Simplify the System Options

ISAC Webinars

July 10th, 17th, 24th, 2018

Introduction

What Drove the Project:
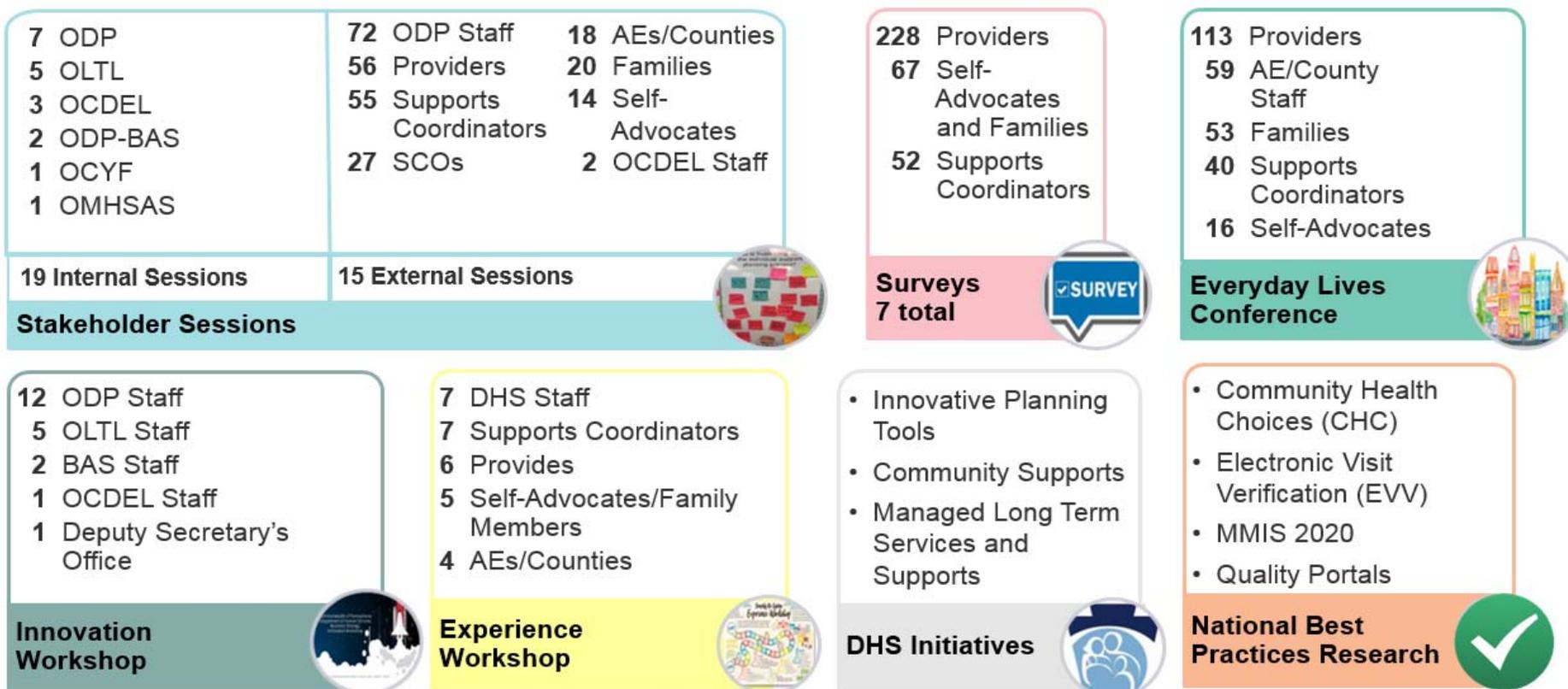
Everyday Lives Recommendation No. 8

Simplify the System

"The system of supports and funding of those supports must be as straightforward and uncomplicated as possible. This will allow greater understanding and use of the system by everyone - most importantly the individual needing and receiving supports.

Listening to Stakeholders

Over the course of 6 months, the project engaged in 8 key activities, that included **942 stakeholder interactions**. Shown below are the number of stakeholder interactions and research topics covered during the course of the project.

Stakeholder Sessions		
7 ODP 5 OLTL 3 OCDEL 2 ODP-BAS 1 OCYF 1 OMHSAS	72 ODP Staff 56 Providers 55 Supports Coordinators 27 SCOs	18 AEs/Counties 20 Families 14 Self-Advocates 2 OCDEL Staff
19 Internal Sessions	**15 External Sessions**	

Surveys 7 total

- 228 Providers
- 67 Self-Advocates and Families
- 52 Supports Coordinators

Everyday Lives Conference

- 113 Providers
- 59 AE/County Staff
- 53 Families
- 40 Supports Coordinators
- 16 Self-Advocates

Innovation Workshop

- 12 ODP Staff
- 5 OLTL Staff
- 2 BAS Staff
- 1 OCDEL Staff
- 1 Deputy Secretary's Office

