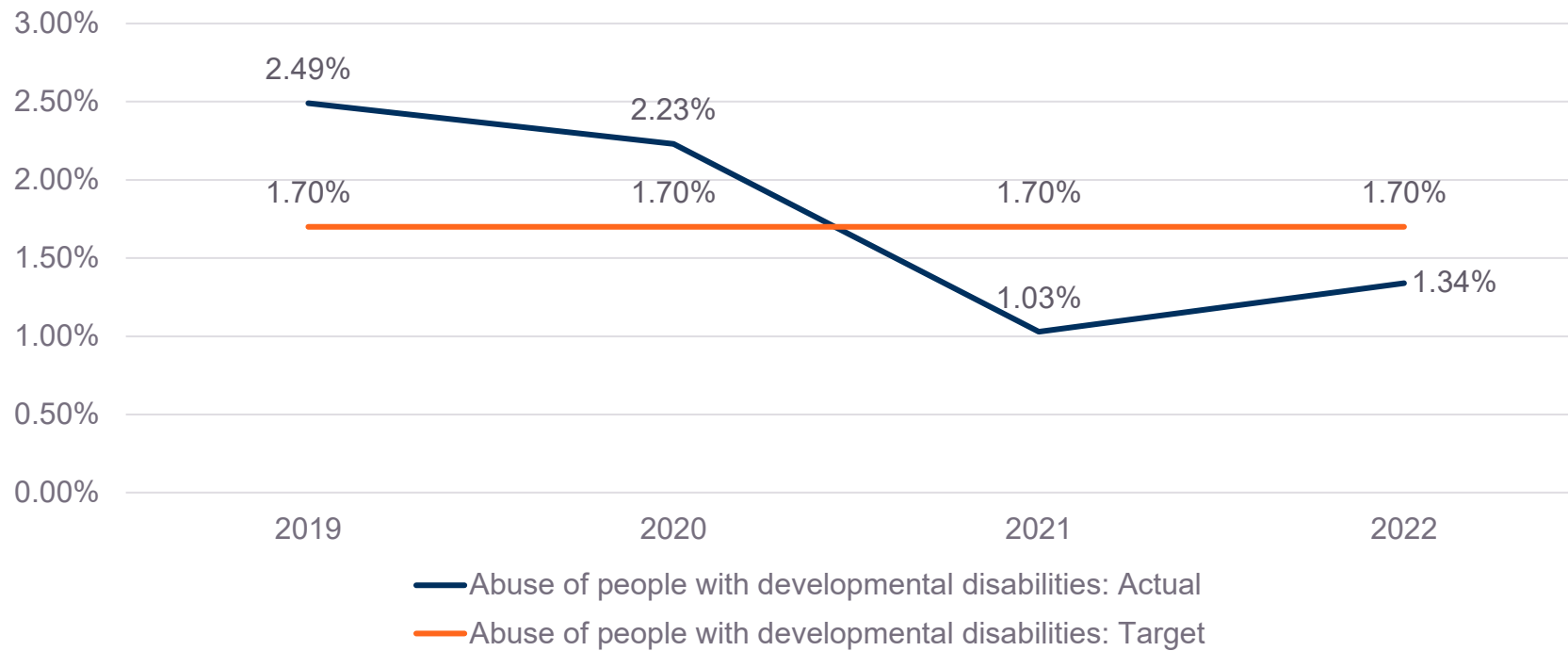
## Rationale

- No changes to the methodology.
- Clarifying measure to only capture I/DD eligibility determinations.

# KPM 12

## Abuse / neglect of adults with developmental disabilities

The percentage of substantiated abuse/neglect of adults in licensed and endorsed programs  
Data collection period: Jan. 01–Dec. 31



	Abuse of people with developmental disabilities:	
	Actual	Target
2019	2.49%	1.70%
2020	2.23%	1.70%
2021	1.03%	1.70%
2022	1.34%	1.70%

# Factors affecting results

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## **COVID-19 pandemic**

- Four years preceding the pandemic: Overall decline in abuse rates.
  - Abuse rate reached its lowest during year one of pandemic.
- Increased slightly each year since.
- Current rates below pre-COVID levels.
- COVID appears to have had a significant effect on abuse findings and/or reporting for these populations.

## **Other factors**

- High turnover rate of treatment and support staff in all settings.
- Barriers to the reporting of abuse during pandemic, fewer in-person interactions.

# Proposed targets for the coming year

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**No changes:** Need time to determine if abuse rates will stay at the current target or will return to pre-COVID levels.

## Needed actions

- Ongoing training for service coordinators, personal agents, personal support workers, direct support providers, and all other service providers and staff in recognizing, reporting and preventing abuse.
- Research and collaboration with community response systems and resources, including OTIS, domestic violence interventions, sexual assault response, mental health services, housing, etc.





