

SSA Forum

OACB Program Reviews



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Agenda



- The Process
- Common Themes
- Decreasing inefficiencies within the organization
- Service and Support Administration
- Adult Day Supports and Services
- Community Employment
- Now added Behavior Support...

Process



- How we got started - 2009
- Structural look/review all programs or specific programs - SSA services, Medicaid management, Adult Day Services, EI
- NOT rule based or accreditation preparation
- Conduct interviews with folks to review functions and processes

Process



- Provide *recommendations* or *considerations* in a report
- Conducted 29 reviews since inception
- “Brutally honest”, not there to compliment or commend so much...
- Received well in most locations, not so well in others.

Who do we meet with?



- County Board Superintendent and Management Team
- Individuals served
- Direct Support Staff
- Private Providers
- Family Members

What we've Seen



- Excellent supports and services for individuals with disabilities.
- Caring staff
- Innovative and interesting activities during the day
- Quality measures related to enhancing customer service.
 - Response time for returning calls
 - Customer surveys
- Excellent medical care and wellness programs

What We've Seen



- Incredible work opportunities
- Community employment opportunities
 - Regular employment
 - Projects within local industries
- Dedicated management staff with concern for efficient use of public dollars
- Parents reported excellent responsiveness from staff
- Providers reported a good working relationship with SSA staff
- IDEAS we can share with others throughout the state

What we've seen



- EI programs- wide variety of models but typically the “shining star” of the program!
- Many new private providers offering creative “boutique” adult day supports as alternative to county board workshops.

Common Themes



- SSA structures are outdated and work rules including staff schedules, functions, etc. that are extremely duplicative and inefficient
- Lack of technology to manage waivers in the current environment
- Fragmented Medicaid management and billing systems
- Complexities in waiver reimbursement system drive the planning process.

Common Themes continued



- Lack of specialized caseloads in some counties
- Free choice of provider process needs improvements
- Lack of administrative support for day to day SSA functions
- Misunderstandings and myths... old practices from former rules or programs.
- Focus on the front end, annual ISP and compliance with rules...not quality of life outcomes for the person.
- We keep adding duties and never take anything away!

Common Themes continued



- Most programs lack benchmark goals or performance metrics
- Customer Satisfaction surveys are often lacking totally or depth and breadth is weak
- Staff settle into roles created years ago and never re-assess the critical functions of their job (conduct time studies)

Decreasing Inefficiencies



- Assign 1 SSA per residential site vs. multiple SSA's conducting a site visit on different days and with different individuals
- Discourage multiple desk reviews of the ISP and revisions by others
- Establish specialized caseloads whenever possible
- Evaluate and simplify ISP monitoring processes...eliminate cookie cutter practices and stop requiring all be the same! Individualize!

Decreasing Inefficiencies



- Institute a review process with larger residential providers for utilization discussion, at least quarterly
- Stop requiring providers submit/bring in so much “schtuff”!
- Ask SSAs “what are we doing that we can stop doing?”?
- Reevaluate entire assessment and ISP processes for redundancies...
- Be creative with staff scheduling and home office configuration.

Increasing Efficiencies



- Define SSA performance expectations more clearly
- Provide time/space for TCM billing and set expectations for productivity.
- Provide flexible schedules for SSAs to do their jobs effectively.
- Send supervisors to Regional/State meetings, other counties for ideas.
- Provide adequate supervision and tools for for SSAs to use.
- Provide support for mundane, clerical activities so SSAs focus energies on important functions.

Technology



- Invest in your future!!!
- Consider using a comprehensive database/software for all Medicaid management functions.
- Investigate electronic adult day service documentation systems.

Adult Services



- Adult Day Services that are not tied directly to the ISP – connect the activities to the plans.
- Adult day programs lacking work struggle with alternative activities - RICH RATE!
- Tracking attendance, documentation and billing for services could be improved to enhance revenue.
- Many have refinanced, others not completely yet. Now is the time to finish...
- Lack of transition plans to community employment- THE MILLION DOLLAR DECISION!

Adult Services



- Old structural models
- Can't be all things to all people
- Focus on what you do well
- Lack of transition from school to work
- Lack of investment in community employment
- Lack of investment in technology
- Creative Transportation models need developed

Adult Services



- Lack of relevant community based activities
- Service Plans lack depth and are cookie cutter plans – not individualized
- The world has changed and the traditional model of sheltered workshops will never be the same
- Be Creative
 - Microenterprises
 - Business Incubators
 - Job Carving

Best Practices and Quality Improvement



- Invest in your COG...COGS that have “reinvented” themselves and offer a flexible menu of services are ideal.
- Consider using the same entity to do billing and PAWS...CPT will change the PAWS process in the future.
- Use a separate entity to perform QA reviews vs. the local county board staff.
- Collaborate regionally on development of “specialized” residential services and respite.

Best Practices and Quality Improvement



- Strong vision and a strategic plan are critical.
- Transition planning from school to work starting very young...change the expectations.
- Regular provider meetings and a Code of Conduct for providers is ideal.
- Transparent Free Choice of Provider system that is family friendly.
- Increasing community capacity to offer more choices in service delivery.
- Leadership makes a difference.

Other issues



- Legalities regarding county board staff to manage not for profit adult services programs and housing corps ORC 5126.0221...
- Likely the current QA rule will be revised...could allow boards to shift some resources? Stay tuned...
- TCM rate increase approved. Now is the time to maximize resources and productivity! NO “Plan” is required to bill TCM...

THINGS WE HEAR



- You should have been here this morning when we had work.
- We hope there will be work tomorrow.
- We can't afford transportation to community jobs.
- 99% of local high school graduates will come directly to the workshop.
- Why would we develop our “competition”?
- **EVEN IF YOU DON'T BUILD IT THEY WILL COME (private providers) SO GET PROACTIVE VS. REACTIVE!**

Questions/Answers?



- As always, we are available for training or technical assistance as needed.