Department on Disability Services FY2018

▼ FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

▼ 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.

▼ Summary of Services

The Department on Disability Services (DDS) is composed of two Administrations that oversee and coordinate services for residents with disabilities through a network of private and not-for-profit providers. The Developmental Disabilities Administration (DDA) ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA achieves this through the delivery of outreach and service coordination services; the development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and the operation of a comprehensive quality management program. The Rehabilitation Services Administration (RSA) delivers vocational rehabilitation services focusing on employment and training activities that allow persons with disabilities to experience a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence. RSA provides employment marketing and placement services, vocational rehabilitation, and inclusive business enterprises. The Department on Disability Services also serves as the state agency for Social Security Disability Insurance Determinations under the direction of the Social Security Administration.

▼ FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
RSA teamed up with DCHR to implement programming to establish the District as a model employer of people with disabilities. As part of this initiative, RSA provided vocational rehabilitation funds to allow DCHR to hire a disability employment specialist. This person has: recruited people with disabilities for open positions within District government; and provided assistance to people with disabilities to navigate the District hiring process, including conducting mock interviews to help people prepare for interviews. In addition, RSA established the Aspiring Professionals program. This is a six-month paid internship with the District government to allow people with disabilities an opportunity to demonstrate their skills to District agency employers.	Nineteen people successfully completed this program. Of these, 12 are now full-time district government employees.	
2. DDS, with support from OPLA, successfully shepherded through to passage the Disability Services Reform Amendment Act, which ends involuntary civil commitment of people with intellectual disabilities, formally recognizes supported decision-making for seniors and people with disabilities, and creates a new complaint process for DDA. This will have significant impact in supporting seniors and people with disabilities to lead self-determined lives (which is a social determinant of health), but this is currently in implementation phase, so it is too early to see extensive impact for District residents.	It is too early to see extensive impact for District residents.	
3. The Centers for Medicare and Medicaid Services granted initial and final approval for the District's Statewide Transition Plan (STP) for Home and Community-Based Services (HCBS), making the District the fifth place in the country to receive such approval. The STP,	District residents with intellectual disabilities are already seeing impact from the changes DDS has made to its service delivery system,	

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
which was a collaborative effort between DDS and DHCF, is a strategic plan for DDS and its provider network to come into full compliance with the HCBS Settings Rule by March 2019.	with greater opportunities for community integration and more support to engage in opportunities self-determination and employment.	

2018 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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measures)									
Percentage increase in the number of people supported by DDA receiving integrated day/vocational services over prior year	Annually	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	-4.6%	Unmet	The decrease can be attributed to people securing competitive employment and accessing community services, which is a positive outcome. The methodology for this metric is being reformulated to ensure historically included services are still accurate and to account for the new limitations the HCBS IDD Waiver now places on day service participation (according to level of need).
Number of people placed by RSA that remained employed for	Quarterly	675	68	131	147	264	610	Nearly Met	DDS is standing up a new performance management system to ensure this KPI is met during the next performance year. Specifically, RSA VR Counselors now have a

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
90 calendar days or more									monthly closure goal to enable prompt corrective action plans and caseload management once deficiency is detected.
Average entry level wages for people whose cases are closed successfully	Quarterly	13.8	16.1	15.4	15.8	15.7	15.75	Met	
Percentage increase in the number of people in supported or competitive employment supported by DDA over prior year.	Annually	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11%	Met	
Percentage of students with disabilities who receive at least one pre-employment transition service each school year	Quarterly	75	42	56	68	78	78	Met	
Percent variance in HCBS expenditures versus budget forecast	Annually	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6.8%	Met	

2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (5 Measures)