# Proposed changes

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**Initial measurement language:** % of substantiated abuse/neglect of adults in licensed and endorsed programs.

**Updated measurement language:** % of adults with intellectual/developmental disabilities in licensed, certified and endorsed programs with substantiated abuse/neglect.

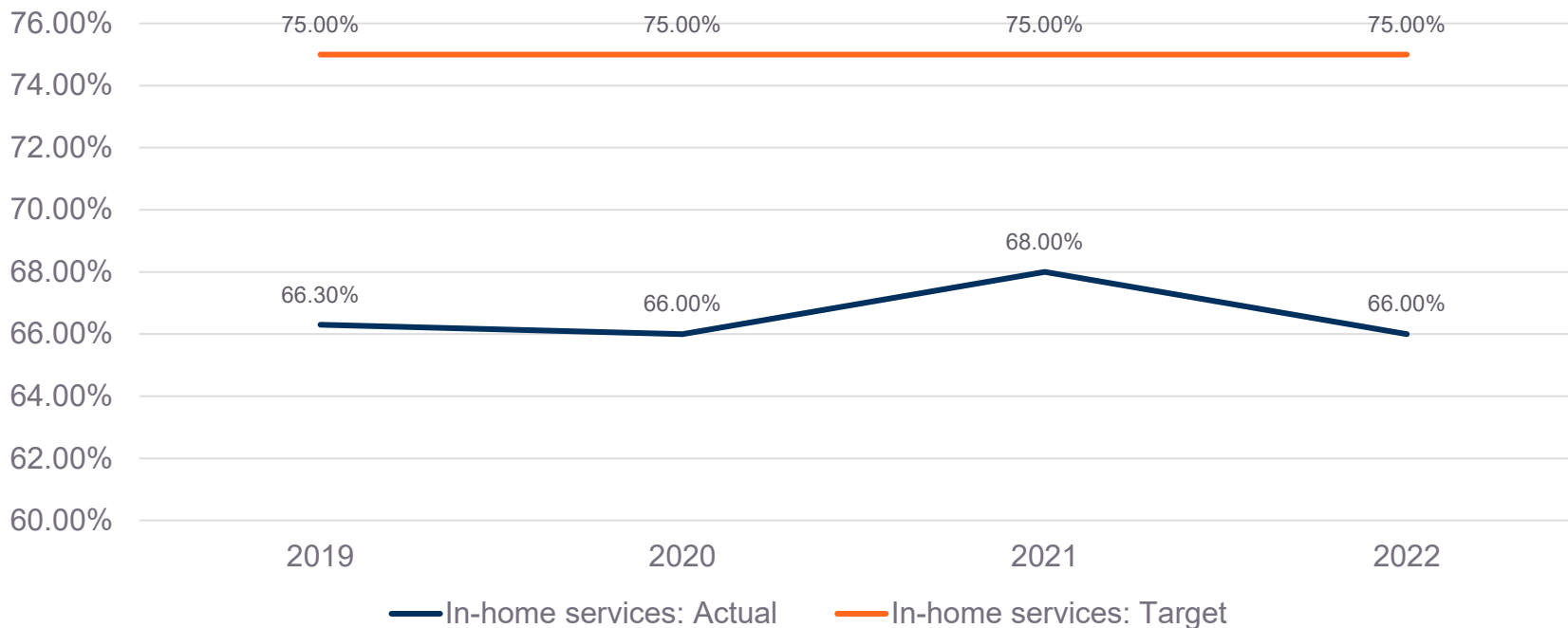
## Rationale

- No changes to the methodology of how the data is captured.
- Original wording confusing: Difficult to determine what the numerator/denominator were and what statistic was being generated.
- New wording clarifies the measure's focus on the percentage of adults receiving those services who are abused.

# KPM 10

## Adults enrolled in ODDS program receiving in-home services

The percentage of adults enrolled in the ODDS program who are receiving services in their own home, including family home | Data collection period: Jan. 01–Dec. 31



	In-home services:	
	Actual	Target
2019	66.30%	75.00%
2020	66.00%	75.00%
2021	68.00%	75.00%
2022	66.00%	75.00%

# Factors affecting results

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- Data only reflects where people receive services, not availability or choice.
- Group homes and foster homes provide another home and community-based option for people who choose these settings or have significant or specialized support needs.

## **Oregon's housing crisis**

- People with I/DD experience disproportionate barriers to accessing affordable housing in the community:
  - Medicaid eligibility with income less than \$2,523/month
  - SSI 2023 amount: \$914/month
- ODDS houselessness survey (November to December 2022)
  - ODDS houseless caseload: 0.6%
  - With co-occurring mental illness: 69%

# Proposed changes

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- Because individuals have choice of where they want to live and receive services, and because ODDS does not have strategic goals about where people should live and receive services, this metric is being retired.
- ODDS is deleting this measure because it doesn't provide meaningful or actionable information.

