

# Developmental Disabilities Administration Waiting List Initiative FY 12

Resource Coordination Training  
September 6, 2011

# Today's Agenda

- Overview
- Status of People Targeted
- Capacity
- Action Plan
- Streamlined Service Initiation
- Individual Plan
- Fiscal Process
- Services of Short Duration
- Waiting List Initiative Tracking and Monitoring
- Questions
- Resource Coordination Service Assurances

# Senate Bill 994

*“Sales and Use Tax – Alcoholic Beverages”  
– Supplementary Appropriation*

- Provides \$15,000,000 to fund a Waiting List initiative for the Developmental Disabilities Administration (DDA) for fiscal year 2012
- The funds are to supplement the DDA’s fiscal year 2012 appropriation.
- Priorities are for people on the DDA Waiting List in the Crisis Resolution and Crisis Prevention priority categories.
- Effective July 1, 2011.

# Guiding Principles

- Spend the funds as legislature intended: funding services for people in the crisis resolution and crisis prevention categories.
- Given the significant unmet need, spend \$15 million to serve people with developmental disabilities.
- Maximize the use of State General funds with a federal match.

# Who Provided Input?

<b>Group</b>	<b>Date</b>
DD Coalition	June 9, 2011
Waiting List Advisory Committee	June 13, 2011 August 12, 2011
Services of Short Duration	June 20, 2011 and June 27, 2011
Service Initiation Process	June 24, 2011
Provider Capacity Meeting Provider Training	July 11, 2011 August 26, 2011
Resource Coordination Capacity Meeting	July 12, 2011

# Proposed Stages of Implementation

## *Stage 1 of Implementation*

*July 2011 – January 2012*

- Place everyone in Crisis Resolution in appropriate services.
- People in the Crisis Prevention category would be reminded of the criteria for the Crisis Resolution category and reassessed as appropriate.
- Offer funding this fiscal year for services of short duration to people in the Crisis Prevention category.

