



## **Outcome Tracking System (OTS) Application Frequently Asked Questions (FAQ):**

### **1. What is the Outcome Tracking System?**

- The [Outcome Tracking System \(OTS\)](#) is an application that replaced the Employment First Outcome Tracking System (EF OTS) in October 2019. This new OTS application captures how people are spending their days. It looks at systems and services outcomes: those larger outcomes that are happening with services. This new application does not focus on individual outcomes that are identified within a person's plan (ISP/IP). The information captured within OTS will allow the Ohio Department of Developmental Disabilities (DODD) to align policies, procedures, and legislation that will improve how people live, work, and play in their communities.

### **2. When will the OTS application open?**

- The OTS application will open once a year for data entry on October 1st. Users will enter data for those whom they have provided services to in the month of September. Users will have six months to enter this information, October 1 – March 31.

### **3. What are the questions within the OTS application?**

- OTS contains six "[yes or no](#)" questions for providers to answer. Any questions that have been answered as "yes" will require sub-questions to be answered. You are only responsible for entering data for the supports that you provided in the month of September. The questions and sub-questions can be found on the Employment First Website → Resources → [Outcome Tracking System](#)

### **4. How do I determine which question to answer "yes" when I don't know what type of job the person has that I am supporting?**

- Users should determine the type of job the person has by comparing the job with the [OTS definitions](#). Users are asked to use their best judgement when entering this data into OTS. If there is a unique job that doesn't fit into one of the OTS job types, please reach out to your [Community life Engagement Project Manager](#) for assistance.

### **5. When will the County Boards assign questionnaires to those providing services on local funds or private pay?**

- County Boards (CBs) have been asked to assign Questionnaires to the appropriate provider(s) that provided services in the month of September on local funds or private pay by October 31<sup>st</sup>. If you are not seeing an individual's questionnaire, please contact your County Board for assistance. Assignments occur in real time and are immediately available on the provider or county board's Questionnaire Queue.



## 6. What are the deadlines to enter data?

- Users will have six months to enter data for those whom they have provided services to in the month of September. OTS will open on October 1<sup>st</sup> and will close on March 31<sup>st</sup> at 11:59pm. OTS will then become read-only until the next reporting period.

## 7. How is data imported into OTS?

- For Adult Day and Employment providers, people are added into the providers' respective dashboards if the provider has billed certain waiver services in the last 12 months. These waiver services include Adult Day, Vocational Habilitation, Group Employment, Individual Employment, and Career Planning (Benefits Education and Analysis, Career Discovery, Career Exploration, Employment-Self-Employment Plan, Job Development, Situational Observation and Assessment, Worksite Accessibility, and Self-Employment Launch).
- All people residing in an Intermediate Care Facility (ICF) or Developmental Center (DC) as of September 15 will be added to the respective dashboards for each facility.
- For CBs, people are added to the respective dashboards based on the services and supports selected within CRM-IDS, as long as the person is considered "active". A person is considered "active" when there is no termination date, no date of death, and the person has an enrollment date or re-enrollment date.
- If a CB does not have the services and supports selected within CRM-IDS by September 15<sup>th</sup> each year, that person will not be imported into the OTS.

## 8. What services and supports in CRM-IDS will import individuals into the OTS?

- For an individual's Questionnaire to be pulled into OTS (on the CBs dashboard), the person must be "active" (an enrollment date or re-enrollment date, no termination date, and no date of death) and have one of the following services and supports marked: Adult Day (facility or community), Vocational Habilitation (facility or community), Group Employment, Individual Employment, Career Planning, and Competitive Employment.

## 9. Is the OTS system capable of allowing CBs to message providers directly from the system?

- OTS does not currently allow CBs to message providers directly through the application. The OTS application does allow the DODD Admin users to post messages within the OTS application on users' dashboards. This message is only seen if the user logs into OTS, as it does not email the user.



