



Building Efficiencies

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In order to become more efficient
we focused on the following areas

- ISP Process
- Active Supervision
- Medicaid/Waiver system

ISP Process

- Developed new ISP format
- Established timelines to have all plans converted to new format
- Developed best practice guidelines "how to prepare for and hold a comprehensive ISP meeting"
- Compiled a list of frequently used statements for SSA's to refer to when holding/writing an ISP to ensure rule based elements are included

ISP Process (con't)

- Assigned one SSA to each congregate setting
- Assigned 1 staff per congregate setting to upload the PAWS
- Created a Budget Summary that aligns the cost of local services to that of Medicaid
- Created a report to capture the ISP flow process (e.g. date submitted for processing, date entered in PAWS, date plan mailed. We are able to run this report by SSA or by department)

ISP Process (con't)

- Created a Personal Resource Tool in order to identify and develop an individualized budget
- Developed a web portal to assist with free choice of provider process. This portal can be accessed by all providers
 - Developed question bank for provider interview process
 - Developed forms to be used for free choice of provider process
- Developed provider search tool which allows families and SSA's to review provider information prior to selecting a provider.

ISP Process (con't)

- Active review and management of waitlists by the team and SSA.
- Ensure that medical and psychological evaluations are ready and available for waiver packet submission prior to PICT process

Active Supervision

- All managers document their supervisory session and provide a copy to the SSA
 - All SSA staff formally meet with their manager no less than one time a month
- Department meetings are held quarterly
- Regional meetings are held monthly (All managers work from the same agenda to ensure staff are hearing the same information.

Supervisor Conference Notes	
Date: _____	
SSA Name: _____	SSA Manager: _____
Start Time: _____	End Time: _____
Performance Appraisal Date: _____	
Trainings: _____	
Productivity: _____	
TCM entry timeliness: _____	
Waiver paperwork timeliness: _____	
Number of individuals on caseload: _____	
Number of individuals on Waivers: _____	
Plans converted to new format: _____	
Individuals on Waitlist: _____	
Accession plan: _____	
Prior Auth: _____	
MLPS: _____	
Individuals without Medicaid and why: _____	
Accommodations: _____	
Cases Discussed: _____	
ISP review using QSRT: _____	
Supervision Feedback: _____	
Specific requested activity to be implemented: _____	
If Yes: ☐ No: ☐ If Yes, monitor requested activity: _____	
Comments: _____	
Additional Conference is Requested Identify topic area and date of follow up: _____	
SSA Requests Additional Conference: _____	
SSA Manager Requests Additional Conference: _____	
Next Supervision: _____	
Copy shared with SSA electronically: ☐ Yes ☐ No (why): _____	

Supervision (Con't)

- The QSRT is used by our QA department
- Managers review with SSA's during supervision the results of the managers review of an ISP 'S using our Quality Assurance Tool (QSRT) for training purposes

Medicaid/Waiver Efficiencies

- SSA's submits all JFS paperwork to one county board contact (allows for tracking and verification of information sent)
- SSA's forward all NICS to one county board contact person for submission (as part of new pilot project Ohio Department of DD)
- Ensure that medical and psychological evaluations are ready and available for waiver packet submission prior to PICT
- SSA's are provided list of potential individuals to be PICT'd for the upcoming quarter
- SSA staff have been trained on COGNOS

Questions and Answers



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