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percent of People with a Level of Need (LON) assessment completed before the ISP meeting date	Quarterly	90	87.6	89.3	94.1	90.8	90.4	Met	
Percentage of ISPs that are completed before the ISP effective date	Quarterly	95%	97.2%	99.1%	99.3%	99.2%	98.6%	Met	
Median Number of Days to Complete the Initial ISP	Quarterly	60	41.5	47.4	37	36	39	Met	
Percentage of NCI measures for which DDS is at or above the national average	Annually	55%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	55.2%	Met	
Percentage of cases that demonstrate	Quarterly	85%	86.1%	85.1%	88%	88%	87.1%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)									
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (3 Measures)									
Percent of Healthcare Management Plans that meet published standards.	Annually	86%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83.5%	Nearly Met	A new tool will be used to obtain data for this KPI that has a more appropriate question aimed at measuring the performance of this measure. Additionally, Health & Wellness Nurses now have a Smart Goal to align with this KPI, which is expected to directionally move this measure higher as well.
Percentage of DDA staff who have completed required competency based trainings	Quarterly	95%	100%	98.9%	98.9%	100%	99.4%	Met	
Percent of DDA provider agencies that achieve quality improvement goals.	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.1%	Met	
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)									
Percentage of Investigations that are completed within required timelines	Quarterly	95%	86.9%	99.4%	100%	100%	96.9%	Met	
Percentage of applicable waiver providers currently receiving an annual certification	Quarterly	85%	92.9%	95.5%	93.3%	90.6%	92%	Met	
Percentage of reported issues that are resolved on-time	Quarterly	86	87.1	89.2	90.7	91.1	89.4	Met	
	Quarterly	86%	97.7%	97.9%	97.7%	97.7%	97.7%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percentage of people with restrictive interventions who have an approved Behavior Support Plan (BSP)									
Percentage of Community Rehabilitation Programs (CRP) that meet HCA standards	Quarterly	70%	100%	100%	96.4%	96.3%	98.1%	Met	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

▾ 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Consumer Resources (1 Measure)						
DDA Prior Authorizations processed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10,650
1 - VR, SE, and IL Services (3 Measures)						
RSA Clients Served	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6594
RSA Transition Referrals	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	725
RSA Referrals	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2500
2 - DDA Service Planning and Coordination (2 Measures)						
DDA Clients Served	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2450
DDA Applications for Services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	175
2 - Disability Determination Services (1 Measure)						
DDD Determinations	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	595
4 - Quality Assurance (DDA) (2 Measures)						
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1307

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
DDA Provider Certification Reviews (PCR) Conducted	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	106

▼ 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
DDA SERVICE PLANNING & COORDINATION (1 Strategic Initiative)				
Case Management Software Launch	The District of Columbia's Department of Health Care Finance (DHCF), Office on Aging (DCOA), and DDS intend to procure a new Clinical Case Management System (CCMS) to manage and coordinate the District's long-term services and supports (LTSS). The District must replace several legacy case management systems that, collectively, no longer enable the District to effectively manage LTSS for Medicaid beneficiaries, and in addition the District must create the technology infrastructure to support person-centered care management across agencies in alignment with No Wrong Door. DDS will work with DCOA, DHCF, and the chosen vendor to provide our business rules for implementation in the system. DDS will work with the vendor to migrate DDS data to new system. In FY18, the three agencies expect to complete the first phase of implementation. For DDS, the first phase will include the implementation of the majority of functionalities needed for case management for persons receiving support from DDA, which DDS anticipates will streamline processes and which will reflect a person-centered approach. DDS will ensure in FY18 that staff are trained, data is migrated appropriately, and that the system is functional.	Complete	The District of Columbia's Department of Health Care Finance (DHCF), Office on Aging (DCOA) launched DC Care Connect (formerly, "Clinical Case Management System") on July 15, 2018. DC Care Connect is a comprehensive person-centered web-based system that enables the Department of Health Care Finance (DHCF), Aging and Disability Resource Center (ADRC), and Economic Security Administration (ESA) to communicate and coordinate. Although DDS initially intended to join this system, as we worked with the other agencies and the vendor on our specific needs, it became cost prohibitive. DDS is exploring where we can join with DHCF, DCOA/ ADRC and ESA in using this system in the future, with a focus on intake.	
DDS Transition Plan (1 Strategic Initiative)				
DDS Transition Plan	DDS will implement for FY2018 an updated Statewide Transition Plan for the Medicaid HCBS IDD waiver to achieve further 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. Specific milestones include updating the HCBS waiver, publishing implementing regulations, and making changes to certain policies and procedures	75-99%	DDS partnered with DHCF to submit an annual update to the approved final Statewide Transition Plan on September 30, 2018. DDS is meeting the milestones in the STP and is on track to reach full compliance with the rule by March 2019, as originally projected.	Completion date is March 2019
Employment First (1 Strategic Initiative)				
Employment First Initiative	DDS will coordinate inter-agency activities with DDS, DOES, DCHR, DCOA, DBH, DCPS, and OSSE to stimulate Employment First for youth, adults and elders, including participating in at least one federal grant/ technical assistance opportunity, coordinating a cross-agency leadership workgroup regarding cross-agency policy	Complete	DDS hosted a World Café event with stakeholders throughout the District. During this event, discussions were focused on how we advance our employment practices to support	

