

Payment in Adult Day and Employment Services Work Group

Thursday, June 27, 2019
Delaware County Board of DD
Meeting Summary

Members Present: Scott Marks (OACB), Lisa Mathis (OPRA), Melissa Morelli (OAAS.OPRA), Pennie Chappell (OSDA), Mary Thompson Hufford (Licco, MSI, and Hopewell), Karen Blumhorst (Capabilities/We Can Too/Opra), Tiffany Martin (Goodwill Columbus/OPRA), Chris Filler (OCALI), Ed Stark (SEC), Jan Dougherty (Ohio APSE), Kristen Henry (APSI), Matt Mumma (OHCA/OCID), Debbie Jenkins (OCHA/OCID), Stephanie Barber Maynard (OSDA), Cecilia King (ViaQuest)

Members Absent: Kathy Phillips (OWN), Gary Tonks (ARC of Ohio), Kraig Walker (People First), Sarah Zimmerman (SEC)

DODD and ODM Attendees: Stacy Collins (DODD), Kristi Williams (DODD), Kim Hauck (DODD), Lyndsay Nash (DODD), Debbie Hoffine (DODD), Laura Leach (ODM), Jacquelyn Rigutto (ODM), Steve Beha (DODD), Rik Donley (DODD)

Facilitator: Jo Krippenstapel

1. Welcome

Stacy Collins offered an overview of the agenda and a review of the session packet. She introduced Kyle Corbin as the newest member of the DODD Employment First and Community Life team. Workgroup members offered introductions.

2. Work Group Accomplishments

Stacy shared a one page summary of the Vocational Habilitation Talking Points that her team uses when communicating with stakeholders about the accomplishments of this workgroup. This document will be updated to include a minor edit and will be posted on the Employment First website along with other workgroup materials.

3. Framework for Aligning Vocational Habilitation Service Delivery with State and Federal Requirements

Stacy offered a review of the revised and updated Framework. She emphasized the service name change to 'Basic Employment Skills Training (BEST)'. Workgroup members agreed that this updated version reflects the recommendations of the workgroup. This document will be edited for a few minor corrections and will be posted on the Employment First website along with other workgroup materials.

4. Communication Tools

Steve Beha shared a short video that was created as a tool for sharing information about the changes in vocational habilitation and service options available. The group provided feedback about possible tweaks and additions to the video. Steve will incorporate this feedback into the next draft of the video.

Steve also shared a Resource Tool. The group had positive feedback about the format, and offered several ideas for editing the content and adding scenarios. Steve will incorporate this feedback into the next version of this product.

5. Implementation Timelines

Stacy shared important dates regarding events and deliverables necessary for achieving the changes outlined in the Framework. New dates will be added, including Waiver amendment timelines and rule timelines, as well as a timeline for identification of temporary funding that may be available to fund technical assistance for strategic planning for those sheltered workshops who only want to be an employer.

6. Implementation Team

Stacy offered a review of the structure and composition of the Implementation Team that will carry forward the hard work of implementing the Framework and the recommendations of this workgroup. The Implementation Team will discuss the implementation details related to: 1.) stakeholder training 2.) extension process (MSS calculations, field guidance, and DODDs approval process), 3.) sheltered workshop transition project, and 4.) rule and waiver amendment work. The workgroup engaged in a facilitated exercise to identify questions, concerns and hopes related to these charges. A detailed summary of these 'key messages' from this workgroup to the Implementation Team begins on page 3.

7. Close

Stacy reminded the workgroup that information about the implementation efforts and the work of the Implementation Team will continue to be posted on basecamp. Members can continue to provide feedback online and offer their input to Implementation Team members.

Stacy closed by expressing her appreciation to workgroup members, and members offered appreciations to DODD as well as to one another.

'Key messages' from this workgroup to the Implementation Team

The workgroup engaged in a facilitated exercise to identify questions, concerns and hopes related to these topics that the Implementation Team will discuss: 1.) stakeholder training 2.) extension process (MSS calculations, field guidance, and DODDs approval process), 3.) sheltered workshop transition project, and 4.) rule and waiver amendment work. A summary of the workgroup questions, concerns and hopes regarding each of these is outlined below.

STAKEHOLDER TRAINING

Questions

- How will people be informed of the training?
- What 'take aways' can be expected?
- What trainings will be required?
- How can we include system partners (ODE, OOD?)
- Can this be a train-the-trainer model?
- How can training address multiple approaches/funding to achieve outcomes?
- What funding might be available to develop best practices?
- How can implementation and follow-up be utilized?
- What are expectations for outcomes or documentation for providers and counties?
- How can the trainings address common themes while still being specific to the audience?
- How can we engage community leaders and employers?

