

Department on Disability Services FY2019

Agency Department on Disability Services

Agency Code JMO

Fiscal Year 2019

Mission The mission of the Department on Disability Services (DDS) is to provide innovative high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District.
2	Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction.
3	Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction.
4	Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks.
5	Create and maintain a highly efficient, transparent and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measures)					
Number of people placed by RSA that remained employed for 90 calendar days or more	Up is Better	623	600	610	675
Average entry level wages for people whose cases are closed successfully	Up is Better	\$14.1	\$14.6	\$15.8	\$14
Percent increase in the number of people in supported or competitive employment supported by DDA over prior year	Up is Better	Not Available	9.5%	11%	5%
Percent increase in the number of people supported by DDA receiving integrated day/vocational services over prior year	Up is Better	Not Available	-6.3%	-4.6%	5%
Percent of students with disabilities who receive at least one pre-employment transition service each school year	Up is Better	Not Available	49%	77.8%	75%
Percent variance in HCBS expenditures versus budget forecast	Down is Better	Not Available	10.2%	6.8%	20%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (5 Measures)					
Percent of People with a Level of Need (LON) assessment completed before the ISP meeting date	Up is Better	87.9%	89.8%	90.4%	86%
Percent of ISPs that are completed before the ISP effective date	Up is Better	96.5%	96.4%	98.6%	86%
Median Number of Days to Complete the Initial ISP	Down is Better	97.8	62	39	90
Percent of NCI measures for which DDS is at or above the national average	Up is Better	58.2%	44.7%	55.2%	55%
Percent of cases that demonstrate compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)	Up is Better	Not Available	23%	87.1%	85%
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (2 Measures)					
Percentage of Healthcare Management Plans that meet published standards	Up is Better	Not Available	91.6%	83.5%	86%
Percentage of settings that meet HCBS settings requirements	Up is Better	Not Available	91.1%	94.1%	86%
4 - Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. (5 Measures)					
Percent of Investigations that are completed within required timelines	Up is Better	91.9%	89.3%	96.9%	86%
Percent of applicable waiver providers currently receiving an annual certification	Up is Better	100%	96.7%	92%	86%
Percent of reported issues that are resolved on-time	Up is Better	79.9%	84.3%	89.4%	86%
Percent of people with restrictive interventions who have an approved Behavior Support Plan (BSP)	Up is Better	92.2%	91.6%	97.7%	86%
Percent of Community Rehabilitation Programs (CRP) that meet HCA standards	Up is Better	Not Available	100%	98.1%	85%
5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	99.2%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	100%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	5.7%	7%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	13.1	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	114.4%	101.9%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	0%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	5.9%	16.7%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (5 Activities)			
IFS Waiver	Waiver	In FY19, DDS will work with stakeholders and DHCF on a waiver amendment application for our Home and Community Based Services waiver (HCBS IDD waiver) that supports more than 1,800 District residents with intellectual disabilities to live as independently as possible in the community, with supports. The waiver amendment will allow us to implement self-directed services, which supports people to have greater choice and control. We will also submit to CMS a new waiver application that is targeted to support people who live at home with their families.	Key Project
Employment First	Employment First	DDS will continue to lead interagency efforts to support opportunities for competitive integrated employment for people with disabilities, including applying for federal technical assistance, as available and participation in Communities of Practice, as appropriate.	Key Project
DDA CONSUMER RESOURCES AND OPERATIONS	Consumer Resources	The array of home and community-based services offered under the DDA HCBS waiver or local funds for people with intellectual and developmental disabilities to live, work, and lead healthy lives.	Daily Service
RSA VOCATIONAL REHABILITATION SERVICES	VR, SE, and IL Services	Provide supports to assist people with disabilities to enter, retain, regain or advance in employment and live as independently as possible in the community. This includes the provision of pre-employment transition services to high school students with disabilities (i.e., career planning, work readiness training, counseling on post-secondary options, work based learning experiences and peer mentoring).	Daily Service
			Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
RSA BLIND & VISUAL IMPAIRMENT SERVICES	Blind and Visual Impairment Services	Provide vocational rehabilitation and independent living services to people who are blind; includes provision of supports to licensed vendors in the Randolph Sheppard Blind Facilities Program, and entrepreneurial program in which people who are blind operate vending facilities in Federal and District buildings.	
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Activities)			
DDA SERVICE PLANNING & COORDINATION	DDA Service Planning and Coordination	This division plans, coordinates and facilitates the provision of quality services; reviews the implementation and delivery of services and supports identified in the ISP and advocates for the person and his/her family.	Daily Service
DDA SERVICE PLANNING & COORDINATION	New case management system	Work with DHCF and DCOA to implement a new intake case management system for DDA.	Key Project
DISABILITY DETERMINATION SERVICES	Disability Determination Services	The District's Disability Determination Division processes claims for Social Security Disability Insurance determinations.	Daily Service
RSA VOCATIONAL REHABILITATION SERVICES	Vocational Rehabilitation Counselors	The Vocational Rehabilitation (VR) program provides vocational and rehabilitative services to individuals with disabilities to help them prepare for, secure, regain or retain employment.	Daily Service
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (4 Activities)			
DISABILITY DETERMINATION SERVICES	Operations	Responsible for provider relations, contract monitoring and processing of payments for all DDS services.	Daily Service
DDS Transition Plan	DDS Transition Plan	DDS will implement for FY 2019 the approved Statewide Transition Plan for the Medicaid HCBS IDD waiver to achieve compliance with the new federal HCBS Settings Rule. This is required by CMS to maintain funding for the waiver program and furthers DDS's vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities.	Key Project
DISABILITY DETERMINATION SERVICES	Consumer Resources and Operations	Personnel providing technical assistance and training to provider community on best practice, management of HCBS waiver operations and provision of clinical services, supports and monitoring.	Daily Service
RSA OPERATIONS	PCT Training	Person-centered thinking (PCT) is a philosophy behind service provision that supports positive control and self-direction of people's own lives. DDS is working to implement person-centered thinking through training sessions and other agency wide initiatives.	Key Project
4 - Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. (1 Activity)			
QUALITY ASSURANCE	Quality Assurance (DDS)	Maintain a system of quality assurance that ensures the safety and well-being of people with intellectual and developmental disabilities and identify possible barriers to service provisions within the provider community. Monitor internal and external provisions of services to ensure	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
		compliance with regulations and polices, and provisions in contracts with agency. Develop and update policies and procedures and ensure timely submission of all federal reports.	