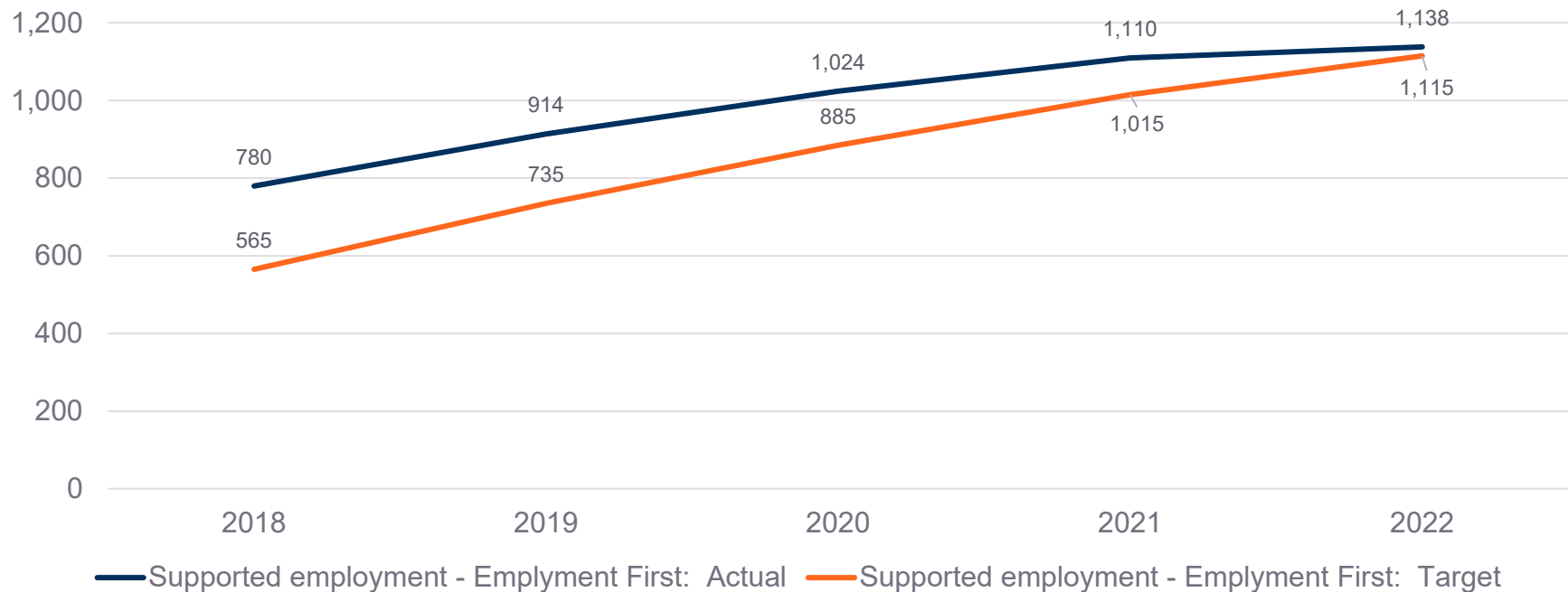


# KPM 11

## Supported employment services to obtain competitive, integrated employment

Number of individuals in sheltered workshop target population receiving supported and/or related employment services from ODDS and VR who obtain competitive integrated employment

Data collection period: July 1–June 30



	Supported employment - Employment First:	
	Actual	Target
2018	780	565
2019	914	735
2020	1,024	885
2021	1,110	1,015
2022	1,138	1,115

