

Department on Disability Services FY2017

Agency Department on Disability Services

Agency Code JM0

Fiscal Year 2017

Mission The mission of the Department on Disability Services (DDS) is to provide innovative high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.

2017 Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|--|
| 1 | Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. |
| 2 | Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. |
| 3 | Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. |
| 4 | Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. |
| 5 | Create and maintain a highly efficient, transparent and responsive District government.** |

2017 Key Performance Indicators

| Measure | New Measure/ Benchmark Year | Frequency of Reporting | Add Data Fields (if applicable) | FY 2014 Actual | FY 2015 Target | FY 2015 Actual | FY 2016 Target | FY 2016 Actual | FY 2017 Target |
|---|-------------------------------------|------------------------------|---------------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| 1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measures) | | | | | | | | | |
| Number of people placed by RSA that remained employed for 90 calendar days or more | <input type="checkbox"/> | Quarterly | | Not available | 645 | 670 | 650 | 623 | 675 |
| Average entry level wages for people whose cases are closed successfully | <input type="checkbox"/> | Quarterly | | Not available | \$13 | \$13.52 | \$13.25 | \$14.1 | \$13.5 |
| Percentage of students with disabilities who receive at least one pre-employment transition service each school year | <input checked="" type="checkbox"/> | Quarterly | | Not available | Not available | Not available | Not available | New Measure | 75% |
| Percentage increase in the number of people supported by DDA receiving integrated day/vocational services over prior year | <input checked="" type="checkbox"/> | Annually | | Not available | Not available | Not available | Not available | New Measure | 5% |
| Monitor the appropriate utilization of HCBS services to ensure budget forecast is met within appropriate variance | <input checked="" type="checkbox"/> | Annually | | Not available | Not available | Not available | Not available | New Measure | 20% |
| Percentage increase in the number of people in supported or competitive employment supported by DDA over prior year. | <input checked="" type="checkbox"/> | Annually | | Not available | Not available | Not available | Not available | New Measure | 5% |
| 2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (6 Measures) | | | | | | | | | |
| Median Number of Days to Complete the Initial ISP | <input type="checkbox"/> | Quarterly | | Not available | 60 | 54 | 60 | 97.8 | 60 |
| Percent of People with a Level of Need (LON) assessment completed before the ISP meeting date | <input type="checkbox"/> | Quarterly | | Not available | 85% | 86% | 90% | 87.88% | 90% |
| Percentage of ISPs that are completed before the ISP effective date | <input type="checkbox"/> | Quarterly | | Not available | 95% | 95% | 95% | 96.53% | 95% |

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|---|---|--|--|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Contracts/Procurement- Contracts lapsed into retroactive status | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Local funds unspent | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Budget- Federal Funds returned | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Customer Service- Meeting Service Level Agreements | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Vacancy Rate | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Employee District residency | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Human Resources- Employee Onboard Time | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |
| Performance Management- Employee Performance Plan Completion | ✓ | | | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 | Forthcoming October 2017 |

2017 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|---|---------------------------------------|---|--------------------|
| 1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (5 Activities) | | | |
| RSA VOCATIONAL REHABILITATION SERVICES | VR, SE, and IL Services | Provide supports to assist people with disabilities to enter, retain, regain or advance in employment and live as independently as possible in the community. This includes the provision of pre-employment transition services to high school students with disabilities (i.e., career planning, work readiness training, counseling on post-secondary options, work based learning experiences and peer mentoring). | Daily Service |
| RSA BLIND & VISUAL IMPAIRMENT SERVICES | Blind & Visual Impairment Services | Provide vocational rehabilitation and independent living services to people who are blind; includes provision of supports to licensed vendors in the Randolph Sheppard Blind Facilities Program, and entrepreneurial program in which people who are blind operate vending facilities in Federal and District buildings. | Daily Service |
| HCBS Waiver Renewal | HCBS Waiver Renewal | The home and community based services waiver (HCBS IDD waiver) that supports more than 1,650 District residents with intellectual disabilities to live as independently as possible in the community, with supports, is set to expire in November 2017. During FY 2017, DDS will work with stakeholders to submit a new waiver application to CMS so that we can continue to provide these critical community based supports. | Key Project |
| Employment First | Employment First | DDS will continue to lead interagency efforts to support opportunities for competitive integrated employment for people with disabilities, including applying for federal technical assistance and participation in Communities of Practice, as appropriate. | Key Project |
| DDA CONSUMER RESOURCES AND OPERATIONS | Consumer Resources | The array of home and community-based services offered under the DDA HCBS waiver or local funds for people with intellectual and developmental disabilities. These services include supports to live, work, and lead healthy lives. | Daily Service |
| 2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (5 Activities) | | | |
| DDA SERVICE PLANNING & COORDINATION | DDA Service Planning and Coordination | This division plans, coordinates and facilitates the provision of quality services; reviews the implementation and delivery of services and supports identified in the ISP and advocates for the person and his/her family. | Daily Service |
| DDA SERVICE PLANNING & COORDINATION | New case management system | Work with DHCF and DCOA to implement a new case management system to replace MCIS. | Key Project |
| DISABILITY DETERMINATION SERVICES | Disability Determination Services | The District's Disability Determination Division processes claims for Social Security Disability Insurance determinations. | Daily Service |
| No Wrong Door | No Wrong Door | Lead interagency efforts to implement standards and protocols for person-centered counseling and staff competencies for agencies in the District's Long Term Services and Supports system, aimed at developing a cross-agency, streamlined and coordinated, person-centered approach, to intake, assessment, and planning with people with disabilities, seniors, and their families | Key Project |

