

Department on Disability Services FY2022

Agency Department on Disability Services

Agency Code JM0

Fiscal Year 2022

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 (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (4 Measures)					
Percentage variance in HCBS expenditures versus budget forecast	Neutral	Waiting on Data	12%	1%	10%
Average entry level wages for people placed in District of Columbia.	Up is Better	\$16.1	\$67.5	\$17.3	\$16.5
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	72.5%	88.2%	80.1%	75%
Percentage of participants who obtain a recognized postsecondary credential or employment as a result of participating in an education or training program during a program year	Neutral	New in 2022	New in 2022	New in 2022	New in 2022
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Measures)					
Percentage of ISPs that are completed before the ISP effective date	Up is Better	99.5%	99.7%	99.7%	86%
Percentage of People with a Level of Need (LON) assessment completed before the ISP meeting date	Up is Better	96%	95.5%	97.2%	86%
Percentage of indicators that demonstrate compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)	Up is Better	88.4%	88.2%	86%	86%
Median Number of Calendar Days to Complete the Initial ISP	Down is Better	36	45	36	90
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (1 Measure)					
Percentage of Healthcare Management Plans that meet published standards	Up is Better	90.1%	86.7%	89.5%	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. (4 Measures)					
Percentage of applicable waiver providers currently passing certification	Up is Better	100%	100%	97.1%	86%
Percentage of Investigations that are completed within 45 Days	Up is Better	99.6%	99.2%	100%	86%

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
Percentage of people with restrictive interventions who have an approved Behavior Support Plan (BSP)	Up is Better	95%	95.2%	96.3%	86%
Percentage of reported issues that are resolved on-time	Up is Better	90.4%	91.7%	90.6%	86%

Operations

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)		
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
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
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
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
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
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 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	The District's Disability Determination Division processes claims for Social Security Disability Insurance determinations.	Daily Service
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
New case management system	Work with DHCF and DCOA to implement a new intake case management system for DDA.	Key Project
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (4 Activities)		
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
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

Operations Title	Operations Description	Type of Operations
Operations	Responsible for provider relations, contract monitoring and processing of payments for all DDS services.	Daily Service
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
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 (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 (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Advancing Employment (1 Measure)			
Number of people placed by RSA that remained employed for 90 calendar days or more	New in 2022	New in 2022	New in 2022
1 - Building a Culture of Quality (3 Measures)			
RSA Clients Served	5268	6069	5943
RSA Transition Referrals	713	528	526
RSA Referrals	4191	1283	1132
1 - Consumer Resources (1 Measure)			
DDA Prior Authorizations processed	8523	13,663	11,380
2 - DDA Service Planning and Coordination (3 Measures)			
DDA Applications for Services	207	131	91
DDA Clients Served	2491	2409	2414
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	1229	1230	1050
2 - Disability Determination Services (1 Measure)			
DDD Determinations	26,286	22,095	22,917
4 - Quality Assurance (DDS) (1 Measure)			
DDA Provider Certification Reviews (PCR) Conducted	96	89	97

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Advancing Employment (1 Strategic Initiative)		
Advancing Employment	Department on Disability Services has vocational rehabilitation counselors assigned to provide Vocational Rehabilitation services five days per week at the two American Job Centers in Wards 7 and 8. In addition to this, in FY 2021, five DDS employment coordinators (ECs) and Business Relations Specialist will coordinate to conduct outreach to businesses in wards 7 and 8 to provide appropriate candidates for vacancies and provide support to businesses regarding employment of people with disabilities, including training and technical assistance on the requirements of the Americans with Disabilities Act and support on provision of accommodations. In addition the ECs will periodically provide workshops on resume development, job search assistance services, interview techniques, and job placement support for people with disabilities.	09-30-2022

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Building a Culture of Quality (1 Strategic Initiative)		
Building a Culture of Quality	The Culture of Quality Committee is focusing on two initiatives: (1) evaluating the individual planning process for people who receive services and supports through RSA and DDA (i.e. Individual Support Plan for DDA and Individual Employment Plan for RSA); (2) assessing the monitoring tools and data to identify where systems align to produce positive outcomes, where gaps exist, and where redundancies are found.	09-30-2022
Consumer Resources (1 Strategic Initiative)		
Reduction of Healthcare Disparities	"Partner with a vendor providing Telehealth/Telemedicine Services that are designed for individuals with Intellectual and Developmental Disabilities (I/DD) residing in Intermediate Care Facility, Residential Habilitation, Host Home, and other long-term services with the primary goal of providing an on demand medical assessment aimed at determining the best clinical course of action which limits the occurrences of unnecessary hospitalizations. This partnership strives to address the access to quality in-home healthcare disparities identified during the COVID-19 public health emergency for individuals with Intellectual and Developmental Disabilities (I/DD)."	09-30-2022
Equity in Service Delivery and Desired Outcomes (1 Strategic Initiative)		
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.	09-30-2022
Technology First (1 Strategic Initiative)		
Technology First	Tech First Initiative Implementation efforts for FY22 include (1) Enrollment of 17 DDS Providers to participate in the SHIFT Enabling Technology curriculum to obtain Technology First Accreditation in standardized best practices to effectively support people with disabilities with enabling technology integration (2) Tech First Consultation services to provide technical assistance for the development of guidance materials/tools, waiver service definitions, utilization measures, policies, procedures, rules and reimbursement structures to improve tech planning, implementation, and access within DDS service delivery system (3) co-host a "Tech Fest" event in partnership with Maryland to raise awareness amongst key stakeholders of the available tech solutions being used by persons with disabilities as a natural support tool to reach self-determination, and (4) launch 4 ARPA funded Tech First projects throughout FY22-24 as outlined in DHCF ARPA Spend Plan.	09-30-2022

▼ American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (2 Measures)									
Percent decrease in the number of people sent to the ER in response to a perceived health need over prior year	Down is Better	1.12	Reduction of Healthcare Disparities	Health Equity	Increase Access to Telehealth	New in 2022	New in 2022	New in 2022	New in 2022
Percent decrease in the number of people subsequently admitted to Hospital after initial ER visit	Down is Better	1.12	Reduction of Healthcare Disparities	Health Equity	Increase Access to Telehealth	New in 2022	New in 2022	New in 2022	New in 2022