

# Biennial Plan 2013-2014 for Adults with Intellectual Disability and Autism



**OFFICE OF AGING AND DISABILITY  
SERVICES  
FOR ADULTS WITH INTELLECTUAL  
DISABILITIES OR AUTISM**

# VISION AND VALUES



- **Be centered on the person and focus on strengths and abilities**
- **Support each person to make their own informed choices**
- **Promote respect of adults and their valued roles within their community**
- **Provide opportunities for quality employment that pays a fair wage and benefits**
- **Maximize opportunities for independence and self-sufficiency**

# VISION AND VALUES Cont.



- **Provide quality case management services including conflict free person centered planning**
- **Support and encourage family, friends and neighbors to help meet the individual's needs**
- **Ensure health and safety while promoting choices for new growth and development**
- **Build a coordinated, streamlined service and support system using resources wisely**

# GOALS



1. Employment First
2. Transition to Adult Services
3. Supporting Individual Success
4. Reduce and Eliminate Wait Lists For Services
5. Improve Independence & self-Sufficiency through the use of Assistive Technology

# GOALS



6. Improve Direct Service and Front Line Supervisory Workforce
7. Understanding Issues of Persons with ID or autism who become involved in the Criminal Justice System
8. Enhance Quality Assurance and Quality Assurance Efforts
9. Support for families and persons in their homes
10. Improve Access to Health and Dental care

# Employment First



Every person served will be offered the opportunity to work based upon the idea that each individual can work. Consideration of employment in the community will become a required component of the Person Centered Planning process.

# Employment First



1.1 A revised Person Centered Planning process will be implemented and includes a requirement that employment will be discussed and barriers identified in the planning process.

Timeframe: December 2013

Outcome: Achieved

The Person Centered Planning Manual addresses the requirement to have a discussion at least annually specific to employment.

# Employment First



1.2 An amendment to the Comprehensive Waiver (Section 21) and Supports Waiver (Section 29) Programs to incorporate a Career Planning benefit and new Group and Individual Work Supports definitions will be proposed to the Centers for Medicare and Medicaid for approval.

Timeframe: July 2014

Outcome: Achieved

Although delayed by 2 months, Career Planning and new Group and Individual Work supports definitions are currently in MaineCare rule section 21 and 29.

# Employment First



1.3 The Bridges Curriculum developed by Vocational Rehabilitation in collaboration with stakeholders will be utilized within all community support provider agencies to prepare individuals for the Pathway to Employment.

Timeframe: July 2013

Outcome: Achieved

To date over 25 Providers have accessed the curriculum

# Employment First



1.4 Outcome based Performance Measures for improvement in employment outcomes will be implemented in all Employment contracts and into MaineCare Rule Section 21 and 29.

Timeframe: July 2013 in contracts and July 2014 into OADS Policy

Outcome: Achieved

Two of the three proposed performance measures were approved in rule.

# Employment First



1.5 The Workforce Development System will continue to provide and coordinate Employment Specialist certification, advanced topical trainings and a mentoring program based on ongoing needs and with guidance from the Workforce Development Advisory Council.

Timeline: December 2014

Outcome: Achieved

Over the past year, multiple certifications, trainings, webinars and mentoring have occurred.

# Employment First



1.6 Outcome based Employment Data will be tracked in EIS and utilized for individual and systems improvement as well as the establishment of a baseline for future performance measurement.

Timeline: December 2013

Outcome: Achieved

Data is tracked on a quarterly basis and is used for reporting and monitoring.

# EMPLOYMENT Goals 2015'-2016'



- Create and offer district Community of Practices to increase Career Planning staff competencies in providing the Discovering Personal Genius process to individuals on Section 18, 20, 21 and 29

Timeframe: December 2015

# EMPLOYMENT Goals 2015'-2016'



- Enhance current WorkForce Development System for employment services staff by creating a new Request For Proposal in conjunction with BRS and SAHMS that meets the training needs of all three systems

Timeframe: December 2015

# EMPLOYMENT Goals 2015'-2016'



- Develop and implement an updated Employment Data assessment in EIS to track employment outcomes for all waiver participants who go to work and access Work Supports.

Timeframe: March 2015

# EMPLOYMENT Goals 2015'-2016'



- Expand the Business to Business engagement occurring through the Maine Business Leadership Network by providing support and consultation on the Advisory Council

Timeframe: July 2016

# EMPLOYMENT Goals 2015'-2016'



- Review and expand options for Work Supports staff certification by exploring the College of Employment Services curriculum and potential option for MaineCare rule change

Timeframe: December 2015

# Transition to Adult Services



All offices of DHHS are working together to improve the way children with ID/Autism are supported in moving from school to adult life. District level teams work with schools, case managers, parents and the individual to assist with planning and accessing supports and services.