Concerns

- Constant feedback
- Training available in multiple formats and locations
- Not a 'one size fits all' approach.
- Only CEOs or program managers are trained.
- Staying siloed in our system.
- Fall back into old traps of voc hab.
- Assumption that 18-49 'rolls into' new service without proper planning and discussion.
- "More change! This is too much!" reaction to trainings

Hopes

- Cast a wide net.
- Consistent message.
- Continuous training (dedicated staff).
- Involve all system partners.
- Easily found/available.

- Share stories of success.
- Leave with an action item.
- Use multiple training techniques
- Everyone (families, people with disabilities, providers, county boards) receives the same message.
- Materials developed for DSPs.
- Find a way to engage employers.
- Teach using evidence-based practices.
- Include multiple agencies.
- Make sure the ‘Why’ is clear.
- Leave trainings with an understanding of team developed outcomes.
- Have a package of resources for community partners (media kit).
- Change conversation away from eligibility specific programs.
- Training is technical and based in implementation practices.
- Stipends for training/attendance.

EXTENSION PROCESS

Questions

- What criteria will DODD use to approve extensions? What are the components? What tools will be used? How objective and person-centered will the process be?
- How does this process interact with the single ISP workgroup? (extension, crossover, how will these processes be incorporated? How intentional will we be? Do the timelines of this align or will it create a mess?)
- MSS calculations: How is it going to calculate? How much notice will be given when approaching the 24 month time limit (including to the provider)?
- Is the 24 month time period cumulative, or does it have a start/stop time? When does the clock start? (July 1, 2020 or person’s ISP span year after July 1?)
- Is there consideration on the number of appeals that will be coming in and how DODD will handle those?
- Will there be an appeal process if denied BEST extension?
- What happens if someone gets denied? (Incorporate the structure used with DCs – first number of months free if service needed after, someone else pays).
- How does one county’s data compare to other counties?
- How will we talk with parents?
- Will the place on the path to community employment be considered?
- How can we develop quantitative analysis?
- Who will oversee this? Who monitors individual progress? Who looks at the notes? (State or local?)
- How will SSAs or teams be trained to track progress – move through service authorizations?
- How are we going to train everyone to help a person progress toward employment?
- How do we help providers build their capacity around employment services?
- How do we incentivize providers to move people along the path to community employment (thought on rate reduction – correlate with extension).

Hopes

- Use what we have learned here and continue it into the one ISP – what do we want to see.
- That this leads to good outcomes.
- Make the system more sustainable.
- Facilitates healthy person-centered conversations.
- Keep it as simple as possible.
- Make the process for extension approval as clear as possible.
- SSA have training to help move through a potentially difficult conversation into options.
- Training is inclusive and available – we train everyone together (SSAs, providers, individuals and families)

- Consistent message, easily accessible, widely shared.
- Address entitlement within our system and frees resources to others that need them.
- ODM has access to DODD approval process and information (system) so OOD can see.
- DODD collects data involving all points (PPCE, service extensions, employment data)
- Helps people get more access to career planning services.
- MSS gives us data on what is working – data to show individualization.
- All get 24 months of service if needed.
- Someone gets an extension and doesn't need it for the full span year, then can transition to another service.
- If a team doesn't have all the information they need, the team errs on to authorization for voc hab.
- Rule supports flexibility in transition services as a person's life changes.
- If a person is showing progress, they are not penalized because we rush the planning process.
- Involve the provider in initiating the support. Providers have the information to track their progress and to use the information to help the person.

Concerns

- How to clearly say how this will be shared re: the 24 month extension?
- Don't want people to be short changed based on span year. How can everyone have 24 months of service?
- Teams (SSAs) are going to be asked to make a request for an extension prior to span year without all the information. Information is missing because the individual hasn't gone through the service or process. The person should have the opportunity to build the skills before a decision is made about extension.
- SSAs won't be flexible.
- Working with an individual one time per year (checking progress one time per year) is too long a time frame to make a sure a person is making progress.
- This is a huge change. Capacity building will be key.
- Do providers have the capacity to help people get their skills?
- Huge stretch for providers and individuals/families – we have to have the right resources and supports.
- People might be in a continuous cycle at work.
- County boards will continue to authorize BEST without helping the person grow and meet their goals.
- System affording someone who needs 2:1 or 1:1 etc.
- Recognize that progress is progress, no matter what speed.
- Inconsistent implementation.
- Team disagreement – how resolved? Who resolves?
- Hard for SSAs to say 'no' – yet for others, easy to say 'no' when someone may need it. How to balance this?
- People want to work but we aren't seeing progress in voc hab.
- What happens when someone makes progress, is ready for community employment, but can't move on because of job availability?
- Understanding from one SSA to another, one provider to another, one manager to another.
- Extension process will be too easy vs too hard.
- Team influencing a decision for a person.
- SSA having time to do this – without county boards hiring special team members to do this or specialized tools to help them though this.