# Factors affecting results

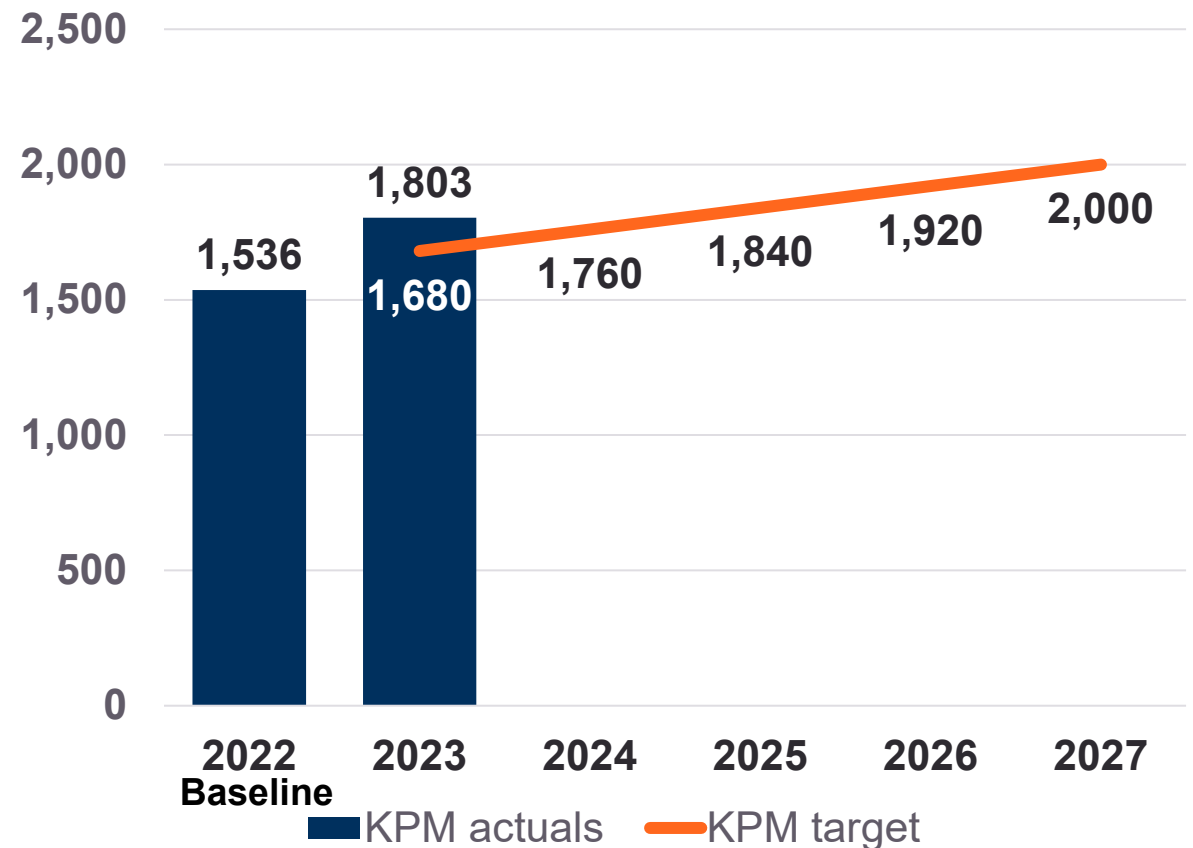
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- KPM implemented in 2016 as part of the federally enforced Lane v. Brown settlement agreement.
- Lane v. Brown required 1,115 people who had been in a Sheltered Workshop to obtain and keep a job for at least 90 days by June 30, 2022.
- ODHS (ODDS and VR) surpassed this metric in June 2022.
- Case dismissed in August 2022.
- Goal achieved through a multitude of systemwide changes:
  - Policy changes to provide supports to anyone with I/DD who wants to work.
  - System collaboration between Department of Education, ODDS and VR .
  - New service implementation such as Discovery.
  - Transition technical assistance and grants for providers who had previously provided support in a Sheltered Workshop setting.
  - Vast partner engagement.