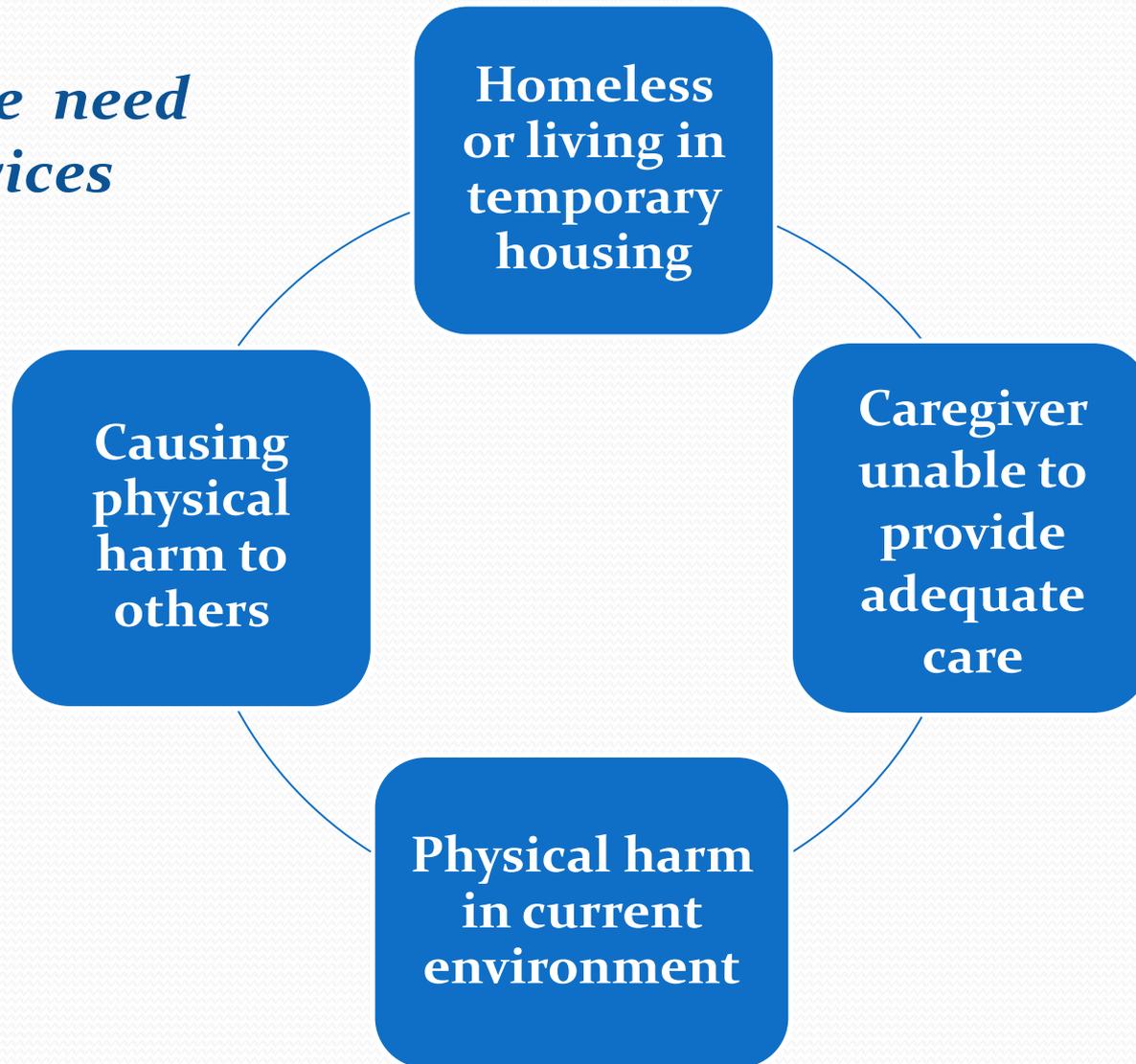
# The DDA Waiting List

DDA Waiting List information reflected below is data as of July 1, 2011

DDA Waiting List				
Eligibility Category	Crisis Resolution	Crisis Prevention	Current Request	Total
Developmental Disability	100	764	3339	4203
Supports Only	7	375	1953	2335
Total	107	1139	5292	6538

