

# OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND  
DEVELOPMENTAL SERVICES

## QUARTERLY REPORT OF OFFICE ACTIVITIES

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JANUARY – MARCH 2012

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OFFICE OF DEVELOPMENTAL SERVICES

# Quarterly Report

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The Office of Developmental Services (ODS) in the Virginia Department of Behavioral Health and Developmental Services (DBHDS) is dedicated to joining in partnership with all available state and local resources toward the development of communities that support and affirm all persons with intellectual disability and their families as participating and contributing members. This report provides an overview of the activities and accomplishments of the ODS in the **third quarter of Fiscal Year 2012**.

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## HIGHLIGHTS OF THE QUARTER

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### CONTACT PERSON: LEE PRICE

Aside from the usual third quarter activity in ODS that accompanies the General Assembly session, much of the energy and focus in the office was generated by the January 26 signing of the settlement agreement between the Department of Justice and Secretary Hazel. This agreement mapped out a baseline for growth in Virginia's community services system, enhancement of quality control and system oversight policies and procedures, and strategies for the safe movement of all individuals from four of Virginia's training centers over a ten year timeline. Following the announcement, Commissioner Stewart and key departmental leadership met with the staff and families of affected training centers, and organized a series of meetings with community system leadership, advocates, providers, and other interested parties. Department staff, along with leadership from the Office of the Secretary, DMAS, and other state offices are organizing work groups with stakeholders to develop the plans that will fulfill the elements of the agreement. Mr. Donald Fletcher, an experienced developmental disability professional from Massachusetts, has been hired to monitor Virginia's progress in meeting the timelines and the requirements identified in the agreement.

To help meet the Department's responsibilities in managing and overseeing the rapidly growing community system, personnel added over the course of the past year include:

- 5 Community Resource Consultants (bringing the total to 10 CRCs working in pairs assigned to each of the 5 regions) to provide training, consultation, and technical assistance to the CSBs, providers, and families (as needed) on the Waiver and its implementation
- 5 Community Integration Managers (each assigned to a training center) working under the direction of Jae Benz, Director of Facility Operations and Community Integration
- 6 new Licensing Specialists
- 1 new Human Rights Specialist.

Other activities during the quarter involved:

- the initiation of START training under the direction of Dr. Joan Beasley from the University of New Hampshire
- progress made in each of the regions toward meeting the targeted timelines for beginning START services
- the pursuit of a federal grant for employment services, while eventually unsuccessful, that was conducted with tremendous cross-agency collaboration
- the development of an Employment First policy for the Department
- continued development of the cross-disability case management training curriculum
- the initiation of the individual service recipient interviews for the National Core Indicators project referenced in the Second Quarter Report.

We also welcomed Eric Leabough as the Department's new housing specialist to the team during this quarter. Eric reports to Michael Shank in the Office of Behavioral Health and is responsible for managing housing initiatives for DBHDS across all disability areas. Eric comes to us with a rich background in housing experience.

The quarter was a busy one with developments that have initiated a ten year commitment to the growth and improvements in our community system of supports and services. The months ahead will continue to offer opportunities for systems change as we meet the challenges borne of the growth of a comprehensive developmental disability system.

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## REGULATION AND POLICY

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### CONTACT PERSON: DAWN TRAVER

#### **Dept. of Medical Assistance Services (DMAS) related activity:**

- Met and collaborated with DMAS on final edits to the ID Waiver final proposed regulations and Town Hall explanatory document.
- Participated in a meeting at DMAS regarding a new program of managed care for individuals who are "dually eligible" (Medicaid and Medicare).

#### **Centers for Medicare & Medicaid Services (CMS) Related Activity**

- Prepared a response to CMS's questions regarding Virginia's Day Support Waiver Evidence Report.

#### **Money Follows the Person Activities:**

- Met with new DMAS Money Follows the Person (MFP) Coordinator and other staff to discuss ODS's involvement in MFP through the ID Waiver.

