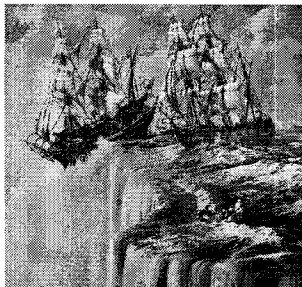


Disability Services
Planning For the Future

Shirley York and Laura Doyle

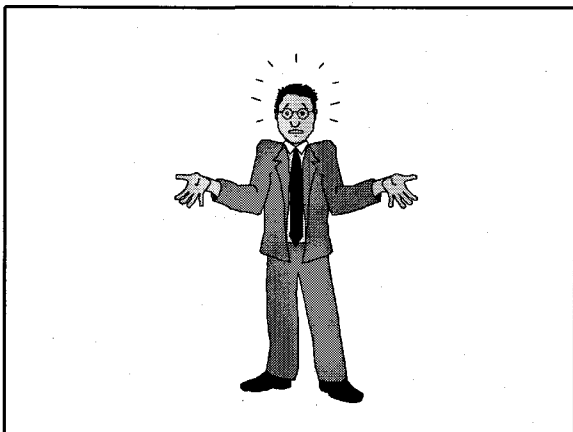


The World is Flat



The World is Round





PLANNING FOR THE FUTURE

- EQUITY AND ACCESS
- COMMON ASSESSMENT
- INTEGRITY
- UNIFORMITY IN RULES AND PROCESS
- CONSUMER CENTERED
- STABLE AND ENHANCED CAPACITY
- OUTCOME DRIVEN EVALUATION

TECHNOLOGY

- LEVELING THE PLAYING FIELD
- RELATIONAL AND RELAVANT REAL
TIME DATA
- VERIFICATION ACROSS SYSTEMS AND
REQUIRMENTS
- PLANNING INFORMATION FOR
MANAGERS

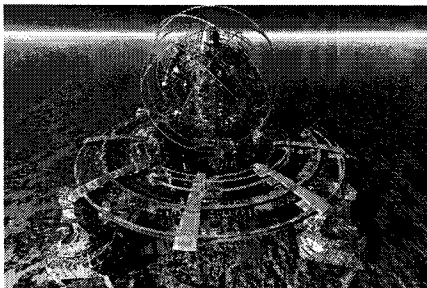
Facts and Issues

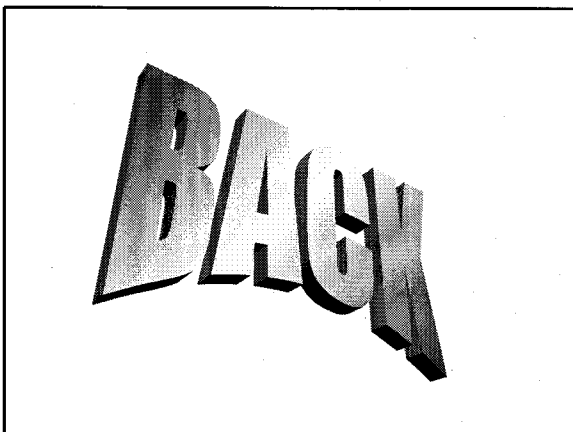
- 91,000 PEOPLE WITH DISABILITIES
- 94% RESIDE IN COMMUNITY
- SPENDING INCREASING 8.1%
- WAIVER AND HOMECARE INCREASING AT 10%
- CASELOADS INCREASING
- QA SYSTEM FOR THE COMMUNITY

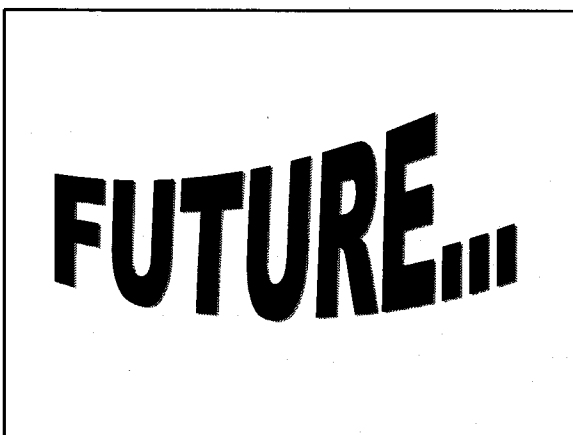
Facts and Issues (continued)

- Changing expectations
- Caps and waiting lists
- Increasing costs
- Changes in populations
- Barriers to new designs and options
- Need for sophisticated management tools

Time Machine







Getting a Grip

- Public policy
- Community Norms
- Consumer/Family Expectations
- Funding and Support

What Will Be the Goals for Public Programs?

- Health and Safety
- Support, Training, and Inclusion
- Quality of Life and Personal Preferences

How Will These Goals Be Met?

- What will be the mechanisms to assist people with accessing needed services?
- On what basis will the funding that is appropriated be allocated?

Goals (continued)

- What role and responsibilities will the consumer/family have with respect to meeting needs?
- How will the public system measure and assure that the goals are achieved?

Taking Steps to the Future

- Helping people discover and identify what support they need and what goals they have: Universal Assessment Project
- Assuring quality throughout the public system: Quality Assurance Initiative
- Having a means to organize, track, and report on the many facets of planning and delivering service: Technology Initiative

Universal Assessment Project

- Streamline and standardize the process
- Improve information for two purposes:
 - 1) Individual Service Planning
 - 2) State/Local analyses
- Lay a foundation for talks on how to allocate funds based on need

Universal Assessment (continued)

- Completed initial phase on June 30th
- Heading into phase 2 of project
 - Working with advisory group
 - Expanding work around MH
 - Expanding work around vocational
 - Developing a business plan

**Quality Assurance System for MA
Continuing Care Services
(What We Want To Know)**

System Measures

- Access
- Provider Capacity
- Equitability
- Administrative & System Integrity
- Efficiency (are we getting a good value?)

Recipient Measures

- Service Planning
- Service Delivery
- Safeguards
- Satisfaction
- Choice & Control

**How Would We Measure/Analyze
Discovery, Remediation, & Improvement?**

Data Systems Collection

- Real-time system using web based technology
- Management information reports from warehouse-periodic
- Ad hoc report generation

**How Would We Measure/Analyze?
Discovery, Remediation, & Improvement
(continued)**

Field Based Collection

- Licensing and/or certification process
- Randomized review of county or other(s) performance
- "Region X like" review of recipient measures
- Consumer satisfaction and feedback survey

**How Would We Measure/Analyze
Discovery, Remediation, & Improvement?**
(continued)

Reactive-Incident Data and Remediation

- Licensing and/or certification actions and orders
- Vulnerable Adult Reports and Investigation
- Child protection
- Appeal information
- Ombudsman reports

Technology Initiative

Technology must:

- Have the capacity to extract and interact with info housed in various systems
- Provide multiple levels of information including aggregate state information, county information, case level information

Technology Initiative (continued)

- House a case management system
- Provide optional functions such as service verification, provider information, etc.

**Redefining Disability Services:
Comprehensive Benefit**

Intend to Explore:

- ❖ A new kind of legal entitlement
- ❖ Clarifying the limits and obligations of public programs
- ❖ The contributions of recipients and families in supporting own needs
- ❖ Increased consumer direction