# People in Crisis

*Immediate need  
for services*



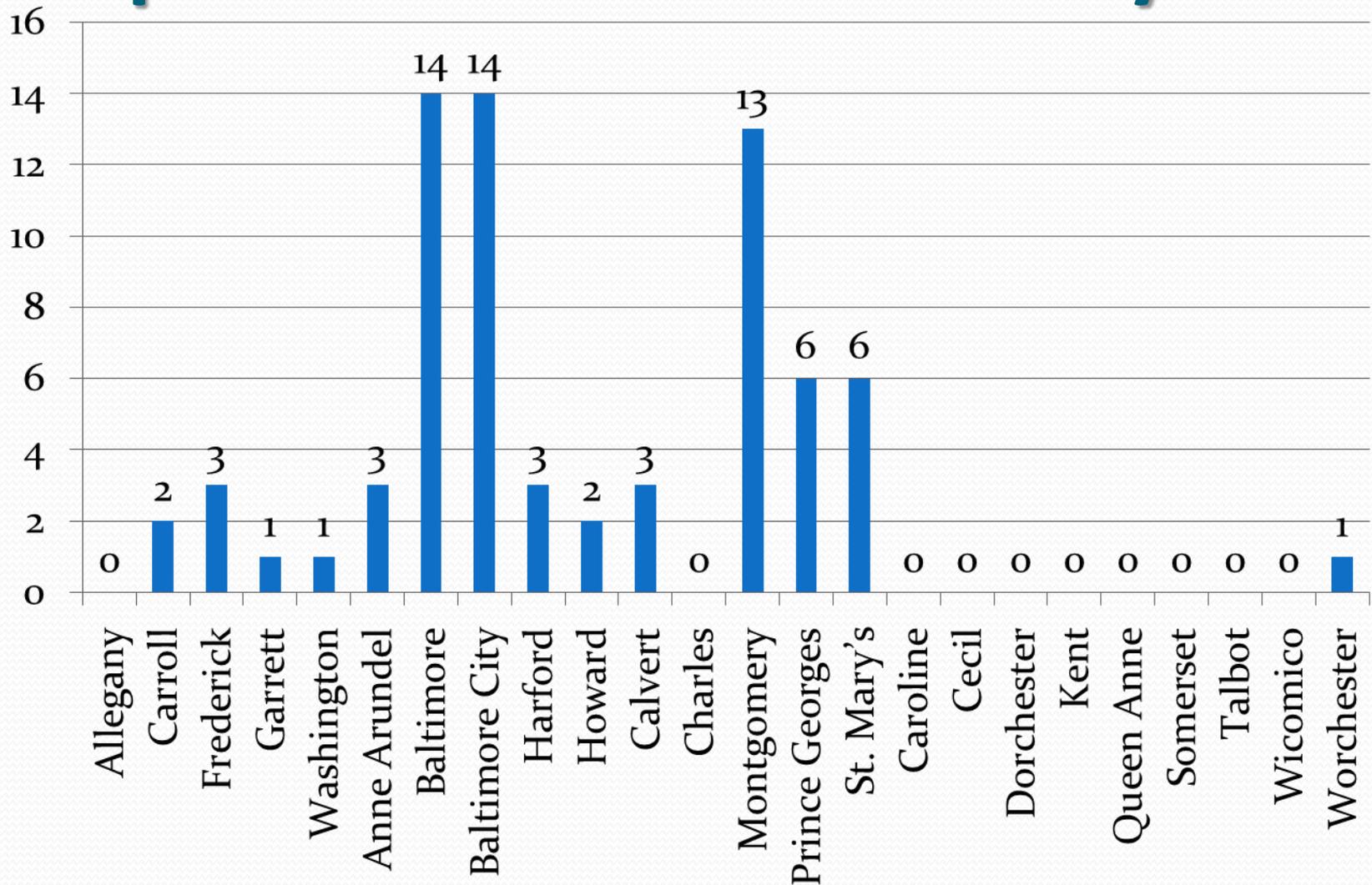
# Crisis Resolution

## May 2011 - August 2011

	Number of People	Percentage
Total People Targeted	186	N/A
Total Removed from CR Category	114	61% (114/186)
Placed in services	84	74% (84/114)
Prior to July 1 <sup>st</sup>	42	50% (42/84)
After July 1 <sup>st</sup>	42	50%(42/84)
Moved to another priority	17	15% (17/114)
Deceased	2	2% (2/114)
Inactivated	1	1%(1/114)
Current # of People in CR Category	72	39% (72/186)

*Data reflects unduplicated people and service initiation status reported as of August 25, 2011.*

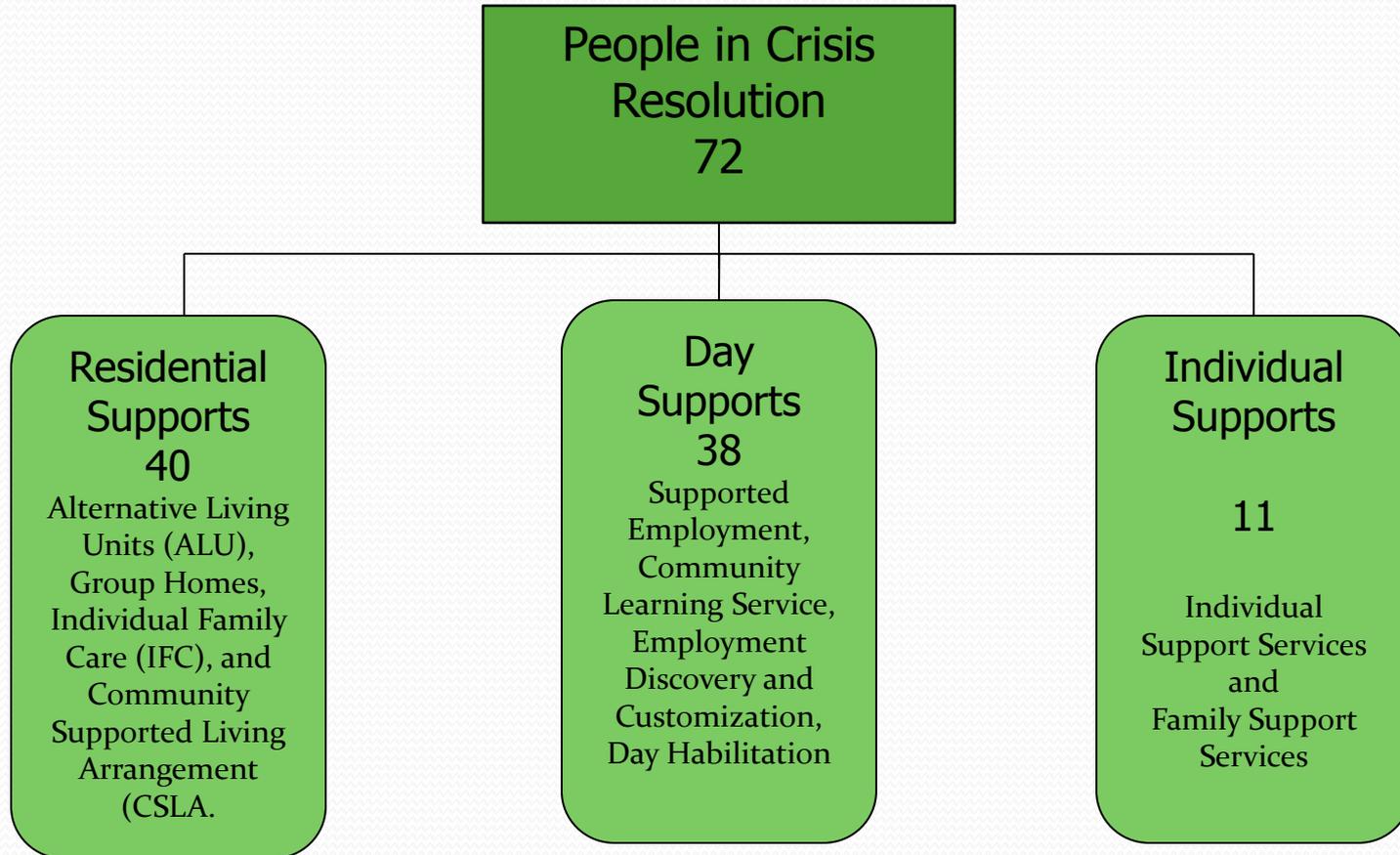
# People in Crisis Resolution by County



*Data reflects unduplicated people and service initiation status reported as of August 25, 2011.*

# Waiting List

## Crisis Resolution by Service Request

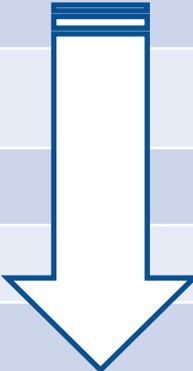


*Services data are duplicative counts of people as many express interest in some or all of the service categories available for funding.*

*Data as of August 25, 2011*

# Current People in Crisis Resolution Traditional Service Initiation Status

	Number of People
People in CR Category	72
Assigned a resource coordinator	72
Needs assessed	72
Individual Plan Developed	64
Service Funding Plan	58
	Service Initiation



Note: Data as of August 25, 2011.