#### **Other Activities:**

- Continued to coordinate edits/revisions to the Staff Orientation Workbook and develop a new process for training supervisors to train direct support staff.
- Participated in the quarterly call for the Steering Committee for the Virginia Association of Centers for Independent Living grant, *Improvement and Expansion of Consumer Directed Services*.
- Solicited and processed funding requests for FY13 OBRA funding for individuals with ID in nursing facilities and well as responded to several changes to FY12 funding.
- Finalized the updated version of the Case Management Transfer Protocol and placed it on the ODS website.
- Worked with DBHDS Director of Legislative Affairs regarding legislation to remove the term “mental retardation” from the state Code (other than death penalty related references).
- Participated in the ID Licensing Workgroup to set quality parameters/priorities related to the DOJ Settlement requirements.
- Participated in the quarterly Positive Behavioral Support Facilitators’ Forum.
- Participated on the writing committee for the Office of Disability Employment Policy grant (see “grant applications” section of the Employment section of this report).
- Participated in a meeting of national representatives exploring an expansion of the PACE model to persons with ID.
- Participated in the Virginia Department for the Aging’s “Options Counseling Standards Workgroup.”

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## PRE-AUTHORIZATION

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**CONTACT PERSON: CYNTHIA SMITH**

### SERVICES AUTHORIZED

Waiver	Total * Processed	Approved	Denied	Appeals**	Re-review	Pended
	3880	3262	20	4	60	310

\* \*\*Received and resolved

\*Difference between **approved** and **total processed**:

- Total processed: total ISARs approved, denied and reduced
- Approved: ISARs authorized as requested

### PENDED ISARS

Incorrect Provider	Provider Not MR Waiver	More Information	Not MR Waiver Eligible	No Medicaid Number;

name/number	Eligible			Invalid/Pended Medicaid Number
0	0	275	23	12

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## DATA MANAGEMENT AND QUALITY ASSURANCE

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### CONTACT PERSON: DR. CHERI STIERER

- Phase 2 of IDOLS (Service Authorization) continued deployment by region with all regional Question and Answer (Q & A) trainings completed on February 24th. Instructions for DELTA (the portal) for account set-up information remain posted on the ODS web page. The manual and YouTube instructions for navigating electronic Service Authorization submissions for the ID and DS Waivers also remain on the ODS web site.
- The initial Q & A training sessions were held in Fairfax, Virginia Beach, Richmond and Wytheville. ODS delivered 10 additional Q&A sessions this quarter. There were a total of 711 individuals in attendance. All participants were asked to view the YouTube video training and the manual prior to attending.
- ODS continues to update reports and work on quality indicator data for the Centers for Medicare and Medicaid Services (CMS) ID/DS Waiver application quality assurances. The quarterly meeting with DMAS was held in February to review outcome measures and data collection processes.
- This is the third quarter that CSBs/BHAs are responsible for the quarterly Waiting List and Level of Functioning updates through IDOLS. We are still working on data issues with service authorizations that occurred when the old system data was transferred to the new system. Data prior to July 2010 may not appear in IDOLS.
- Three Adult Supports Intensity Scale™ Interviewer trainings were completed in February and March with a final one scheduled for April in Fairfax. A total of 58 new Interviewers were trained. The Children's SIS training was also held in March in Richmond with 21 new interviewers completing the training. Twelve people completed the Administrator's training also held in March. CSBs are to be finalizing the first round of SISs (both Adult and Child) during the last quarter of FY12. We are in the 3<sup>rd</sup> year of IRRs for interviewers. IRRs show consistency in administration of the scale.
- The Partnership for People with Disabilities is making progress on collecting responses for the National Core Indicators' (NCI) individual consumer satisfaction surveys (a random sample of 400 must be completed this fiscal year). Virginia will

begin using the Children's survey in July of 2012. We anticipate incorporating the two NCI Family/Guardian Surveys for adults in 2013 and deleting the current family survey at the end of 2012.