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Consumer Resources (1 Measure)			
DDA Prior Authorizations processed	9339	10,039	10,650
1 - VR, SE, and IL Services (3 Measures)			
RSA Clients Served	8582	7276	6594
RSA Transition Referrals	1054	796	725
RSA Referrals	4058	3124	2500
2 - DDA Service Planning and Coordination (2 Measures)			
DDA Clients Served	2363	2367	2450
DDA Applications for Services	113	163	175
2 - Disability Determination Services (1 Measure)			
DDD Determinations	604	625	595
4 - Quality Assurance (DDS) (2 Measures)			
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	1248	1237	1307
DDA Provider Certification Reviews (PCR) Conducted	93	92	106

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
DDS Transition Plan (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
DDS Transition Plan	Department on Disability Services will implement for FY 2019 an approved Statewide Transition Plan for the Medicaid Home and Community Based Services Intellectual and Developmental Disability waiver to achieve further compliance with the new federal Home and Community Based Services Settings Rule. This is required by Centers for Medicare & Medicaid Services to maintain funding for the waiver program and furthers Department on Disability Services' vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities.	09-30-2019
PCT Training (1 Strategic Initiative)		
Operations	Person-centered thinking (PCT) is a philosophy behind service provision that supports positive control and self-direction of people's own lives. DDS is working to implement and socialize person-centered thinking through training sessions and other agency wide initiatives. We will measure our PCT initiative through a variety of outcome-oriented indicators, including whether people are offered opportunities for self-advocacy and are supported in the community to do things that interest them.	09-30-2019
Waiver (1 Strategic Initiative)		
IFS Waiver	In FY19, DDS will work with stakeholders and DHCF on a waiver amendment application for our Home and Community Based Services waiver (HCBS IDD waiver) that supports more than 1,800 District residents with intellectual disabilities to live as independently as possible in the community, with supports. The waiver amendment will allow us to implement self-directed services, which supports people to have greater choice and control. We will also submit to CMS a new waiver application that is targeted to support people who live at home with their families.	09-30-2019