# Services Initiated

Service	Number of People
Residential	46
Day	15
Supported Employment	11
Community Supported Living Arrangement	9
Behavioral Supports/Respite	1

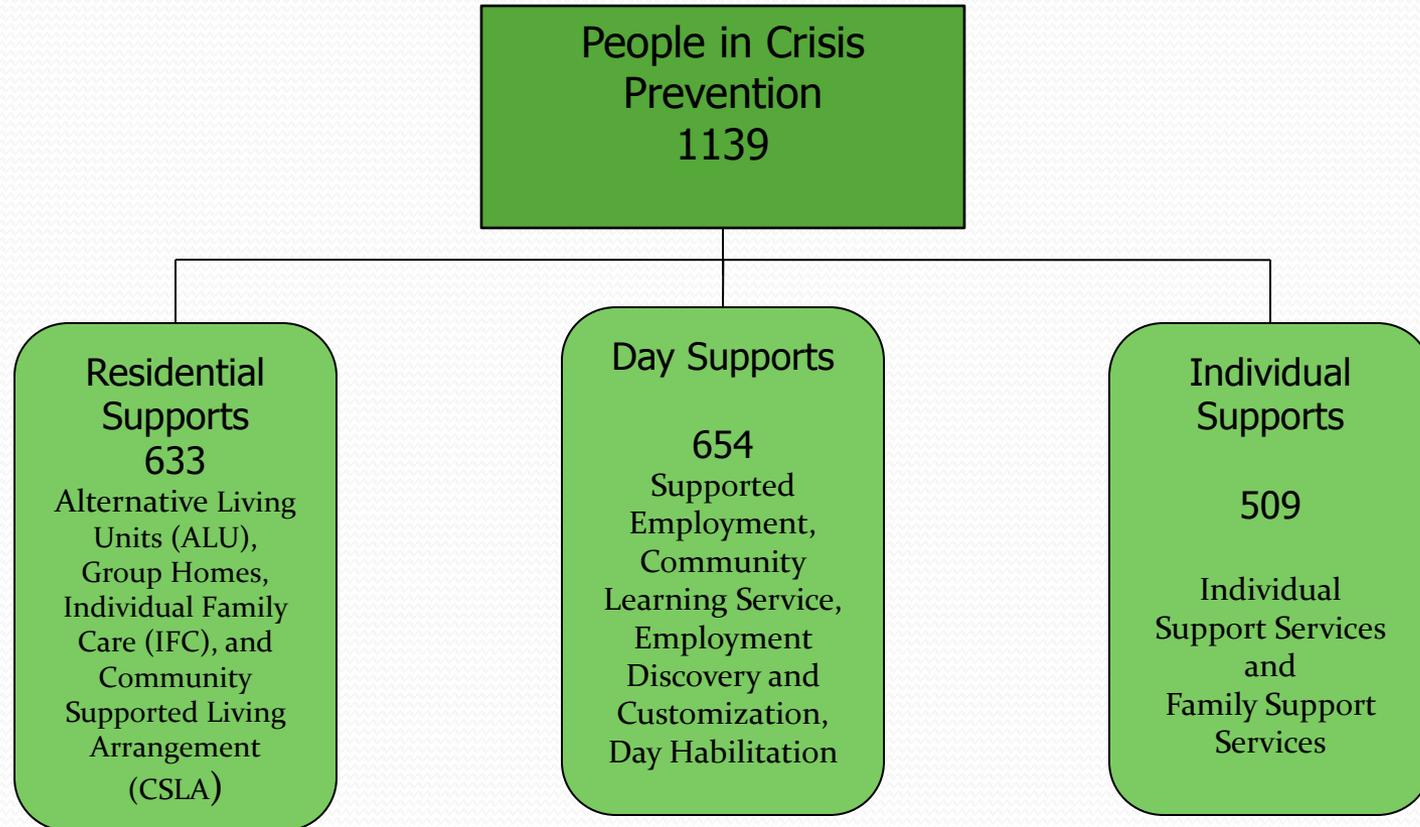
Note: Data as of August 10, 2011 based on service funding plan.  
Data reflects duplicative counts as people access more than one type of service model.