### ODS Data

<b>TYPE OF DATA As of April 4, 2012</b>	<b>Count</b>
Number on Urgent Waitlist (Including DS Waiver)	3478
Number on Non-Urgent Waitlist (including DS Waiver)	2649
Number of slots obligated from MFP 12	26
Number of Day Support Waiver Slots Obligated	279
Number of ID Waiver Slots Obligated	8674
<b>Training Center CENSUS as of 1/5/12</b>	
Northern Virginia Training Center	151
Central Virginia Training Center	348
Southeastern Virginia Training Center	108
Southside Virginia Training Center	204
Southwestern Virginia Training Center	173
Training Center Total	984

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## TRAINING AND TECHNICAL ASSISTANCE

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### CONTACT PERSON: GAIL RHEINHEIMER

#### Person-Centered Practices (PCP)

***Check the ODS homepage for training opportunities!***

- Seven *Person-Centered Thinking (PCT)* training sessions provided across the state during the quarter.
- Held 2-day *Plan Facilitation* training for Loudoun CSB.
- Facilitated PCT Coaches groups at Rappahannock CSB, MPNN CSB and CVTC.

- PCP state workgroup met to plan future PCT training and activities for trainers, coaches, state and local leadership.
- Assisted Partnership for People with Disabilities in coordinating Virginia's semi-annual PCT Trainer Day in Charlottesville. Represented planners, facilitators and participants.
- Held 11 *Advanced PC ISP* trainings and trained 354 community ID staff, including training directed to direct support professionals (DSPs) and their roles and responsibilities in carrying out and documenting the individual's support plan.
- Developed additional samples and guidance materials to assist program managers and direct support professionals with implementing the PC ISP more easily.
- Completed PC ISP Overview Modules to be available on DBHDS Knowledge Center in April, 2012.

#### **Other Support Coordinator/Case Manager and Waiver Activities**

- Coordinated SC/CM Regional meetings in Regions 1, 2, 3 and 5 and participated in Region 4's meeting.
- Had quarterly meeting with DMAS LTC QMR unit and Program Integrity Provider Review unit. Discussed findings, guidance and training materials developed in response to findings; training still needed.
- Attended seven QMR exit meetings and provided follow-up TA as needed for problems identified or corrective action plans. Met with DMAS regarding findings of one QMR.
- Followed-up on 29 referrals from DBHDS Office of Licensing, DBHDS Office of Human Rights, DMAS QMR and CSBs.
- Provided on-site consultation to 22 providers.
- Attended meetings of the following groups
  - Northern Virginia Regional Training Coalition.
  - Northern Virginia Regional Provider Coalition
  - START Regional Advisory Councils (in Regions 3, 4 and 5).
- Participated in meetings with families and Region 2 ID Directors regarding emerging program enhancement issues.
- Provided revisions to SIS slideshow.
- Assisted with the 2 SIS trainings.
- Met with potential new Waiver providers.
- Reviewed 18 Slot Assignment spreadsheets from CSBs, finding all slots assigned correctly per instructions.

#### **New Training and Guidance Materials**

- Assisted in the revisions to the new DSP Orientation Manual (formerly "Staff Orientation Workbook").
- Developed a slideshow and training notes for supervisors to use in teaching staff the information in the new DSP Orientation Manual.
- Updated "Targeted Case Management for Individuals with ID," that is available on the DBHDS Knowledge Center, to include information regarding IDOLS.
- Participated in the DBHDS Case Management Curriculum committee, providing revisions and additions to reflect support to individuals with ID.

- Developed training materials to assist DSPs in documenting progress and other important information.

### **Training Center (TC) and MFP activities**

- Attended 16 pre-move meetings for individuals leaving the training centers. Made home visits upon referrals. Met with discharge coordinators. Assisted SC/CMs with visits upon request.
- Obtained lists of providers for SCs.
- Provided DBHDS Community Integration Managers (CIMs) with information known about providers selected by individuals and families to visit.
- Developed a process map for helping individuals move out of the training center.
- Drafted guidance document to assist SC/CMs in helping people leaving training centers.
- Presented and answered questions at RRCSB meeting with Authorized Representatives about supports provided in the community and under ID Waiver.
- Attended regional meetings held by DBHDS leadership with CSBs regarding the DOJ settlement.
- Planned with DBHDS Offices of Licensing and Human Rights, along with TC Operations Manager and CIMs for training to be provided to TC staff and families.
- Met with Offices of Licensing, Human Rights, TC Operations Manager and CIMs to identify training to be provided to TC staff and families.
- Participated on the Admissions Management Committee meetings, assisted in finding resources and supports and assisted in determining no alternative to readmission for one individual.
- Participated in discharge planning for children moving out of skilled nursing homes.
- Provided guidance on MFP and other resources for individuals moving out of TCs and NFs.
- 107 contacts were with community providers and CSBs, 66 with TC staff, 8 with families regarding MFP.
- Provided 3 MFP training sessions, including one at St Mary's Home for Children in Norfolk.