# Transition to Adult Services



2.1 All eight DHHS Districts are participating in functioning Transition teams that identify, coordinate and support youth, their parents and schools in the transition process to adult life.

Timeframe: July 2013

Outcome: Achieved

All OADS District offices participate in regular transition team meetings with Office of Child and Family services staff in order to provide early identification of needs starting at age 16.

# Transition to Adult Services



2.2 OADS and the Office of Child and Family Services (OCFS) continue to work toward one common data system which will enable the District teams to collect information regarding eligibility and potential need for adult services beginning at age 16. This process will also better inform OADS about the number of eligible youth moving into the adult system as well as their diagnosis and support needs. This process will also inform budgetary projections for future service needs.

Timeframe: April 2014

Outcome: Achieved

Although delayed until July, working with OADS staff, OCFS staff provided training to all District Transitional teams in the new Transitional process created within the EIS data system. This new process connects with the EIS intake/referral process in order to create a seamless system for youth in transition to adult Developmental services.

# Transition to Adult Services



2.3 OADS and OCFS have drafted a process which will enable family members to refer their child for review at the District level transition meetings.

Timeframe: May 2014

Outcome: Achieved

OADS and OCFS staff worked collaboratively to create a self-referral form that is accessible to families. This process enables their child's information to be reviewed during the District level Transition meetings as described in 2.2.

# TRANSITION TO ADULT SERVICES

## GOALS 2015-2016



- OADS will continue to work collaboratively to ensure that families, school systems, and Case Management agencies are aware of the self-referral process which will assist in providing a seamless intake to the appropriate adult services system.

Timeframe: June 2015

- Work with other DHHS offices and stakeholders to create a Transition guide for students, parents and educators.

Timeframe: December 2015

# Supporting Individual Success



Every person served will have an individualized assessment of their support needs using the Supports Intensity Scale (SIS). The focus of the assessment is on the supports needed for the person to be successful at home and in the community. Every person will have an individualized support budget based upon the SIS results. Within the approved budget and MaineCare rules, individuals will be able to choose their services.

# Supporting Individual Success Cont.



3.1 Conduct an individual SIS assessment on each person receiving the Comprehensive Waiver Services (Section 21) including the verification of extraordinary medical and/or behavioral needs of individuals who have had a SIS assessment.

Timeframe: July 2014

Outcome: On-going

As of 12/15/14 approximately 2,822 individuals have received a SIS assessment.

# Supporting Individual Success Cont.



3.2 Transition SIS assessment process from OADS QA/QI Team to an independent, assessing agency. Assessments will be conducted for each individual once every three years, or more frequently if there is significant change in the person's support needs that is expected to last six months or more.

Timeframe: March 2014

Outcome: Achieved

Although there was a slight delay in the July target date, Goold Healthcare systems has hired and certified 5 SIS Assessors. These Assessors continue to conduct SIS assessments and will provide assessments for each person every 3 years or more frequently as described in proposed policy.

# Supporting Individual Success Cont.



3.3 Complete a comprehensive rate study and establish efficient, fair and equitable rates for specific packages of services provided in the Comprehensive Waiver Services (Section 21).

Timeframe: October 2014

Outcome: A rate study was completed through a contract with Burns and Associates.

OADS staff, MaineCare personnel, stakeholders and Burns & Associates continue to review proposed rates to ensure efficient, fair and equitable rates that will be tied to service packages for individual's receiving Section 21 services.

# SUPPORTING INDIVIDUAL SUCCESS

## 2015-2016 GOALS



- To complete individual SIS assessments for each person receiving section 21 services.  
Timeframe: July 2015
- Complete individual SIS assessments for all individuals on the section 21 waitlist.  
Timeframe: September 2015
- To complete individual SIS assessments for each person receiving section 21 services.  
Timeframe: July 2015
- Complete and implement the Supporting Individual Success initiative.  
Timeframe: December 2016

# Reduce and Eliminate Wait Lists for Services



Improve the distribution of resources through efficiencies, implement performance based contracts with service providers, and improve forecasting of persons aging into the adult system. Refocus rules on quality and person-centered outcomes for each individual. Explore alternatives to fee-for-service payment system. The goal is to free up funds to add individuals to services. Provide training and consultation to identify other services available for individuals with complex needs/issues.

4.1 Increase appropriation for the Comprehensive Waiver (Section 21) to allow for the waiver to reach 100% capacity. Appropriation level is set at \$8.3 million in state funds to be matched by Federal Medicaid funds.