# People Expected to Join Crisis Resolution Category During Fiscal Year 2012

- We estimate that eleven (11) people will become eligible for the crisis resolution category each month

# Waiting List

## Crisis Prevention by Service Request



*Services data are duplicative counts of people as many express interest in some or all of the service categories available for funding.*

*Data as of July 1, 2011.*

# Statewide Providers Capacity Assessment

- MACS and non-MACs providers surveyed
  - Ability to provide immediate services (to address crisis)
  - Interest in expanding (new service or new region)
- Second survey being conducted
  - Clarify expansion
  - Gather key contact information for immediate services

# Initial Provider Capacity Survey Results

- 89 Total surveys returned
  - (44% of all DDA licensed providers)
  - 33 Central / 24 Southern
  - 18 Western / 14 Eastern
- 22 Providers indicated an interest in expanding services
- Some interested in expanding into other regions

Service	24-72 Hours	1-3 Months	4-6 Months	7-9 Months	10-12 Months
Residential	5	25	17	X	3
CSLA	6	33	6	X	X
Supported Employment	8	24	3	1	X
Day Habilitation	9	22	3	1	X
FISS	7	27	3	X	X

# Initial Providers Interested in *Expansion* by County

County	# Providers	# CR
Allegany	0	0
Carroll	3	2
Frederick	2	3
Garrett	0	1
Washington	0	1
Anne Arundel	10	3
Baltimore	2	14
Baltimore City	0	14
Harford	3	3
Howard	8	2

County	# Providers	# CR
Calvert	3	3
Charles	2	0
Montgomery	8	13
Prince Georges	7	6
St. Mary's	4	6
Caroline	3	0
Cecil	2	0
Dorchester	4	0
Kent	4	0
Queen Anne	4	0
Somerset	2	0
Talbot	3	0
Wicomico	2	0
Worchester	2	1

# Estimated DDA Licensed Provider Capacity (Excluding RC)

Licensed Providers	204
Licensed Capacity	14171
Occupancy	7324
Potential Capacity	6847

# Statewide Resource Coordination Capacity Assessment

- Survey sent to Resource Coordination providers regarding current FTEs
- Assessment of the number of people currently being served in the future need category

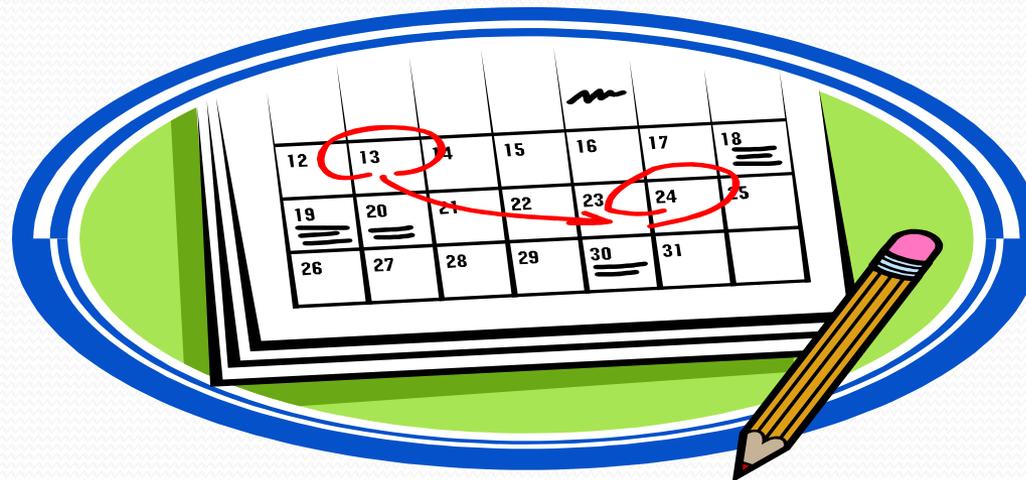
# Resource Coordination Prioritization

- Priority for Resource Coordination realigned for people on the Waiting List
  - 1<sup>st</sup> Priority – people in crisis resolution
  - 2<sup>nd</sup> Priority – people in crisis prevention
  - 3<sup>rd</sup> Priority – people in current request

# Waiting List Initiative Action Plan

- Resource Coordination services for people identified
  - **Crisis Resolution – DD and SO eligible**
- People in Crisis Resolution to receive comprehensive services under this initiative
  - **Immediately triaging emergency services (i.e. respite, behavioral supports, in home supports, etc.)**
  - **Planning for long term supports strategies (i.e. vocational and residential supports)**
- People in Crisis Prevention to receive service of short duration (i.e. FSS or ISS)