### **IDOLS**

- Provided two half-day IDOLS Q&A training sessions on service authorization in Regions 2, 3, 4 and 5. (Training provided in Region 1 last quarter.)
- Reviewed and helped revise IDOLS manuals.
- Drafted (soon to be available) Question and Answer tool for providers and CSBs using IDOLS.

### **Other Activities**

- Attended Regions 2, 3, 4 and 5 ID Directors' meetings.
- Assisted SCs, providers and families with crisis situations.
- Provided on-site TA to Highlands CSB in development of a sensory room.

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## **EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL DISABILITIES**

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### **CONTACT PERSON: ADAM SASS**

#### **Employment First Summit**

- Started preliminary planning for second Annual Employment First Summit.

#### **Employment First Policy**

- Edited draft policy statement based on public comment and re-submitted draft policy to DBHDS State Board Policy Committee.
- Worked closely with DRS staff in evaluating and addressing some of the systematic roadblocks in Department of Rehabilitative Services (DRS) vendorship process affecting delivery of Supported Employment services to Waiver recipients.

#### **Data Collection**

- Conducted four meetings with DBHDS staff (from ODS, Office of Behavioral Health, Information Technology and Policy), DMAS staff, CSBs and Employment Service Organizations regarding identifying data collection elements for employment services to measure not only service delivery, but also quality of service. The overall goal is to be able to evaluate employment programs.
- Conducted web meeting with SELN staff to present options for data collection to Virginia stakeholders.
- Renewed processing data sharing with DRS.

#### **Grant Applications**

- The proposal for funding collaboration between private providers, DRS, vaACCSES, and the VCU Rehabilitation Research and Training Center for “Virginia Employment Development Initiative” was funded. Although the project focused on people with Behavioral Health issues the projects outcomes, increased number of field staff trainee in Supported Employment practice, increased collaboration between CSBs and DRS and ESOs and identification of potential roadblocks to Employment First will all benefit people with ID/DD as well.
- DBHDS led a collaboration of state departments (DRS, Dept. of Education, the state Workforce Investment Board, the VA Community College System & VA Employment Commission) in developing a proposal in response to a request from the U.S. Department of Labor’s Office of Disability Employment Policy. The goal was for Virginia to participate in a national network of states developing Employment First policy and practices. We were not successful in our proposal, but all departments

involved have made the commitment to work toward the goal of the proposal, which is to create more uniform statewide policy and practices regarding Employment First.

### **Other Activities**

- Presented Employment First Initiative information to staff of
  - Southside CSB
  - Southside Virginia Training Center
  - District 19 CSB
  - Hampton-Newport News CSB
  - Piedmont CSB
  - Southside CSB
- Provided technical assistance to three CSBs seeking to become DRS vendors.
- Presented Employment First at Transition Council annual meeting in Roanoke.
- Represented DBHDS on the Virginia Intercommunity Transition Council.
- Presented at the Virginia Board of People with Disabilities annual meeting.
- Represented Virginia on the National SELN Data User's Group.
- Represented Virginia on the National SELN group writing Best Practice Guide for VR and DD Agency Collaboration.
- Assisted in producing departmental responses to proposed employment related legislation and represented DBHDS at legislation hearings.
- Developed strategic plan for employment regarding the DOJ Settlement.

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## **AUTISM SPECTRUM DISORDER ISSUES**

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### **CONTACT PERSON: CINDY GWINN**

#### **Training Conducted**

- Trained 18 individuals from Commonwealth Autism Service's nine Autism Action Groups, so they may present the Virginia Autism Council's "Strategies for Working with Adults and Adolescents with Autism Spectrum Disorder" within their areas of the state.
- Provided two-day "Autism Adult Strategies" training to Fairfax CSB staff.
- Presented at Eastern Virginia Medical School's "Insight" Conference on activities occurring across the state concerning Autism.
- Presented at VCU School of Social Work Masters Program on Social Policy for Autism in Virginia.

