



Presentation to the 2023 Joint Ways and Means Subcommittee on Human Services

Office of Developmental Disabilities Services

Anna Lansky, ODDS Interim Director

Feb. 28 and March 1, 2023

Outline

- I. **Who we are**
- II. Who, where and how we serve
- III. Tracking our progress
- IV. The work ahead
- V. Governor's Budget
- VI. Closing remarks

Who we are

- Oregon's system of supports for people with intellectual and developmental disabilities (I/DD) provides services across the lifespan.
- Office of Developmental Disabilities Services (ODDS)
- The system is built on critical partnerships between the state and local governments, Tribal partners, self-advocates and families, nonprofits, provider agencies and other partners.
- We collaborate to provide services, supports and advocacy that empower people with I/DD to thrive as valued community members.



Why we do our work

We fulfill our mission and carry out our responsibilities adhering to the following values:

- Choice, self-determination and person-centered practices
- Children and families together
- Health, safety and respect
- Community inclusion and community living
- Strong relationships
- Service equity and access



Our mission and vision

- **Mission:** ODDS, partners and the intellectual and developmental disabilities (I/DD) community come together to provide services, supports and advocacy to empower Oregonians with I/DD to live full lives in their communities.
- **Vision:** People and families access quality supports that are simple to use and responsive to their strengths, needs and choices, while they live and thrive as valued members of their community.



Why our work matters

- All individuals, regardless of ability, deserve to live healthy, safe lives that are free from abuse and allow them to achieve their highest potential.
- Children with I/DD grow up with the same expectations as any other child — to become contributing members of their communities.
- Community employment is a goal for everyone.
- An individual's background should not define their outcomes. We advocate for and work to build inclusive communities and equitable services by recognizing and then eliminating disparities.



Equity North Star

- Language access
- Community inclusion
- Engaging with diverse communities for feedback
- Removing barriers
- Partnerships with Tribal Nations
- Embedding equitable practices at all levels



ODDS history

- Strong foundation of home and community-based services that allowed for successful deinstitutionalization
- Medicaid funding authorities that ensure services for all eligible individuals according to the level of need
- Employment First state promoting competitive integrated employment for people with I/DD
- Advocate for the full inclusion of people with I/DD throughout all the state's supports and services
 - Healthier Oregon



Advancing the Governor's priorities

Economic opportunities

- Advance employment for people with I/DD
- Support of important direct care workforce

Health care and public health

- Part of a Medicaid program that advances the equitable inclusion of people with I/DD
- Connect people to resources and other systems supporting public health
- Healthier Oregon is expanding OHP and long-term services and support in I/DD system

Climate, environment, safety

- Collaborate with community partners to assist people through emergencies and increasing challenges of climate change



Key partners

- Oregon Council on Developmental Disabilities (OCDD)
- Oregon Self Advocacy Coalition (OSAC)
- Community Developmental Disability Programs (CDDPs)
- Support service brokerages
- Provider organizations and agencies
 - Oregon Resource Association
 - Community Providers Association of Oregon (CPAO)
 - Oregon Association of Provider Agencies (OAPA)
- Oregon Family Support Networks
- Oregon Health and Sciences University (OHSU), University Center for Excellence in Developmental Disabilities
- Community Partners Council at OHSU
- University of Oregon, Center of Excellence in Developmental Disabilities (UCEDD)
 - Community Advocacy Council (CAC)
- Oregon Health Authority
- Oregon Department of Education
- Other ODHS programs
- Special Olympics Oregon
- Autism Society of Oregon

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Office of Developmental
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How our programs impact Oregon communities



People **participate more fully** in their communities through our services and advocacy.

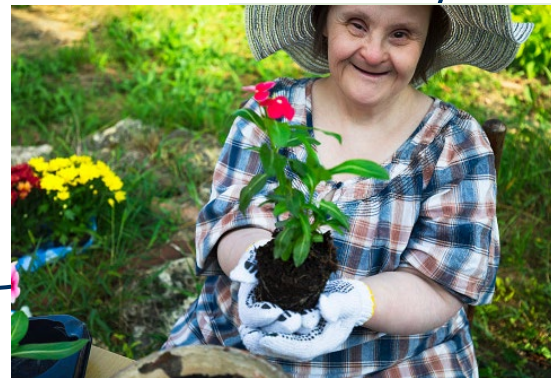


Children grow up with the **same expectations and opportunities** as any child in Oregon.

Strong and thriving communities



People can **focus on their well-being** while their support workers focus on the demands of providing professional services and supports.



People are **more independent and empowered** to achieve their goals and **live their best lives as they see fit** in their community.

Who we serve

More than **33,000 people** in Oregon who experience intellectual and developmental disabilities (I/DD):