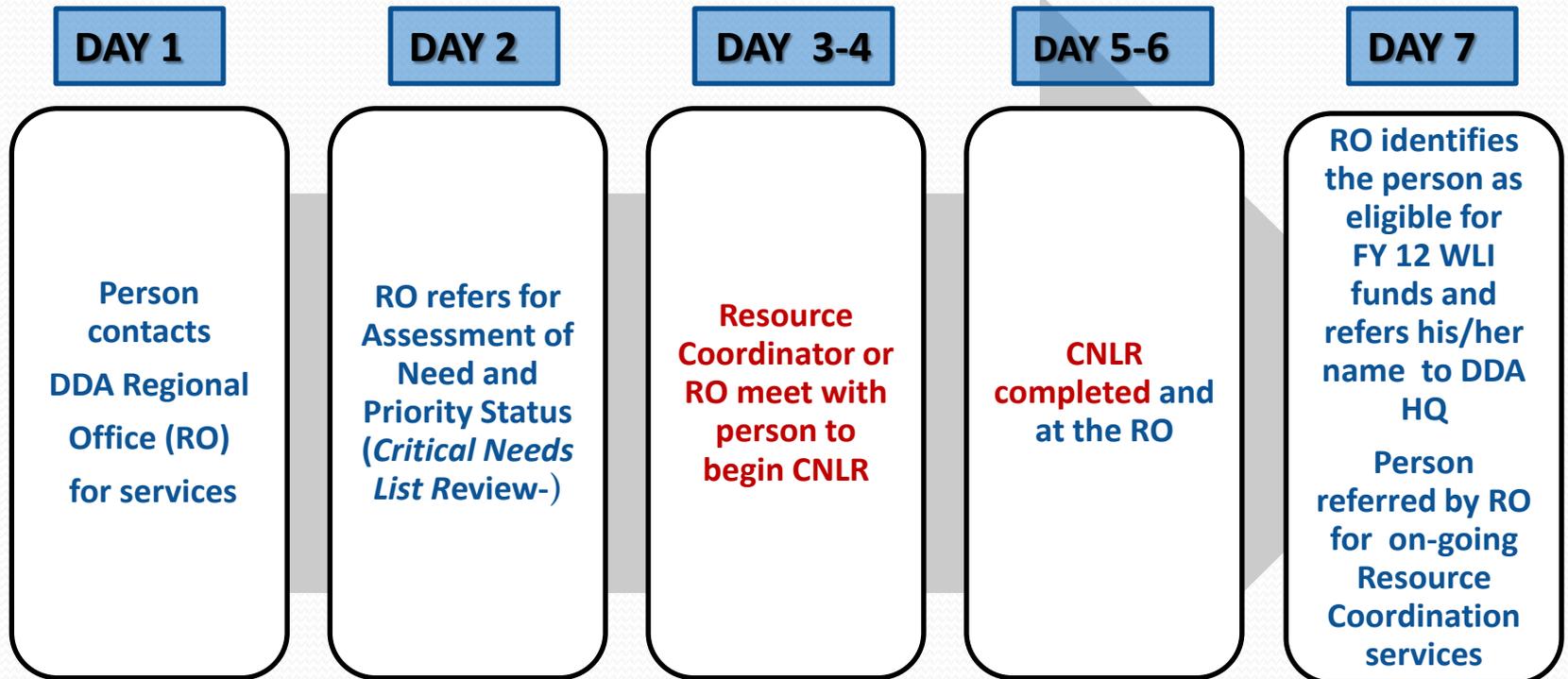
# Waiting List Initiative Streamlined Service Initiation Process



# Waiting List Initiative Commitment

- Commitment to:
  - Streamline key activities
  - Expedite processing
  - Tracking/Reporting
  - Triaging emergency services
  - Piloting new IP module
  - Service of Short Duration Module
- Streamlined processes for WLI target people only and does not include transitioning youth, Money Follows the Person (MFP), or other groups with designated funding

# Week 1 : Service Initiation Process for Alcohol Tax Waiting List Initiative



# Week 2: Service Initiation Process for Alcohol Tax Waiting List Initiative

**SERVICES  
CAN NOW  
BEGIN**

**DAY 8**

RO enters the person's name on the WLI Tracking Form

Resource Coordinator assigned by local RC provider

**DAY 9**

WLI Funding Authorization Letter sent to the person & Resource Coordinator Matrix assessment requested Resource Coordinator Contacts Person/Family

**DAY 10**

**RC Initial Meeting to:**

- Develop Plan
- Develop a preliminary budget
- Waiver App & Forms
- Explore generic & community resources

**DAY 12**

Service Provider Exploration (Residential, and/or Day Habilitation / Supported Employment Services)

**DAY 13**

Matrix score received  
Person's budget adjusted (if applicable)  
Waiver Packet to HQ  
Updated Funding Letter

**DAY 14**

Individual Plan updated with new funding

# Critical Needs List Recommendation

- Initial assessment of need (1-3 days)
  - Critical Needs List Recommendation based on priority criteria established in regulations
    - *Crisis Resolution – immediate need for services*
    - *Crisis Prevention – at risk within one year*
    - *Current request – no health or safety risk*
    - *Future Need – services needed in the future*

# Pilot Individual Plan Module

- Statewide, streamlined document
- Proposed plan includes:
  - Outcomes, service scope, frequency, duration, provider, and funding;
  - Track progress, challenges, and strategies;
  - Health and welfare assurances; and
  - Track key dates (i.e. annual plan; assessments, etc.)