Timeframe: July 2013

Outcome: Achieved

## Reduce and Eliminate Wait Lists for Services Cont.



4.2 Increase appropriation for the Supports Waiver (Section 29) to allow for the waiver to reach 100% capacity. Appropriation level is set at \$2.0 million in state funds to be matched by Federal Medicaid funds.

Timeframe: July 2013

Outcome: Achieved

4.3 Reduce the wait lists for both the Comprehensive Waiver (Section 21) and the Supports Waiver (Section 29) through filling both waivers to capacity.

Timeframe: July 2013

Outcome: Achieved

# Reduce and Eliminate Wait Lists for Services GOALS 2015-2016



- Offer section 29 services for individuals on the waitlist.

Timeframe: July 2015

- Continue to work with stakeholders in or to further reduce individuals on the section 21 waitlist.

Timeframe: on-going

# Improve the Independence and Self-sufficiency of Each Person through: Assistive Technology



5.1 Implement rule and budgetary changes within the Comprehensive Waiver (Section 21) and Supports Waiver (Section 29) Programs to promote the use of technology to improve the independence of individuals through adaptations of communication, environmental control, and remote safety supports.

Timeframe: July 2014

Assistive Technology has been incorporated as a covered service in section 21 and section 29.

# Improve the Independence and Self-sufficiency of Each Person through: Assistive Technology GOALS 2015-2016



- Increase provider pool in the area of assistive technology assessments.

Timeframe: July 2016

- Provide training for individuals, families, case managers and provider agencies in understanding and utilizing assistive technology resources.

Timeframe: July 2016

# Improve the Direct Service and Front Line Supervisory Workforce



Recognize the importance of these professionals and their work. Transform the role of "caretaker" to one of "supporter." Coordinate with workforce development groups to further training for direct support workers, their supervisors and case managers/care coordinators.

# Improve the Direct Service and Front Line Supervisory Workforce



6.1 Train Case Managers and agency support staff in the updated Person Centered planning process. This new process promotes staff as supporters and facilitators of self-direction, choice and independence.

Timeframe: October 2013

Outcome: Achieved

Over the past 16 months the Person Centered Planning training has been offered in each District on a quarterly basis to Case Managers and provider agency staff. OADS staff also worked collaboratively with Speaking Up for Us members to create a PCP on-line training for individuals receiving services.

# Improve the Direct Service and Front Line Supervisory Workforce



6.2 Create an on-going Person Centered planning training in partnership with the DHHS Staff Education and Training Unit.

Timeframe: November 2013

Outcome: Achieved

The Person Centered Planning training is offered in each District on a quarterly basis through the DHHS Staff Education and Training Unit.

# Improve the Direct Service and Front Line Supervisory Workforce



6.3 Create a consistent orientation process for all OADS Case Managers including the facilitation of the Person Centered planning process to insure that each adult with an intellectual disability or autism has the maximum opportunity for self-sufficiency and independence.

Timeframe: March 2014

Outcome: Achieved

OADS offered four 2 day orientation sessions in 2014 which were well attended by State and Community Case Managers that had been employed within the previous year.

## Improve the Direct Service and Front Line Supervisory Workforce



6.4 Provide a one day, state-wide Direct Support Professionals Conference and a one day statewide Case Manager Conference to bring national experts to Maine.

Timeframe: October 2014

Outcome: Delayed

OADS staff are currently working in collaboration with a provider agency to offer a Direct Support Professional Conference. This Conference is scheduled to be held in September of 2015. Discussions are still continuing with regard to offering a one day training for all Case Managers.

# Improve the Direct Service and Front Line Supervisory Workforce



6.5 All District offices will hold joint supervisors meetings, quarterly, in order to support, inform, and enhance supervisory knowledge of state and community case management supervisors.

Timeframe: November 2013

Outcome: Achieved

All District offices hold joint supervisory meetings on a regular basis.

# Improve the Direct Service and Front Line Supervisory Workforce GOALS FOR 2015-2016



- Create a sustainable orientation process for all new state and community Case Management staff.

Timeframe: March 2015

- Provide a one day Case Management Conference.

Timeframe: December 2015

# Understand the Issues of Persons with Intellectual Disabilities or Autism Who Become Involved in the Criminal Justice System



7.1 Work with stakeholders to understand the scope of the issue, identify challenges and collaborative opportunities to protect the public and meet the needs of these individuals. Issue a report with recommendations.

Timeframe: July 2014

Outcome: Multiple meetings have occurred and collaborative efforts within state offices and agencies have been undertaken.

7.2 Work with State Government partners to study the systems issues and create possible solutions to be proposed for legislative action.

Timeframe: December 2014

Outcome: Multiple meetings have occurred and collaborative efforts within state offices and agencies have been undertaken.