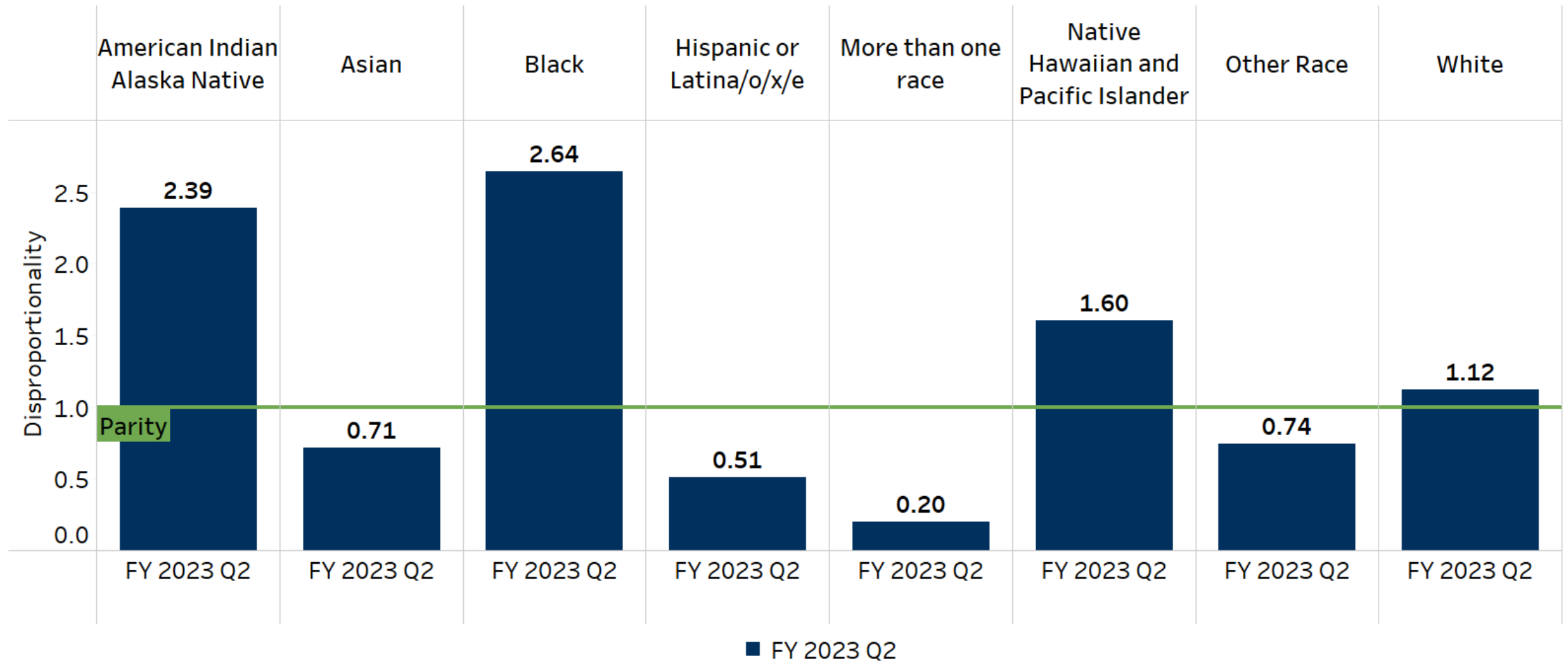
# Proposed changes

- Target met in 2022
- **Proposal:** Expand metric to include all people who are eligible for ODDS services, not just those who had been in a Sheltered Workshop.
- **Proposed target:** By 2027, at least 2,000 individuals in competitive Integrated employment with employment supports from ODDS.

New KPM 11 for 2023: Individuals in competitive integrated employment with employment supports for ODDS



# KPM: ODDS disproportionality metric



\*Note that this graphic excludes the 22.8% of individuals whose race is unknown. ODDS is working on developing a solution to identify the unknowns.



# Factors affecting results

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## Data considerations:

- For initial analysis, ODDS excluded individuals of unknown race: 22.8%.
  - Developing solution to identify individuals' race and reduce this number.
  - ODDS recently began receiving REALD race data.
  - FY2023 Q2 is the first time the agency is reporting on this data.
  - Cannot compare current data to previous data reported as calculation methodology now reflects REALD data.
- ODDS partnering with OEMS and Office of Tribal Affairs on community engagement to identify barriers and develop strategies to mitigate disparities.
- Developing accessible information in multiple languages and modalities.

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# Statewide well-being survey

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Summer 2022 statewide survey of Supplemental Nutrition Assistance Program (SNAP) participants.

Survey languages: Arabic, Russian, Somali, Spanish, Vietnamese, and English.

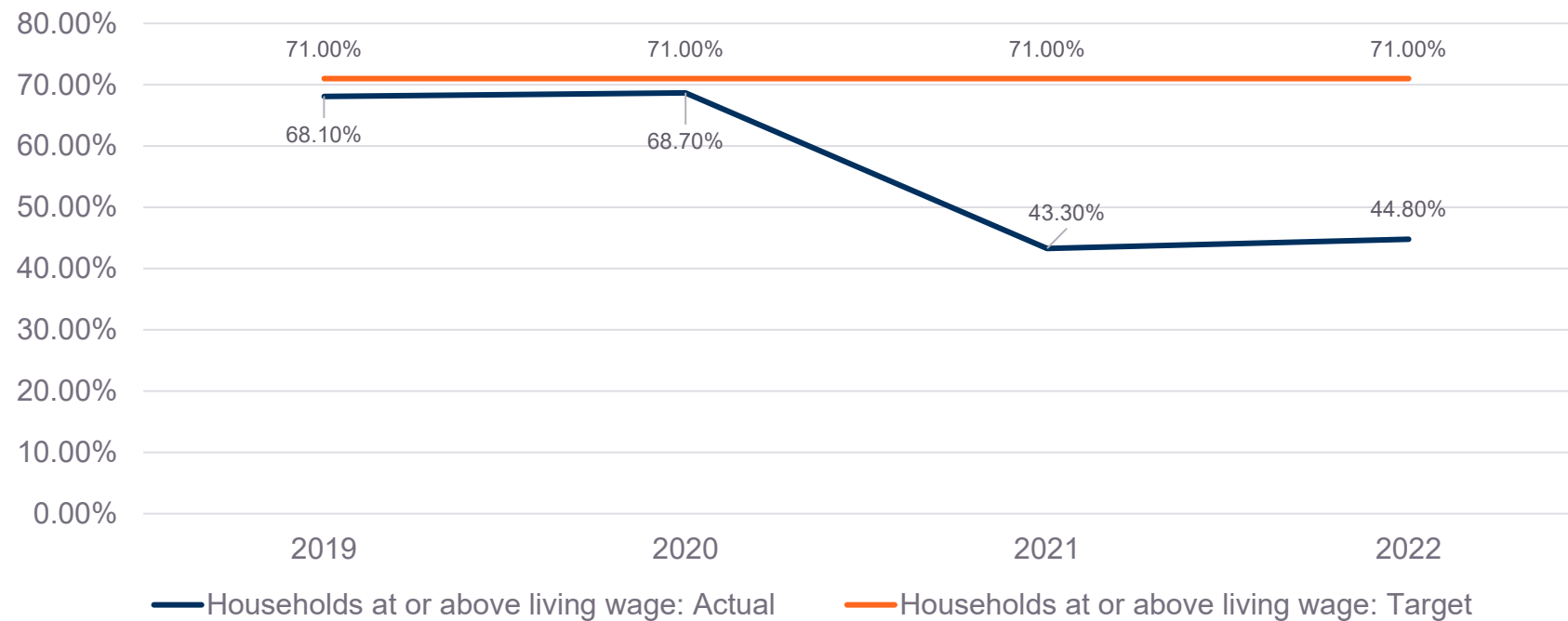
1,785 respondents out of 22,750 applicants – 7.8 percent overall response rate.