Experience Workshop

- 7 DHS Staff
- 7 Supports Coordinators
- 6 Provides
- 5 Self-Advocates/Family Members
- 4 AEs/Counties

DHS Initiatives

- Innovative Planning Tools
- Community Supports
- Managed Long Term Services and Supports

National Best Practices Research

- Community Health Choices (CHC)
- Electronic Visit Verification (EVV)
- MMIS 2020
- Quality Portals

- Options

  - These are Ideas that Came from Stakeholders

Options fall into 6 categories

Improve the interaction that individuals/self-advocates and families have with the system from the point of first contact

- **A** Use data collected during intake as a basis to formulate the plan
- **B** Consider alternative tools and methods to anticipating and predicting future system need
- **C** Consider creating an informal network of system navigators and/or a formal job position for system navigators
- **D** Consider using standardized assessment and eligibility forms across program offices
- **E** Consider developing an enhanced information sharing and transition process across DHS program offices

Assist individuals/self-advocates and families in self-management throughout an individual's life span

- **O** Investigate how the Internet of Things (IOT) can enable individual self-monitoring
- **P** Evaluate service authorization models that provide additional flexibility in service authorizations and utilization
- **Q** Assess opportunities to increase engagement of individuals/self-advocates in the ongoing management and utilization of their services
- **R** Consider an online collaboration portal for individuals/self-advocates and families to share information
- **S** Consider investing in technologies such as mobile apps and digital meetings

Simplify and improve the planning process to align with person centered practices and the LifeCourse Framework

- **F** Make the school transition process more robust
- **G** Provide tailored guidance to families during transition periods which could include an interactive navigation map explaining the process
- **H** Consider a new ISP structure, which includes a self-advocate and family focused life plan and different components that are accessible to stakeholder based on role and function
- **I** Explore ways for families and providers to increase collaboration and communication in their efforts to support individuals/self-advocates
- **J** Integrate the LifeCourse framework into the initial interview/intake process
- **K** Evaluate giving direct care workers read-only access to the ISP

Strengthen the roles of Service/Supports Coordinators

- **T** Develop a career pathing approach to elevate the role of the SC
- **U** Consider creating an enhanced planning SC support role to partner with SCs in planning activities for self-advocates complex needs and life circumstances
- **V** Consider ways to better utilize Targeted Supports Management (TSM) available through the Medicaid State Plan, including as navigators

Ensure access to community supports

- **L** Consider various mechanisms to provide individuals/self-advocates and families with support to navigate the system as well as how to navigate the full range of community supports and specialized services
- **M** Develop a resource similar to the ASERT Collaborative to impact broader populations of the DHS Community (i.e. Intellectual Disabilities, Early Intervention)
- **N** Consider enhancing services and supports information available to families by making directories more interactive and easier to update by providers

Simplify the management of and improve accountability for the system

- **W** Explore administrative and financial options to give AEs a more direct role in provider management and service plan management, as well as more responsibility in managing services delivered to self-advocates and families
- **X** Clearly delineate authority and administrative functions across the AE, SCO (including TSM) and provider functions
- **Y** Consider leveraging online tools and data to tailor, streamline and enhance the individual and provider monitoring processes
- **Z** Evaluate how provider monitoring practices could be streamlined across program offices and/or in conjunction with provider qualification and licensing processes
- **AA** Use data analysis and key indicators to identify areas of interest for ad hoc monitoring

Options: Theme 1
Make the First Connection with the System Easier
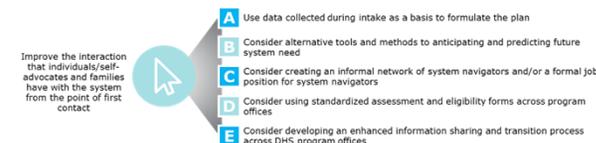
A   Ask for information once: eliminate the need to give the same information over and over to other offices

B   Find a replacement for PUNS that better predicts how many people will need, what they will need and when they will need it.

C   Establish a systems navigator function to guide people and families through the process and across their lifespan

D   Use one standardized assessment and eligibility forms for all programs

E   Share data with education to make transition smoother

Improve the interaction that individuals/self-advocates and families have with the system from the point of first contact

A Use data collected during intake as a basis to formulate the plan

B Consider alternative tools and methods to anticipating and predicting future system need

C Consider creating an informal network of system navigators and/or a formal job position for system navigators

D Consider using standardized assessment and eligibility forms across program offices

E Consider developing an enhanced information sharing and transition process across DHS program offices

Options: Theme 2
Simplify Planning: Make it Person-Centered and Based on the LifeCourse Framework

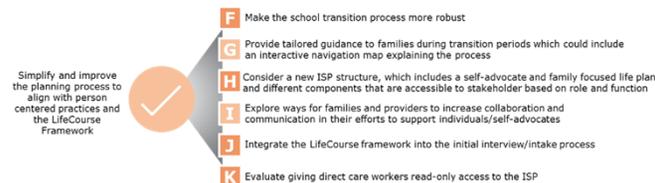**F** Use the LifeCourse Framework for the school to adult life transition process

G Provide a map for times of transitions so families can know what to expect

H Create a new ISP based on the LifeCourse Framework

I The ISP should be on the web so that everyone involved can use it.