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|--|--------------------------------------|---|---------------|
| RSA VOCATIONAL REHABILITATION SERVICES | Vocational Rehabilitation Counselors | The Vocational Rehabilitation (VR) program provides vocational and rehabilitative services to individuals with disabilities to help them prepare for, secure, regain or retain employment. | Daily Service |
| 3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (5 Activities) | | | |
| DDA CONSUMER RESOURCES AND OPERATIONS | Consumer Resources and Operations | Personnel providing technical assistance and training to provider community on best practice, management of HCBS waiver operations and provision of clinical services, supports and monitoring. | Daily Service |
| RSA OPERATIONS | RSA Operations | Responsible for provider relations, contract monitoring and processing of payments for all vocational rehabilitation and independent living services. | Daily Service |
| RSA OPERATIONS | PCT Training | Person-centered thinking (PCT) is a philosophy behind service provision that supports positive control and self-direction of people's own lives. DDS is working to implement person-centered thinking through training sessions and other agency wide initiatives. | Key Project |
| HCBS Transition Plan | HCBS Transition Plan | In FY2015, in response to the new Centers for Medicare and Medicaid Services (CMS) new Home and Community Based Settings Rule that created a new outcome-oriented definition of home and community-based services (HCBS) settings for HCBS Waiver services, DDS evaluated its HCBS settings against the new standards and began efforts to bring the waiver program into compliance with the new outcome-oriented definition of HCBS settings no later than the federal deadline of March 17, 2019. DDS will develop, submit to CMS, and implement for FY 2017 an updated Transition Plan to achieve further compliance with the new rules. | Key Project |
| TRAINING AND EMPLOYEE DEVELOPMENT | AMP staff development | Provision of staff training and management of training programs. | Daily Service |
| 4 - Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. (2 Activities) | | | |
| QUALITY ASSURANCE | Quality Assurance (DDA) | Maintaining a system of quality assurance that ensures the safety and well-being of people with intellectual and developmental disabilities and identifies possible barriers to service provisions within the provider community. | Daily Service |
| QUALITY ASSURANCE | Quality Assurance (RSA) | Monitors internal and external provision of services to ensure compliance with VR and IL regulations and policies, and provisions in contracts with the agency. Develops and updates policies and procedures, provides training for VR and IL staff and ensures timely submission of all federal reports. | Daily Service |