# KPM 13

## Households at or above living wage four quarters after leaving SSP program

The median percentage of households leaving Self-Sufficiency who are at or above a living wage four quarters out | Data collection period: Jul 01 - Jun 30

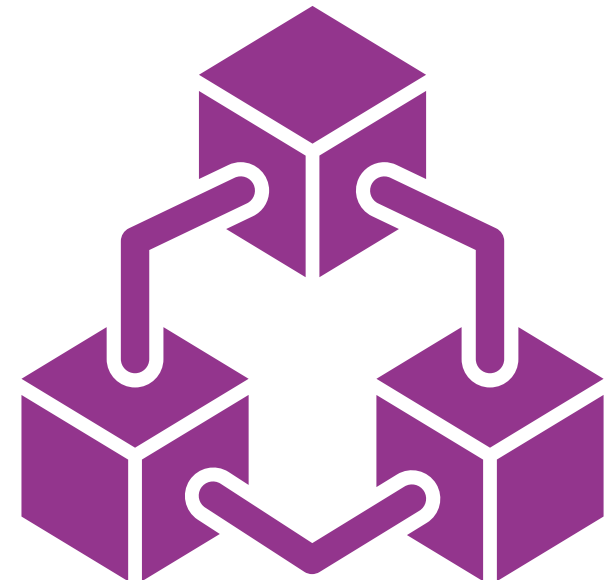


Households at or above living wage:		
	Actual	Target
2019	68.10%	71.00%
2020	68.70%	71.00%
2021	43.30%	71.00%
2022	44.80%	71.00%

# Factors affecting results

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- Status of the economy
- Availability of jobs
- Geography
- Standard cost for basic needs
- Family composition
- Program structure
- Effectiveness of agency and community partnerships
- COVID-19 public health emergency