**10. What happens if providers do not complete the Questionnaires?**

- Participation in the OTS is a requirement in the [Employment First Rule 5123:2-2-05](#) for providers of employment services for questions #1-#4. Questions #5 and #6 are not currently required. The Office of System Support and Standards (OSSAS) will receive a report annually after each Reporting Period closes of those employment providers and CBs that were non-compliant in entering data into OTS. OSSAS will then determine if the provider/CB will receive a citation.

**11. Are providers required to update employment data in OTS on an ongoing basis?**

- No, providers will only enter data once a year for the people to whom they have provided employment services, Adult Day Supports, and Active Treatment in the month of September. You will have six months to enter the data 10/1 – 3/31. This will allow DODD to capture a “snapshot” each year that will allow for improved analysis and the ability to track trends over time.

**12. What if we assign a provider a Questionnaire, but the provider does not complete it? Who will get the citation?**

- If a CB/ICF/DC assigns a Questionnaire to a provider, and the provider does not complete the Questionnaire, the agency that assigned the Questionnaire will not receive a citation. Participation in the OTS is a requirement in the [Employment First Rule 5123:2-2-05](#) for providers of employment services for questions #1-#4. Questions #5 and #6 are not currently required. If the Questionnaire was assigned to an employment provider, OSSAS will determine if the provider will receive a citation.

**13. Can County Boards assign more than one provider?**

- Yes. CBs, ICFs, and DCs have the ability to assign a Questionnaire to multiple providers at the same time.

**14. Does the system have the ability to assign Homemaker Personal Care (HPC) providers?**

- No, OTS is not capturing system outcomes for HPC providers. OTS includes DODD certified providers that are providing Adult day and Employment Supports, ICFs, DCs, and CBs.

**15. What happens if someone becomes employed on 9/15, is there any way to get this person included?**

- If the individual’s Questionnaire was not pulled into OTS on 9/15 by billing a waiver service within the past 12 months; or if they were not marked within CRM-IDS, there is no way for DODD to manually add that person’s Questionnaire. This Questionnaire would be captured within the next Reporting Period as long as billing occurred, or if the services and supports were marked within CRM-IDS.



**16. Will we enter data on individuals that private pay who are not DD connected?**

- OTS will only pull individuals into the application if they are within our DD systems. Individual Questionnaires are pulled into OTS based on waiver billing, if an individual resides within an ICF/DC, or if the person is active and marked as receiving services/supports through CRM-IDS.

**17. Are the Questionnaires per county?**

- Questionnaires are not per county, but by the supports you provided by your agency, to a person in the month of September.

**18. What if we have a large agency, with multiple locations, can multiple people access OTS?**

- Yes, OTS allows multiple people to gain access. Agency employees will utilize the [Universal Contract Association process](#) to gain OTS access. This process allows the employee access to the facilities or agencies that they are involved with under a “parent agency”, and not all individual Questionnaires for that parent agency.

**19. What about school kids/students, are they going to be included in OTS?**

- The OTS will only pull in students still in school if their waiver has been billed for the career planning service, or if they were marked as having an Adult Day and/or Employment service in CRM-IDS, or if they were marked as receiving Competitive Employment in CRM-IDS.

**20. What if an ICF contracts with a non-DODD provider to provide the Active Treatment, who is responsible for entering data?**

- If the ICF has a contract with a non-DODD provider (i.e., Mental Health or Aging provider) to provide the Active Treatment during the day, then the ICF would be responsible for entering the data. ICFs are only able to assign Questionnaires to those providers associated with DODD.

**21. If the person has three jobs, will there be three entries, or will we combine them and do an average?**

- If a person has multiple jobs, each job will be added into OTS. Users should not combine jobs. The application allows users to enter multiple jobs for each employment type.

