

# Department on Disability Services FY2021

**Agency** Department on Disability Services

**Agency Code** JMO

**Fiscal Year** 2021

**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.

## 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.

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measures)</b>					
Average entry level wages for people who remained gainfully employed for 90 or more days	Up is Better	\$15.8	\$16.1	\$67.5	\$15
Percentage of high school students ages 16-22 with disabilities who receive at least one pre-employment transition service each school year.	Up is Better	77.8%	72.5%	88.2%	75%
Percentage increase in the number of people supported by DDA receiving integrated day/vocational services over prior year	Up is Better	-4.6%	42.7%	-8%	5%
Percentage variance in HCBS expenditures versus budget forecast	Down is Better	6.8%	Waiting on Data	12%	20%
Percentage of people placed by RSA that remained employed for 90 calendar days or more.	Up is Better	610%	546%	70.1%	46%
Percentage decrease in number of people receiving supports from DDA in facility-based day programs (determined by the number of authorized units)	Up is Better	11%	2.7%	-17%	5%
<b>2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (5 Measures)</b>					
Median Number of Calendar Days to Complete the Initial ISP	Down is Better	39	36	45	90
Percentage of ISPs that are completed before the ISP effective date	Up is Better	98.6%	99.5%	99.7%	86%
Percentage of NCI measures for which DDS is at or above the national average	Up is Better	55.2%	50%	Not Available	55%
Percentage of People with a Level of Need (LON) assessment completed before the ISP meeting date	Up is Better	90.4%	96%	95.5%	86%

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
Percentage of indicators that demonstrate compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)	Up is Better	87.1%	88.4%	88.2%	86%
<b>3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (2 Measures)</b>					
Percentage of Healthcare Management Plans that meet published standards	Up is Better	83.5%	90.1%	86.7%	86%
Percentage of settings that meet HCBS settings requirements	Up is Better	94.1%	100%	100%	86%
<b>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)</b>					
Percentage of applicable waiver providers currently receiving an annual certification	Up is Better	92%	100%	100%	86%
Percentage of Community Rehabilitation Programs (CRP) that meet HCA standards	Up is Better	98.1%	88.2%	99%	86%
Percentage of Investigations that are completed within 45 Days	Up is Better	96.9%	99.6%	99.2%	86%
Percentage of people with restrictive interventions who have an approved Behavior Support Plan (BSP)	Up is Better	97.7%	95%	95.2%	86%
Percentage of reported issues that are resolved on-time	Up is Better	89.4%	90.4%	91.7%	86%

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (5 Activities)</b>			
DDS - SOPPI	Technology First	Implement next stage of the Tech First Initiative for DC which includes (1) Securing a subject matter expert to train staff on how to implement tech first and expand access to technology, and (2) provide support so that people can have access to technology.	Key Project
Employment First	Advancing Employment	Provide supports to assist people with disabilities to prepare for, secure, regain, retain, 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).	Key Project
DDA - QAPMA	Building a Culture of Quality	Follow-up with three sub-committees developed within the Culture of Quality Workgroup to determine how the current focus has shifted as it pertains to COVID-19. Also, with this being a year long initiative that will close in December 2020, efforts will be made towards developing a plan to ensure we maintain the work and quality focus that has been reinforced by this group: Set up meetings with each of the sub-committees. This will serve as a springboard for the development of a workgroup that will continue with the implementation of CoQ recommendations as determined by the findings from the current work groups.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
DDS	Equity in Service Delivery and Desired Outcomes	With a focus on the equity in service availability and outcomes made available to D.C. Residents through the passing of the Racial Equity Achieves Results Act, DDS will continue to ensure that all aspects of the service delivery system are designed and implemented in ways that allow for equality amongst all those seeking services. Various tasks pertaining to case management system updates, data analyses and process/procedure evaluation will be completed in efforts to inform the discussion on necessary areas of focus that will allow DDS to strengthen its' ability to provide fair and equitable service delivery system.	Daily Service
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
<b>2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Activities)</b>			
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
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
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
<b>3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (4 Activities)</b>			
DDS Transition Plan	DDS Transition Plan	Department on Disability Services will continue to implement the District's approved Statewide Transition Plan for the Medicaid Home and Community Based Services Intellectual and Developmental Disability waiver to achieve and sustain compliance with the federal Home and Community Based Services Settings Rule. This is required by Centers for Medicare and 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.	Key Project
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
DISABILITY DETERMINATION SERVICES	Operations	Responsible for provider relations, contract monitoring and processing of payments for all DDS services.	Daily Service
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
<b>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)</b>			
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 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.	Daily Service

## Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Building a Culture of Quality (3 Measures)</b>			
RSA Clients Served	6594	5268	6069
RSA Transition Referrals	725	713	528
RSA Referrals	2500	4191	1283
<b>1 - Consumer Resources (1 Measure)</b>			
DDA Prior Authorizations processed	10,650	8523	13,663
<b>2 - DDA Service Planning and Coordination (3 Measures)</b>			
DDA Clients Served	2450	2491	2409
DDA Applications for Services	175	207	131
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	1307	1229	1230
<b>2 - Disability Determination Services (1 Measure)</b>			
DDD Determinations	595	26,286	22,095
<b>4 - Quality Assurance (DDS) (1 Measure)</b>			
DDA Provider Certification Reviews (PCR) Conducted	106	96	89

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Advancing Employment (1 Strategic Initiative)</b>		
Advancing Employment	The Business Relations Specialist coordinated cross training for the American Job Center staff on disability awareness education. Members of the RSA Sensory unit presented on Deaf Awareness and Low Vision Awareness, on March 6th. Approximately 25 AJC center employees participated in the training, which took place at the DOES headquarters. The One-stop Operator team was instrumental in getting the AJC team coordinated.	09-30-2021