**Understand the Issues of Persons with Intellectual Disabilities or Autism  
Who  
Become Involved in the Criminal Justice System**

**GOALS 2015-2016**

- Evaluate service delivery approaches.  
Timeline: March 2015
- Develop work group to explore and draft proposal for statutory changes.  
Timeline: March 2015

## Further Enhance the Quality Assurance/Quality Improvement Efforts



8.1 Implement the National Quality Indicators survey for consumer satisfaction in conjunction with the Developmental Disabilities Council.

Timeframe: June 2014

Outcome: Achieved

From January to June of 2014 400 surveys were completed. Results will be available in the summer of 2015.

# Assurance/Quality Improvement Efforts



8.2 Amend MaineCare policy to incorporate revised quality standards for the Comprehensive Waiver (Section 21) and Supports Waiver (Section 29) Programs.

Timeframe: July 2014

Outcome: Delayed

OADS continues to work with MaineCare to revise the standards in order to develop more uniform performance measures.

## Further Enhance the Quality Assurance/Quality Improvement Efforts



8.3 Develop and implement quality assurance monitoring and reporting for Adult Protective Services and Public Guardianship Services.

Timeframe: March 2014.

Outcome: Partially Delayed

An Adult protective review was completed in the Fall of 2014. A Public Guardianship review is anticipated to be completed by December 2014. A monitoring system will be developed to ensure regular reviews.

## Further Enhance the Quality Assurance/Quality Improvement Efforts: GOALS 2015-2016



- Implement the National Core Indicator (NCI) survey for consumer satisfaction in 2015. Utilize Maine's survey data from 2014 to compare with survey results from other states. Also, study Maine NCI survey results to look for opportunities to implement quality improvements initiatives.

Timeframe: June 2015

- Implement a review of Developmental Services Case Management to insure the quality of the services for Developmental Services participants.

Timeframe: June 2016

## Further Enhance the Quality Assurance/Quality Improvement Efforts: GOALS 2015-2016



- Implement a Shared Living Providers Review to assist provider in delivering services which will maintain and enhance the quality of life experienced by individuals living in Shared Living Homes.

Timeframe: March 2016

- Initiate a Community Supports Provider Review to assist providers in delivering services which maintain and enhance the quality of life experience by individuals participating in Community Supports.

Time Frame: December 2016

## Further Enhance the Quality Assurance/Quality Improvement Efforts: GOALS 2015-2016



- Implement a Shared Living Providers Review to assist provider in delivering services which will maintain and enhance the quality of life experienced by individuals living in Shared Living Homes.

Timeframe: March 2016

- Initiate a Community Supports Provider Review to assist providers in delivering services which maintain and enhance the quality of life experience by individuals participating in Community Supports.

Time Frame: December 2016

# Support for Families and Persons in Their Own Homes



9.1 -Implement rule and budgetary changes within the Supports Waiver (Section 29) programs to provide Home Support services to provide greater flexibility and support individuals in family homes.

Timeframe: July 2014.

Outcome: Achieved

Home Supports was incorporated as a covered service within section 29 in September of 2014.

Respite services is currently a covered service within section 29. Rule change is in process to include respite as a covered service in section 21.

# Support for Families and Persons in Their Own Homes



9.2- Implement rule and budgetary changes within the Supports Waiver (Section 29 and Section 21) Programs to provide Respite services to provide greater flexibility and support to family caregivers.

Timeframe: Oct 2014.

Outcome: Partially Achieved

Respite services is currently a covered service within section 29. Rule change is in process to include respite as a covered service in section 21.

# Support for Families and Persons in Their Own Homes GOALS 2015-2016



- To complete rule change to include respite as a covered service in section 21.

Timeframe: December 2015

# Improve Access to Health and Dental Care



Work with stakeholders to understand the scope of the issue, identify challenges and collaborative opportunities to access to health care for persons with intellectual disabilities or autism.

Timeframe: December 2014.

Outcome: Delayed

In response to a dental program closure, OADS worked collaboratively with another DHHS program and contracted individuals in multiple locations in Southern and mid-Maine. OADS also worked to ensure dental services remained in place in Northern Maine.

This goal remains important and will be carried over in to 2015.

# NEXT STEPS



## THANK YOU FOR YOUR PARTICIPATION

- PLEASE FEEL FREE TO PROVIDE FEEDBACK IN WRITING BY CONTACTING US AT [oads@MAINE.GOV](mailto:oads@MAINE.GOV) BY DECEMBER 31,2014.
- 2015-2016 BIENNIAL PLAN WILL BE POSTED IN JANUARY, 2015.