## **Collaboration**

- Participated in the Act Early Taskforce.
- Assisted in completion of the Virginia Autism Council's Asperger Training presentation.
- Assisted with the Autism Public Safety Workgroup's Parent Safety and Awareness Training Project.
- Requested the April Autism Awareness Proclamation signed by the Governor.

## **Attended**

- Commonwealth Autism Service's Annual Conference.

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## **SYSTEMATIC, THERAPEUTIC, ASSESSMENT, RESPITE & TREATMENT (START)**

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## **CONTACT PERSON: BOB VILLA**

### **Meetings**

- Held monthly meetings with representatives from all five regions and Joni Beasley, of University of New Hampshire (UNH).
- Co-led monthly conference calls with each regional program.
- Organized IT meetings for Virginia Database Project.
  - Meetings including UNH consultants.
  - Meetings for state employees and START representatives.

### **Community Work**

- Presented to the Emergency Services, Mental Health and Intellectual Disability Councils at the Virginia Association of Community Services Boards' Legislative Conference in January.
- Presented to the System Leadership Council.
- Presented to Regions' IV and V Emergency Services Supervisors.
- Assisted in interviews for START staff in Region IV.
- Participated in START RFP review in Region II.
- Regular review of RFP Process with Region I.
- Reviewed house plans, visited sites and gave recommendations for Therapeutic Respite Homes in Regions I, II and IV.
- Attended Advisory Council meetings in all five regions.
  - During initial meetings, jointly used PowerPoint presentation with START Director.
  - Updated Advisory Council members on START's progress within the region and throughout the state.

## **Trainings**

- Organized Project Launch I Training in February
  - 2 day training for 50 START staff and community partners
  - Coordinated program with UNH consultant, trainers and staff
- Conducted informal and ongoing trainings, consultation and program recommendations with START Directors.
- Participated in START trainings with Joni Beasley in Regions III and IV.
- Developed START Brochure and will update regularly to reflect changes.
- Organized Policy and Procedure Committee
  - Developed “boiler plate” policies as guidelines for each program.
  - Submitted to DBHDS Office of Licensing for review.

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## **COMMONWEALTH AUTISM SERVICES**

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**CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO**

### **Highlights of Activities in CAS Programs/Initiatives**

#### ***Partnership for Capacity Development with Public Schools***©

- We continue to serve 28 school divisions through our partnerships.
- The Competent Learner Model (CLM) © curriculum is under way in two CAS partnerships (Shenandoah Valley Regional Program and Northern Regional Educational Program) with several others examining the possibility of adoption.

#### ***Trans-disciplinary Diagnostic and Assessment Clinic***

- Our clinic is currently seeing >60 children annually (including pilots for Spanish speaking children and families and for the youngest children <30 months of age utilizing the new ADOS-T module). Our newest replication sites (Amherst and Lynchburg School Divisions) are now underway with their assessment teams.

#### ***The Learning Institute***©

- Training seminars continue to be held for child care agency providers.

#### ***Public Safety Training***

- CAT-1 training continues to be offered in several sites for public safety officials thru our partnership with the Division of Criminal Justice Services (DCJS). Under contract with DCJS, we are developing a Train the Trainer protocol.

#### ***Autism Action Groups/Lifespan Connections Initiative (LCI)***©

- CAS' AAG's continue to meet monthly in our eight locations.

#### ***Information and Referral***

- We continue to field I&R calls yearly across all CAS sites

### **Community Outreach**

- **CAS 11<sup>th</sup> Annual Conference** was held on March 7<sup>th</sup> and 8<sup>th</sup> and hosted >300 attendees.
- Staff have attended numerous community autism events across the state.

### **College Model for Students with Asperger's Syndrome**

- **The Courage to Succeed Program** developed in partnership with United Methodist Family Services/Charterhouse School is hosting a Transition Fair on Saturday, 4/21, and featuring : David Finch, author of The Journal of Best Practices: A Memoir of Marriage, Asperger Syndrome, and One Man's Quest to Be a Better Husband, A NEW YORK TIMES BESTSELLER.

### **Training and Consultation Service**

- We are currently providing clinical training/consultation and strategic planning services to organizations across the state including colleges/universities interested in acquiring knowledge to better serve students with Asperger's syndrome.