**22. Will the CB approver be able to grant access to CB staff?**

- CB staff that need access to OTS will gain access to OTS by the [“Update my Account Access” process](#). CB users will **not** need to see the “CEO Certified” for your affiliation during this process (page 5 of user guide). You will request the role “County –*Your* County – Outcome Tracking System”.
- If users are struggling to gain access to OTS, please contact the ITS Call Center at: 1-800-617-6733, Option 4



**23. What do we do when the person is getting minimal support from the CB? The person is competitively employed, is eligible for services but is not currently active?**

- For CBs, people are added to their respective dashboards based on the services and supports selected within CRM-IDS, as long as the person is considered “active”. A person is considered “active” when there is no termination date, no date of death, and the person has an enrollment date or re-enrollment date.
- If a CB does not have the services and supports selected within CRM-IDS by September 15<sup>th</sup> each year, that person will not be imported into the OTS.
- It will be important to ensure that the services and supports are updated, and the person is active in CRM-IDS by September 15<sup>th</sup>. This will ensure that the individual’s Questionnaire is pulled into OTS. If this does not happen, then this person’s Competitive Job will not be counted within the County’s data or the state’s aggregated data for that Reporting Period.
- If it is your CBs policy to terminate services for those Competitively Employed with no supports, please reach out to us, and let us know that this is your practice.

**24. If we are a very large agency, are we required to enter all of the data ourselves?**

- Yes, you are responsible for entering data for whom you provided services and supports to in the month of September. The Reporting Period will be open for six months: October 1<sup>st</sup> – March 31<sup>st</sup> to allow users ample time to enter their data.

**25. Do Questions #1-#4 apply to ICFs?**

- Participation in the OTS is not required for ICFs, DCs, or Adult Day providers for any of the questions currently. However, this data is valuable, and DODD asks that all providers participate.

**26. In the future, can OTS be capable of assigning providers via MSS (authorizations) rather than billing?**

- The external workgroup, along with DODD, decided that OTS will utilize billing, rather than services authorized. After analyzing the data, it was determined that not all services authorized will actually occur. Therefore, building the application on billed claims will allow a truer analysis of how people are spending their days.

**27. How do we determine the wages for Art Programs?**

- To determine the “Average Wages per Hour” for Art Programs, please use the persons W2 from the previous year. You will divide the total amount of earnings by the total number of hours worked.
- If you do not have that information, or if an individual just started working, average the wages earned over the last month or couple of months. You will divide the total amount of earnings for that month(s) by the total number of hours worked.



## 28. What job type would an Art Program fall?

- The job type for an Art Program could fall under “Facility-Based Work” or “Self-Employment” depending upon the characteristics of the job.
- For Self-Employment, we would expect to see the person as an independent contractor and receiving a 1099.
- For Facility-Based Work, we would expect to see the person earning commission from that studio or employer.
- If the person is receiving services at the Art Program, and that same provider is issuing the paycheck for this person, this would fall under “Group Employment – Provider Owned Business”.

## 29. Will we be able to compare our employment counts in our county to other counties?

- Yes, OTS will have an external data page that will be available to the public. This data page will allow comparisons from county to county, by type of job, wages, and hours.

## 30. Will the OTS application be utilized to determine the annual compensation amount for people being paid in Vocational Habilitation?

- The OTS application will not be utilized to determine the annual compensation for those being paid in Vocational Habilitation. OTS is just gathering data for a specific point in time (Snapshot) annually to allow for consistent and reliable trend data.
- Annual wage earnings for those being paid in Vocational Habilitation will be added to the required employment services written progress report that is submitted to the SSA once every 12 months.

## 31. How does the OhioISP affect Services and Supports and OTS?

- Locally funded adult day, employment, and transportation services will not be connected to the OhioISP. DODD will use CRM-IDS Service and Supports for reporting on the following information:
  - People who are competitively employed and not receiving any services;
  - People of working age (18 and over), their place on the path to community employment.
    - This data point will be displayed in the OhioISP for those who have an OhioISP.
    - Place on the Path to Community Employment can only be entered into CRM-IDS and not the OhioISP. We know this needs to be fixed long-term but will not be fixed before OhioISP launches;
  - People receiving locally funded adult day support (including Ohio Department of Aging), vocational habilitation, career planning, individual employment supports, transportation, and group employment supports;



- Continuing to use CRM-IDS Service and Supports for the above information is DODDs short-term solution until we can work together to identify a better long-term solution.