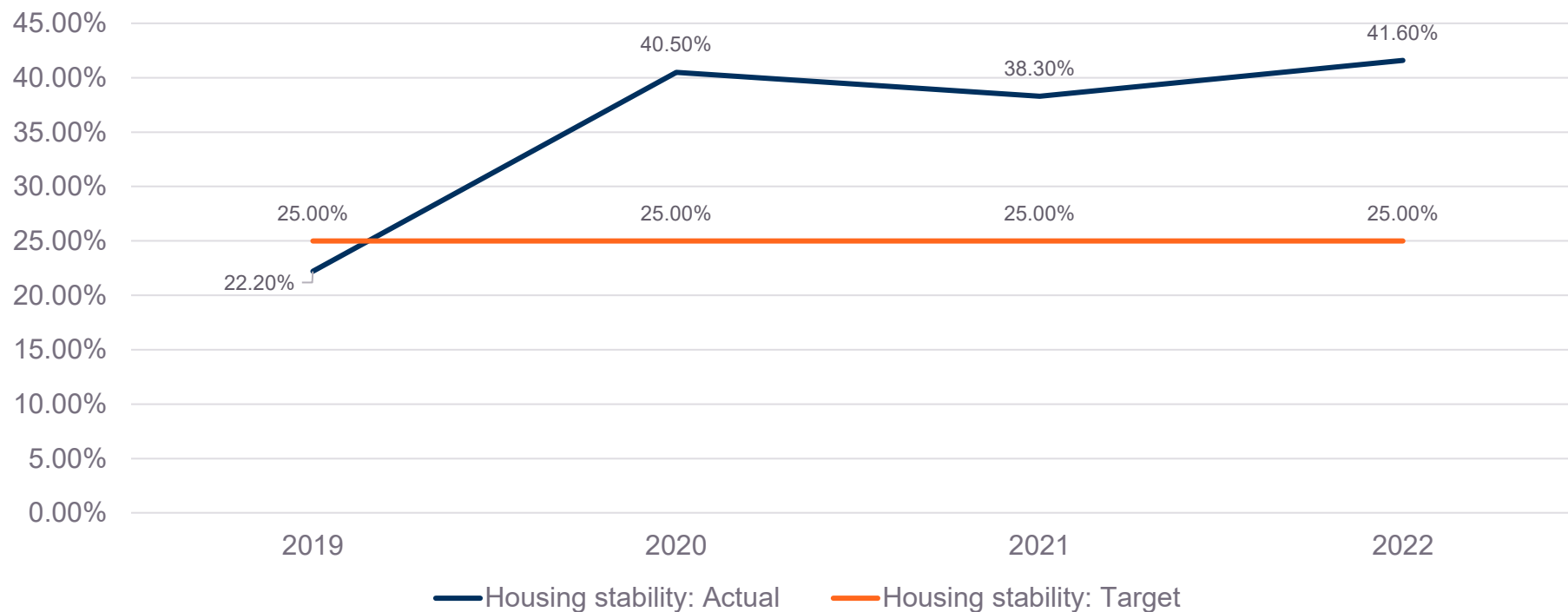


# KPM 14

## SSP participants reporting housing stability

Percentage of Self Sufficiency participants who report their housing needs are fully met

Data collection period: Jul 01 - Jun 30



	Housing stability:	
	Actual	Target
2019	22.20%	25.00%
2020	40.50%	25.00%
2021	38.30%	25.00%
2022	41.60%	25.00%

# Factors affecting results

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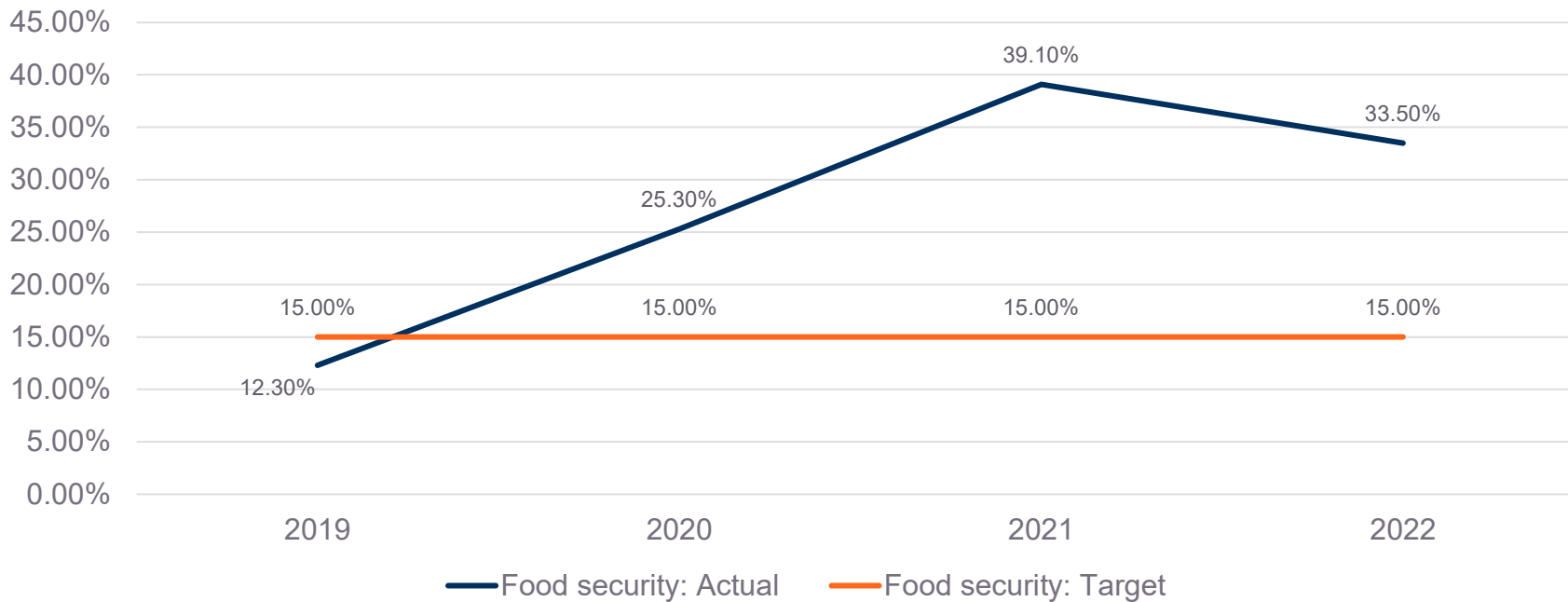
- COVID-19 public health emergency
  - Federal and state supports
  - Rental assistance
  - Eviction moratorium