WORKSHOP TRANSITION PROJECT

Questions

- How will information be communicated to all stakeholders?
- Will there be any incentives to providers who want to transition?
- Are there examples of this working in other places?
- Is there really an interest in this from providers?
- Can this work large scale or only in smaller settings/places?

- Is there a service that could also fit the setting based on a person's needs?
- Will community employment be available?
- How will this really be an integrated employment setting?

Hopes

- That there is a continuum of services for all people
- The sheltered workshop expands/changes to an integrated worksite
- Expanded community job opportunities
- Resources will be available to support the transitions (maybe information learned from grant work)
- Funds available for providers transitioning
- Person-centered!
- Technical assistance available to everyone who wants to participate
- Proactive supports available beyond technical assistance
- There will be 'champions' from all groups
- Clear and consistent communication
- Separating services from work opens up possibilities for people
- More people in integrated settings
- Allows people who value work to not lose the opportunity

Concerns

- Potentially isolating settings for employment
- Would there be any oversight of former workshops that transition to employers?
- How will we ensure true informed choice?
- Viability – financial viability for employer
- Repeating an unsustainable model
- Will there be adequate provider capacity to meet service needs in all areas of the state?
- Reimbursement may not support willing providers to help people working
- Disability specific or retirees
- How will this meet the definition of community integrated employment?
- Lots of legal/business issues for providers to navigate
- Transportation
- Will this be driven by what providers offer or individual choice?
- Will this end up looking like another county board workshop?
- How will subminimum wage play into this?
- Where will the funding to do this come from? If not DODD, where?
- Services are provided in appropriate setting

RULE AND WAIVER AMENDMENT WORK

Questions

- Is the carve-out realistic with rule? (Considering voc hab will have to pull back while BEST moves forward?)
- Is the timeframe of July 2020 realistic?
- How will rule development be impacted by the single plan proposal?
- If a provider is already certified for voc hab, will they automatically be certified for BEST?
- What will the tools look like for county boards/teams to use to authorize extensions and what will DODD's tool look like (better objective than subjective).

Concerns

- Training: assure that all stakeholders understand the message in the same way.
- Putting up a new service that is more progressive than the service being phased out. Apparent double standard.
- Communication between CMS and Ohio (ODM and DODD) should be transparent for all stakeholders.
- Keep the implementation team focused on the recommendations of this workgroup and not allow scope creep to derail the progress and miss deadlines.

- SELF waiver is being renewed as of 7/1/2020 and be aware of the potential for issues when adding a new service to a waiver undergoing renewal.
- Confusion between voc hab and BEST: will providers understand that the services are fundamentally the same, and both should focus on movement toward employment for those who want it (even if in voc hab).
- That individuals are supported in meaningful conversations regarding their desire and interest in competitive employment. Do not allow/require individuals to continue to stay in BEST for unlimited extensions.
- That the waiver workgroup does not slow things down.
- Transportation.
- Keep language consistent statewide related to implementation –write the rules in a way that eliminates ambiguity and reduces confusion.
- Barriers need to be addressed; especially when the individual wants to work but a parent or guardian needs additional reassurance.
- Voc hab and BEST bring delivered in the same location and not making any changes in the approach to service delivery.

Hopes

- That a ‘carve-out’ (voc hab continuing and being allowed to sunset) is approved by CMS.
- Rules match expectations, implemented, and enforced consistently.
- Rule incorporates technology and future changes/possibilities
- That the new service – BEST – really moves people along the path to employment
- The rule and waiver amendment align with the spirit and intent of this workgroup
- Consideration is given to supporting providers who really want to deliver this service in a meaningful way and help them to help individuals move forward on the path to employment
- The rate structure supports community based approaches to services.
- Rules allow for multiple services to be utilized during the same span (one service a few days and another on other days.)
- Support providers who are currently dig voc hab to branch out into competitive employment services and not just move to BEST
- BEST be reimbursed at a higher rate.
- Quality (financial) incentives for good providers (maybe reduced application fees.)
- This will align smoothly with the single plan.