**32. The “Integrated” in “Group Integrated Job” is confusing because often times the job is not integrated.**

- Under Group Integrated Job there are three options to specify under this employment type; enclave, mobile work crew, and provider owned business. There may be situations where your Group Integrated job is not integrated, and this would fall under enclave. Enclave is the one group job types we have classified that is not integrated for these types of situations.

**33. Since we are now reporting on the Place on the Path to Community Employment, will there be additional paths added to address those that are retired or those school-aged students?**

- No, the Place on the Path to Community Employment choices will not be changing. The PPCE is dependent upon the person’s job goal. If the individual indicates that they are retired, you will choose Path 4. The school-aged student will determine their place on the path through the person-centered process. This path will help them achieve their job goal.

**34. If a person receives individual employment supports are they considered competitively employed if they meet all the criteria under the definition of competitive employment, even if they may require some job coaching periodically?**

- The OTS application is not currently asking about services, but about the type of job the person has. If the job meets all of the criteria for competitive employment, then it would be a competitive job, even if they require supports on occasion.
- Competitive Employment must meet all of the following criteria:
  - Must be full or part-time;
  - Must be making minimum wage (or usual customary wage);
  - Be eligible for the same level of fringe benefits as other full or part-time employees; and
  - Be integrated
- For assistance with determining the type of job, you may reference the [OTS definitions](#). If you require further assistance, please contact your [Regional CLE](#).

**35. If someone is hired at Walmart and uses Individual Employment Supports, is it considered a Competitive Job?**

- If the job at Wal-Mart meets all of the [criteria of Competitive Employment](#), then it would be a Competitive job, even if the person is receiving Individual Employment Supports.
- If you have questions regarding the type of job, please feel free to reach out to your [Regional CLE](#) for assistance.



**36. If someone is hired into Goodwill as a direct hire and utilizes Goodwill for Individual Employment Supports, is that considered Competitive Employment?**

- Due to Goodwill offering a multitude of different types of jobs, there is no blanket answer for this question. To determine if a job through Goodwill is Competitive, you will want to review the [definition for Competitive Employment](#).

**37. If I am the employer and also issue the individual a paycheck, is that Competitive Employment?**

- If you are providing the Medicaid Waiver services and also issuing the paycheck, this is not considered Competitive Employment. This is considered Group Integrated Employment–Provider Owned Business.

**38. I am having issues with obtaining access to the Outcome Tracking System, what do I do?**

- Please see the [OTS User Guide](#) for assistance in obtaining access to the OTS application.
- If you require further assistance, please contact the IT Help Desk at 1-800-617-6733, Option 4.

**39. If a person is hired by a provider agency, but is not receiving services, is this considered Competitive Employment or Group Integrated Job – Provider Owned Business?**

- If the job meets the definition of [Competitive Employment](#), and the provider is not providing services and issuing the paycheck, then the job would be considered to be Competitive Employment.
- Here is an example: John works for ABCD Industries Inc. While he is at work, he answers the phone, monitors the front desk, files, schedules conference rooms, and does data entry. He has worked at ABCD Industries for 10 years and is very comfortable in his job duties. He receives the same pay, benefits, and advancement opportunities as all the other staff at ABCD Industries. He receives no supports to maintain his employment from a provider agency. He knows when he has a question or concern that he can talk directly to his supervisor, or he can contact his Service & Support Specialist.

**40. Can you do employment services with a person in an ICF?**

- Yes, an ICF is able to provide employment services to individuals residing in their facility. These services will look just like the waiver employment services but are considered Active Treatment.





**41. Are there any available resources to assist me with the OTS?**

- Yes! We have a multitude of resources to assist you with the new OTS.
- You may access our resources on our [DODD webpage](#) or our [Employment First Webpage](#):
  - [User Guide](#)
  - [Screen Casts](#)
  - [Recorded Webinar](#)
  - [OTS Definitions](#)
  - [OTS Questions](#)
  - [Occupation Examples](#)
  - [CB/CEO Security Access Guide](#)
  - [Provider Staff Security Access Guide](#)
  - [Regional Community Life Engagement Project Managers](#)