J Use the LifeCourse Framework at the beginning - at the time of registration

K Give direct support staff access to the ISP on line and through an app

Simplify and improve the planning process to align with person centered practices and the LifeCourse Framework

F Make the school transition process more robust

G Provide tailored guidance to families during transition periods which could include an interactive navigation map explaining the process

H Consider a new ISP structure, which includes a self-advocate and family focused life plan and different components that are accessible to stakeholder based on role and function

I Explore ways for families and providers to increase collaboration and communication in their efforts to support individuals/self-advocates

J Integrate the LifeCourse framework into the initial interview/intake process

K Evaluate giving direct care workers read-only access to the ISP

Options: Theme 3
Access to Community Services

L Find a way to make sure individuals and families get information – what they need and when they need it

M Expand resources like ASERT to reach all populations and all ages

N Make a provider directory that is easier for people to use and providers to update

Ensure access to community supports

L Consider various mechanisms to provide individuals/self-advocates and families with support to navigate the system as well as how to navigate the full range of community supports and specialized services

M Develop a resource similar to the ASERT Collaborative to impact broader populations of the DHS Community (i.e. Intellectual Disabilities, Early Intervention)

N Consider enhancing services and supports information available to families by making directories more interactive and easier to update by providers

Options: Theme 4
Promote Self-Direction

O Make smart technology available so self-advocates can be more independent

P Design service packages that give people more flexibility in what services they use

Q Give people technology to manage their service package

R Provide a web-based portal for self-advocates and families to share information with others

S Use mobiles and digital platforms for meeting

Assist individuals/self-advocates and families in self-management throughout an individual's life span

O Investigate how the Internet of Things (IOT) can enable individual self-monitoring

P Evaluate service authorization models that provide additional flexibility in service authorizations and utilization

Q Assess opportunities to increase engagement of individuals/self-advocates in the ongoing management and utilization of their services

R Consider an online collaboration portal for individuals/self-advocates and families to share information

S Consider investing in technologies such as mobile apps and digital meetings

Options: Theme 5
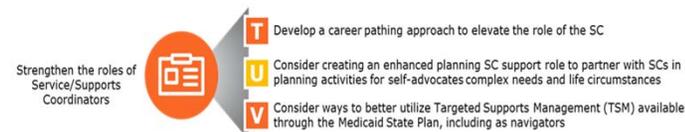# Strengthen the role of Support Coordinators

T Create a career path for Support Coordinators

U Create higher level Support Coordinator Role to support people with greater needs and to mentor other SCs

V Rethink the role of SCs funded through Targeted Supports Management to serve as a systems navigator

Strengthen the roles of Service/Supports Coordinators

T Develop a career pathing approach to elevate the role of the SC

U Consider creating an enhanced planning SC support role to partner with SCs in planning activities for self-advocates complex needs and life circumstances

V Consider ways to better utilize Targeted Supports Management (TSM) available through the Medicaid State Plan, including as navigators

Options: Theme 6
Be clear about who is in charge

W Put counties back in charge of managing services at the local level

X Make clear the counties have authority over and responsibility for service provision and support coordination

Y-Z Streamline provider monitoring, provider qualification and licensing

AA Start using data dashboards to show trends and patterns, specific agencies and populations.

Simplify the management of and improve accountability for the system

W Explore administrative and financial options to give AEs a more direct role in provider management and service plan management, as well as more responsibility in managing services delivered to self-advocates and families

X Clearly delineate authority and administrative functions across the AE, SCO (including TSM) and provider functions

Y Consider leveraging online tools and data to tailor, streamline and enhance the individual and provider monitoring processes

Z Evaluate how provider monitoring practices could be streamlined across program offices and/or in conjunction with provider qualification and licensing processes

AA Use data analysis and key indicators to identify areas of interest for ad hoc monitoring

Major Themes

1. **Use the LifeCourse Framework** at the first meeting and as part of on going ISP

2. **Make transitions easier**, especially from school to adult life

3. **Create a Systems Navigator** to help self-advocates and families

4. **Use the Web and Mobile Apps** for self-advocates and families to get information, use their plan and to communicate with each other.

5. **Let people manage their own services** and lives with flexible service pkgs., web technology, smart technology

6. **Build support coordination** and make it easier for them to work with self-advocates and families

7. **Establish county authority** over and responsibility for services and support coordination