# Individual Plan

- Plan development (1-3 days)
  - Triage strategy - Immediate services to address crisis needs  
*(i.e. respite, behavioral supports, in home supports, etc.)*
  - Long-term supports – on-going exploration and development of long- term services and supports  
*(i.e. vocational and residential supports)*
  - Provisional or any person centered plan methodology

# Pilot Individual Plan Module

- Offer choice of services and providers
- Service providers identified or “to be determined” (TBD)
- Serves as a legal contract for other Medicaid waiver programs



# **Individual Plan Module**

## *Demonstration*

# Waiver Documents

- To be completed at initial meeting when plan being developed
- Waiver application and supporting documents (including initial or provisional plan) to be scanned and submitted electronically to DDA Headquarters and Regional Office

# Matrix Assessment

- Matrix Assessment (1-3 days)
  - Expedited for emergencies within 24 hours
  - Non-emergencies within 10 days



# Fiscal Processes

- Expedited funding protocol to determine funding allocation amounts and disbursement to support people to begin services as quickly as possible.
- Waiting List Initiative Funding Authorization Letter

# Expedited Funding

## Waiting List Initiative Funding Authorization

- Given to the person and Resource Coordinator to share with the provider
- Commits to funding for services
- Authorizes base levels of funding
- May include:
  - Support services
  - Day Habilitation/Supported Employment services
  - Residential /CSLA services
- Residential services will also include service initiation funds
- Funding allocations will be adjusted (as appropriate) after Individual Rating Scale (IRS) is completed

# Support Services Funding Proposal

- Can be accessed before a long-term service provider is selected
- Can be used for crisis/triage services and long-term support
- Immediate services to address crisis needs with long-term planning
- Up to \$5,290  
(FY 10 Family and Individual Support Services (FISS) allocations)
  - Adjusted for county where services are provided

# Initial Residential Services Funding Determinations



- People may choose:
  - Existing DDA licensed site
  - New DDA licensed site
- Initial base budget at a minimum = approx.\$35,000
- Based on county of residence
- Up to an additional \$5,000 for transitional supports
- Additional monies for transportation services may be included

*Transportation services include supporting the person in learning how to access and utilize informal, generic, and public transportation for independence and community integration.*

- \$5,000 - \$7,500 based on accessibility needs

# Initial Day Habilitation and Supported Employment Services Funding Determinations

- Initial base budget of \$12,000
- Based on county of residence
- Additional monies for transportation services may be included

*Transportation services include supporting the person in learning how to access and utilize informal, generic, and public transportation for independence and community integration*

- \$5,000 - \$7,500 based on accessibility needs



# Service Funding Plan

- Providers want to continue use at this point
- Purpose of Resource Coordination Review
- Signature of Resource Coordinator represents
  - Service description meets person's request
  - Service description meets health and safety

# Respite and Behavior Support Services

- Access via Family Support Services or Individual Support Services

*(Do not access via DDA traditional Behavioral Support Services Contracts)*



# Services of Short Duration

# Services of Short Duration

***Target Group*** – People in Crisis Prevention

***Guiding Principle*** - Given that people on the DDA Waiting List in the Crisis Prevention category are at risk of crisis within one year, provide funding during FY 12 for services and/or supports to address and prevent the crisis from occurring.



# Proposed Approach

1. Provide *funding for services and supports that address the immediate crisis trigger(s)*
  - *One time only* (e.g. payment of outstanding utility or medical bills, etc.) *OR*
  - *Services of short duration* (i.e. respite services, behavioral support services, etc.)
2. If needed, provide funding for *intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis*

# Information for People and Families

- Send **letters** informing people of the ability to access funding for services and assistance available.
- Develop “**frequently asked questions**” document and post on DDA website.
- Provide **user friendly guide** for people and families to understand intent of services, supports available, and resources available (i.e. DDA licensed providers, local services, funding, etc.).

# Support for People and Families

- Provide assistance for people and families via DDA to identify service and support needs, service providers, and assist with request submission. Assistance with this can be obtained from:
  - ✓ Resource Coordination providers
  - ✓ Low Intensity Support Services providers
  - ✓ Family and Individual Support Services providers

# Service Examples

Services of short duration should be individualized, simple, meaningful, and address the immediate crisis need or trigger(s).

*Examples include:*

Individual and family counseling	Personal care	Day care
Specialized equipment	Health Services	Respite care
Housing adaptations	Transportation	Barrier Removal
Therapeutic Services	Community integration services	
Medical equipment	Employment related services	
Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or the crisis reoccurrence		

# Funding Guidelines



- Provide up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services.
- Provide funding for services to both DDA and non-DDA licensed service providers.
- Commitment and payment of funding until June 30, 2012  
Services funded may carry over into next fiscal year.
- Utilize an exception protocol to meet unique needs or circumstances.