2017 Workload Measures

| Measure | New Measure/ Benchmark Year | Add Historical and Target Data (FY17) | Numerator Title | Units | Frequency of Reporting | FY 2014 | FY 2015 | FY 2016 Actual |
|---|-----------------------------------|---|---------------------------------------|--------------------------------|------------------------------|---------------|---------------|----------------------|
| 1 - Consumer Resources (1 Measure) | | | | | | | | |
| DDA Prior Authorizations processed | <input type="checkbox"/> | | Total number of prior authorizations. | Number of prior authorizations | Annually | Not available | Not available | 9339 |
| 1 - VR, SE, and IL Services (3 Measures) | | | | | | | | |
| RSA Clients Served | <input type="checkbox"/> | | Total number of clients served | Number of people | Annually | Not available | Not available | 8582 |
| RSA Transition Referrals | <input type="checkbox"/> | | Total number of referrals | Number of referrals | Annually | Not available | Not available | 1054 |
| RSA Referrals | <input type="checkbox"/> | | Number of referrals | Number of referrals. | Annually | Not available | Not available | 4058 |
| 2 - DDA Service Planning and Coordination (2 Measures) | | | | | | | | |
| DDA Clients Served | <input type="checkbox"/> | | Total number of clients served by DDA | People | Annually | Not available | Not available | 2363 |
| DDA Applications for Services | <input type="checkbox"/> | | Number of applications received | Number of applications | Annually | Not available | Not available | 113 |
| 2 - Disability Determination Services (1 Measure) | | | | | | | | |
| DDD Determinations | <input type="checkbox"/> | | Total number of determinations | Number of determinations | Annually | Not available | Not available | 604 |
| 4 - Quality Assurance (DDA) (2 Measures) | | | | | | | | |
| DDA Serious Reportable Incidents (SRIs) Requiring Investigation | <input type="checkbox"/> | | Total number of SRIs | Number of SRIs | Annually | Not available | Not available | 1248 |
| DDA Provider Certification Reviews (PCR) Conducted | <input type="checkbox"/> | | Total number of PCRs conducted | Number of PCRs | Annually | Not available | Not available | 93 |

2017 Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--|---|--------------------------|
| DDA SERVICE PLANNING & COORDINATION (1 Strategic Initiative-Operation Link) | | |
| Case Management Software Launch | The District of Columbia's Department of Health Care Finance (DHCF), Office on Aging (DCOA), and DDS intend to procure a new Clinical Case Management System (CCMS) to manage and coordinate the District's long-term services and supports (LTSS). The District must replace several legacy case management systems that, collectively, no longer enable the District to effectively manage LTSS for Medicaid beneficiaries, and in addition the District must create the technology infrastructure to support person-centered care management across agencies in alignment with No Wrong Door. DDS will work with DCOA, DHCF, and the chosen vendor to provide our business rules for implementation in the system. DDS will work with the vendor to migrate DDS data to new system. We are expecting new system launch by June 2017. | 06-30-2017 |
| Employment First (1 Strategic Initiative-Operation Link) | | |
| Employment First Initiative | Coordinate inter-agency activities with DDS, DOES, DCOA, DBH, DCPS, and OSSE to stimulate Employment First for youth, adults and elders, including applying for at least one federal grant/ technical assistance opportunity, coordinating a cross-agency leadership workgroup to finalize and implement an Employment First Mayoral Order and/or other cross-agency policy alignment to increase opportunities for employment for people with disabilities, support the implementation of the Workforce Innovation and Opportunity Act (WIOA) for youth and adults with disabilities, and continue to support provider and state staff capacity and competency through training and technical assistance. | 09-30-2017 |
| HCBS Transition Plan (1 Strategic Initiative-Operation Link) | | |
| DDS Transition Plan | DDS will implement for FY 2017 an updated Statewide Transition Plan for the Medicaid HCBS IDD waiver to achieve further compliance with the new federal HCBS Settings Rule. This is required by CMS to maintain funding for the waiver program and furthers DDS's vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities. | 09-30-2017 |
| HCBS Waiver Renewal (1 Strategic Initiative-Operation Link) | | |
| DDS Waiver Renewal | From October 1, 2016 through September 30, 2017, DDS will work with DHCF to establish a work plan with benchmarks to ensure the timely renewal of the current HCBS IDD waiver, which ends in November 2017. Steps included in the work plan will include providing public notice and receiving public comments. DDS will then provide a response to any public comments prior to submitting the application to CMS. | 09-30-2017 |
| No Wrong Door (1 Strategic Initiative-Operation Link) | | |
| Lead No Wrong Door | Continue to lead District efforts to implement a No Wrong Door system to provide coordinated access to long term services and supports. For FY2017, this includes developing and implementing a cross-agency resource portal that will refer people to public and private supports; designing a NWD pilot person-centered intake tool to be tested at the ADRC; and continuing to offer person-centered planning training. | 09-30-2017 |
| RSA OPERATIONS (1 Strategic Initiative-Operation Link) | | |
| RSA PCT Training | By 9/30/2016, RSA will identify an appropriate training provider who understands person centered training (PCT) and has experience in using this in the vocational rehabilitation (VR) process. The provider will offer training to VR staff to increase capability of to provide PCT on an on-going basis. By June 30, 2017, all VR staff will have successfully completed at least one third of the courses offered by the training provider. By June 30, 2018, and ongoing through June 30, 2020, all VR staff will use person-centered training tools to develop employment goals that better reflect the strengths, interests, abilities, capabilities and resources of people served by RSA. | 06-30-2017 |