Title	Description	Complete to Date	Status Update	Explanation
	alignment efforts with DCHR for the District to become a model employer of people with disabilities; and to increase opportunities for employment for people with disabilities, support the implementation of the Workforce Innovation and Opportunity Act (WIOA) for youth and adults with disabilities, and continue to support provider and state staff capacity and competency through training and technical assistance. For FY18, DDS will complete (1) the design and implementation of at least 2 cross-agency pilot projects that promote employment and economic self-sufficiency outcomes for youth with disabilities; and (2) the development of youth transition/employment planning guidance for Employment First agencies, with input from people with disabilities, families and employers. In FY18, DDS will also work with Able Opportunities through School Talk to train 24 students to use technology in the workplace to become more independent and efficient. Students as well as staff at the Project SEARCH sites will be trained to use the iPad technology. DDS will also continue the Aspiring Professionals Internship program with the intention of having RSA clients fill a variety of positions in District offices. The interns work for six months with the intention of being hired full time. The agency's goal is to have 20 clients interning any given time during FY 18.		individuals with disabilities, particularly those with I/DD to ensure longterm, meaningful employment. As a result, DDS recieved a comprehensive report that detailed the ways the agency can work collaboratively with community-based providers and people with disabilities to enhance services from DDA/RSA and work to ensure comptetive, integrated employment experiences for everyone.	

HCBS Waiver Renewal (1 Strategic Initiative)

Title	Description	Complete to Date	Status Update	Explanation
DDS Waiver Renewal	In FY18, DDS will work with DHCF to ensure the timely renewal of the current HCBS IDD waiver, which ends in November 2017, as well as publish implementing regulations and operationalize changes in services. The renewal application for the HCBS Waiver contains changes to the methods and standards for setting payment rates for some services, substantive changes to the amount, duration, and scope of some services, substantive changes to service definitions, proposes several new services, and changes some provider qualifications, among other things.	Complete	Completed previous quarter	

No Wrong Door (1 Strategic Initiative)

Title	Description	Complete to Date	Status Update	Explanation
Lead No Wrong Door	In FY18, DDS will continue to lead District efforts to implement a No Wrong Door system to provide coordinated access to long term services and supports. For FY18, cross-agency resource portal will be available for public use; NWD is piloting person-centered greeting and linkage tools across partner agencies; adapting the person-centered planning training for ongoing learning opportunities, and sharing cultural and linguistic guidelines for intake.	Complete	"In September 2018, the cross-agency resource portal was launched for public use unifying 4 NWD partner's service information, creating a centralized Long Term Services and Supports (LTSS) information hub; DDS and DCOA will collaborate to plan a ""Release 2"" of the resource portal that will include additional enhancements; The person-centered planning training was adapted for Nurses and to include elements of cultural and linguistic comptency. NWD	

Title	Description	Complete to Date	Status Update	Explanation
			piloted person-centered greeting and linkage tools across partner agencies and worked with national subject matter experts to review and analyze Front Door policies to determine the extent to which such policies address Person Centered Thinking and Cultural and lingustic compentency.	
RSA OPERATIONS (1 Strategic Initiative)				
RSA PCT Training	As part of the Unified State Workforce Development Plan (which runs from July 1, 2016 -June 30, 2020). RSA identified an appropriate training provider who understands person centered training (PCT) and has experience in using this in the vocational rehabilitation (VR) process. Beginning in September 2016, The PCT Training provider began training VR staff to increase the capability of staff to provide PCT on an on-going basis. In June of 2017, all VR staff successfully completed at least one third of the courses offered by the training provider. By June 30, 2018, and ongoing through June 30, 2020, to build to capacity, all VR staff will use person-centered training tools to develop employment goals that better reflect the strengths, interests, abilities, capabilities and resources of people served by RSA.	Complete	All RSA staff who include program managers, supervisors, counselors, employment coordinators, and RAs have been provided with PCT training. This includes new staff members who have come on-board during this quarter. Staff have been engaged in discussions on how to effectively utilize the PCT tools in their daily work. Additionally, on September 28th, RSA leadership attended a day-long meeting with staff regarding Person-Centered Organizational planning and have worked to imagine how RSA can enhance the use of PCT tools for staff.	