# How Will People Access Funds?

- Plan for crisis needs with assistance from Resource Coordinator, Low Intensity Support Services (LISS) provider, or Family and Individual Support Services provider
- Complete a simple *Services of Short Duration Funding Request* form
- Submit the form to a LISS provider who will administer funding for services of short duration

# Analysis and Expansion

- Expand targeted group for services of short duration based on tracking and analysis of actual and projected expenditures under the initiative
- Evaluate the impact of the funding

# Projected Funds Available for Services of Short Duration in FY 12

	<b>Total Funds</b>	<b>General Funds</b>	<b>Federal Funds</b>
People in Crisis Resolution as of May 24 <sup>th</sup>	\$8.5 Million	\$5.6 Million	\$2.8 Million
People expected to join the crisis resolution category during the fiscal year	\$5.6 Million	\$3.6 Million	\$1.8 Million
<b><i>Total Expenses for People in Crisis Resolution</i></b>	\$14.1 Million	\$9.2 Million	\$4.6 Million
<b><i>Available Funds for People in Crisis Prevention</i></b>		<b>\$5.8 Million</b>	

*The estimate for available funds for Crisis Prevention is based on the difference between \$15 million minus \$9.2 million (the projected general fund cost to support people in crisis resolution during the fiscal year).*

# Services of Short Duration

*Target Group – People on DDA Waiting List in Crisis Prevention priority category*

DDA Waiting List		
Eligibility Category	Crisis Prevention	Total
Developmental Disability	764	4203
Supports Only	375	2335
Total	1139	6538

DDA Waiting List data as of July 1, 2011

# Potential Numbers of People Who Could Receive Funding

## Minimum - 580 people

- This calculation is based on the 580 people utilizing the full \$10,000 funding allocation.

$$(580 \text{ people} \times \$10,000 = \$5.8 \text{ M})$$

## Maximum - 1,096 people

- This calculation is based on the 1,096 people utilizing FISS cost mode of \$5,290.

$$(1096 \text{ people} \times \$5290 = \$5.79 \text{ M})$$

Estimates are based on funding for services and supports that address the immediate crisis trigger and intervention services **only**.

*Note: FISS Mode based on FY 10 data*

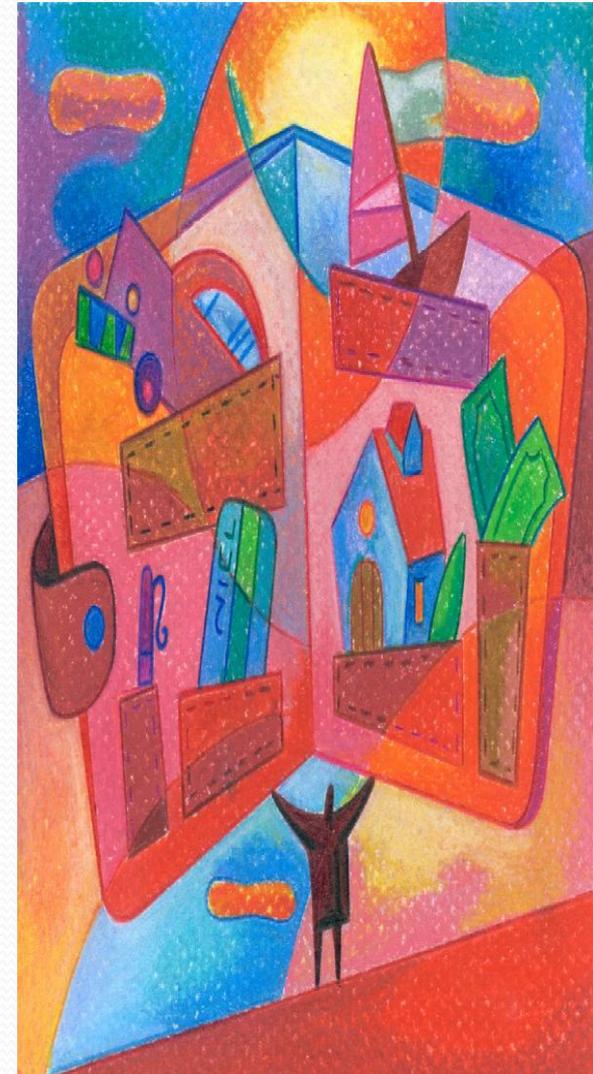
# Waiting List Initiative Tracking and Monitoring

- When assigned a Resource Coordinator
- When Funding Authorization Letter sent
- When needs assessed (Matrix)
- When Individual Plans (IPs) completed
- When services started as designated in their IP



# Questions

# Resource Coordination Service Assurances



# Resource Coordination

## Service Assurances

- Report suspected abuse, neglect and exploitation incidents
- Ensure choice of providers
- Advise people of their right to change services and service providers
- Conduct redeterminations (LOC) prior to anniversary date

# Resource Coordination

## Service Assurances

- Facilitate annual plan within 365 days
- Monitor people's Individual Plans
  - ✓ Track, monitor, and follow-up on health and preventative services
  - ✓ Monitor implementation of services within the plan
  - ✓ Document progress toward the achievement of goals
- Report and request remediation for concerns identified