# KPM 15

## SSP participants reporting food security

Percentage of Self Sufficiency participants who report they did not worry about having enough food, or actually run out of food, in the past 12 months | Data collection period: Jul 01 - Jun 30



	Food security:	
	Actual	Target
2019	12.30%	15.00%
2020	25.30%	15.00%
2021	39.10%	15.00%
2022	33.50%	15.00%



# Factors affecting results

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- COVID-19 public health emergency
  - Pandemic EBT
  - SNAP Emergency Allotments
  - Child Tax Credit
  - Other state and federal investments
- Inflation

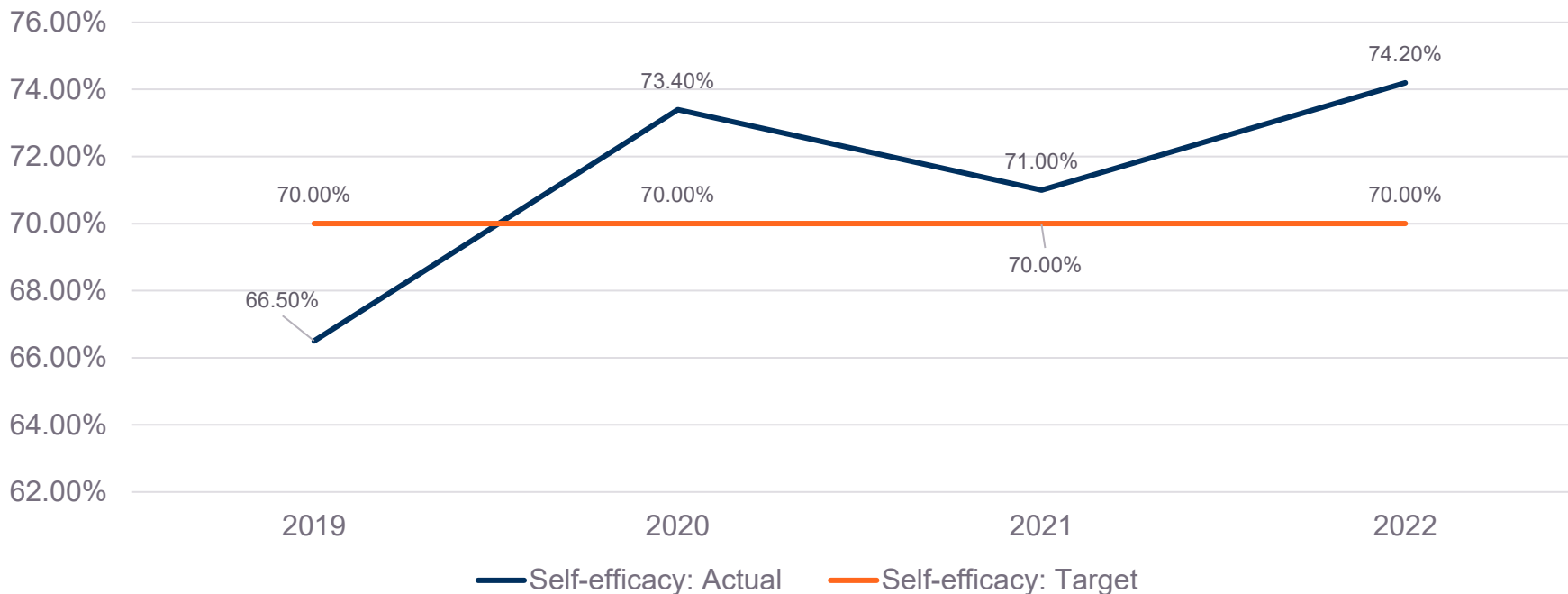


# KPM 16

## SSP participants reporting greater self-efficacy

Percentage of Self Sufficiency participants who report they feel more confident in their ability to improve their current circumstances because of SSP and other services they were connected to

Data collection period: Jul 01 - Jun 30



	Self-efficacy:	
	Actual	Target
2019	66.50%	70.00%
2020	73.40%	70.00%
2021	71.00%	70.00%
2022	74.20%	70.00%

# Factors affecting results

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- Family involvement
- Person-centered philosophy and practices
- Strengths-based programs
- Availability of resources that build well-being



# End of pandemic supports

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“Rent is so high; I can’t afford to continue pay [it] and **I’m about to be homeless.**”

“I would like to have my own place, but **I cannot afford rent** in my area, so I am living with a family member.”

“[We] applied for Section 8 and **have been waiting three years.** Can't cover rent and utilities.”

“I hope you don't take away the [Emergency Assistance (EA)] payments for SNAP. Cost of living increases are making it to where food expenses are... high and **the thought of the EA going away is scary.** The \$20 match at the farmers market is really helpful and I love it”.

“While programs have been helpful, specifically the COVID pandemic "bonus" payments, unfortunately, **factoring in inflation food assistance is still not going far enough.**”



Questions?

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