- **10,285 children**
- **22,905 adults**

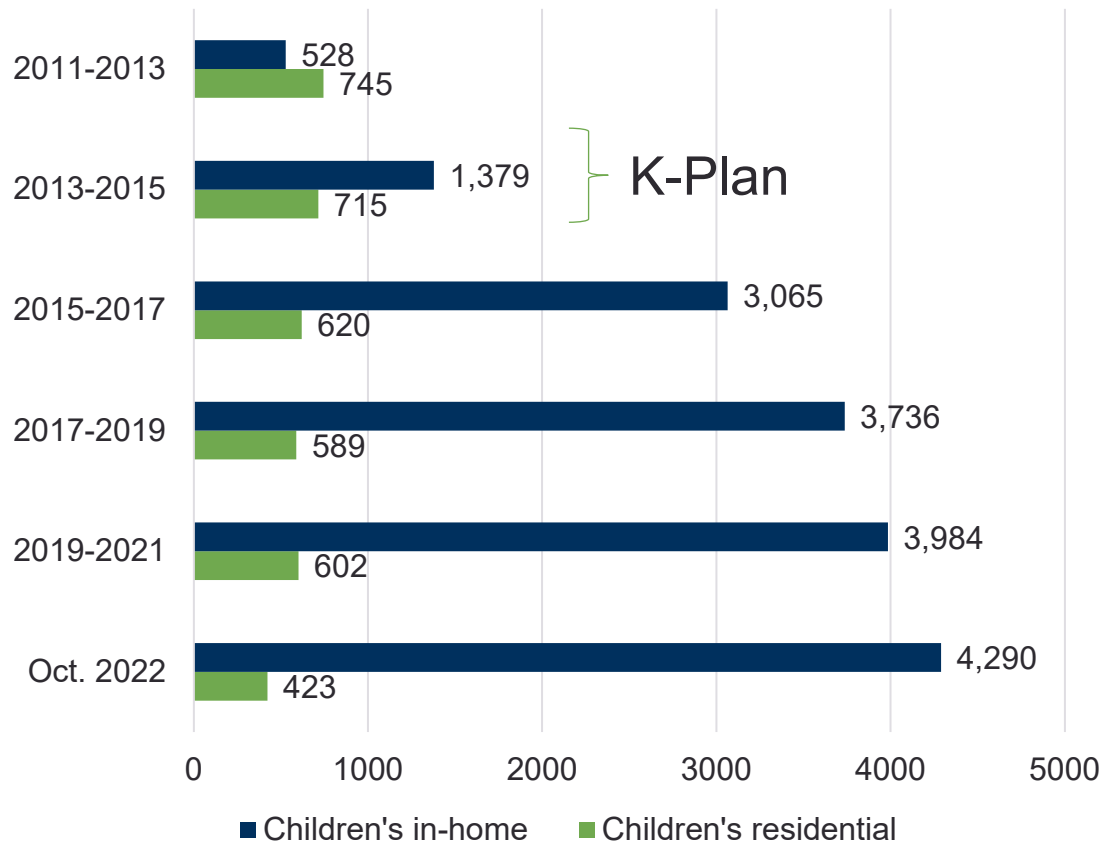
In order to be eligible for ODDS services, a person must:

- Have an **intellectual disability** as determined by IQ with onset before age 18 and limited ability to handle day-to-day activities; or,
- Experience a **developmental disability** with onset before age 22 limited ability to handle day-to-day activities; and,
- Meet financial eligibility for Medicaid services.

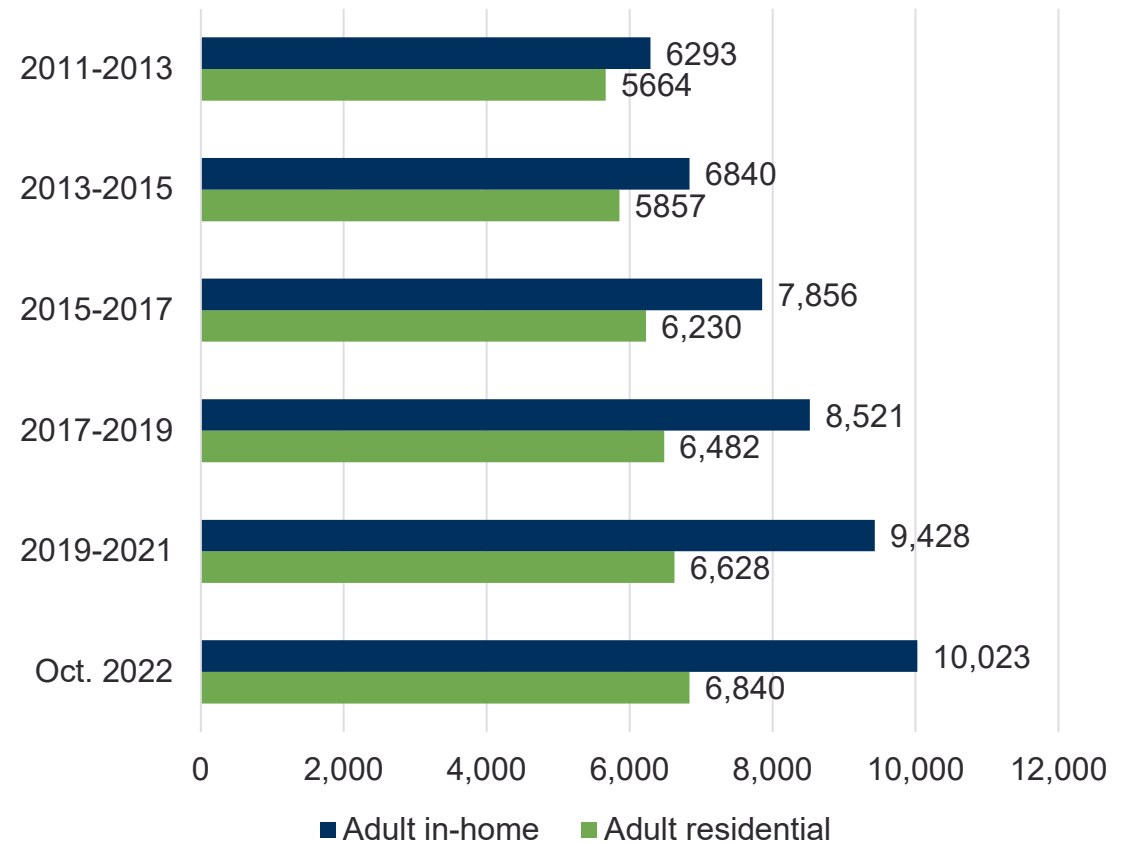


Enrollment changes

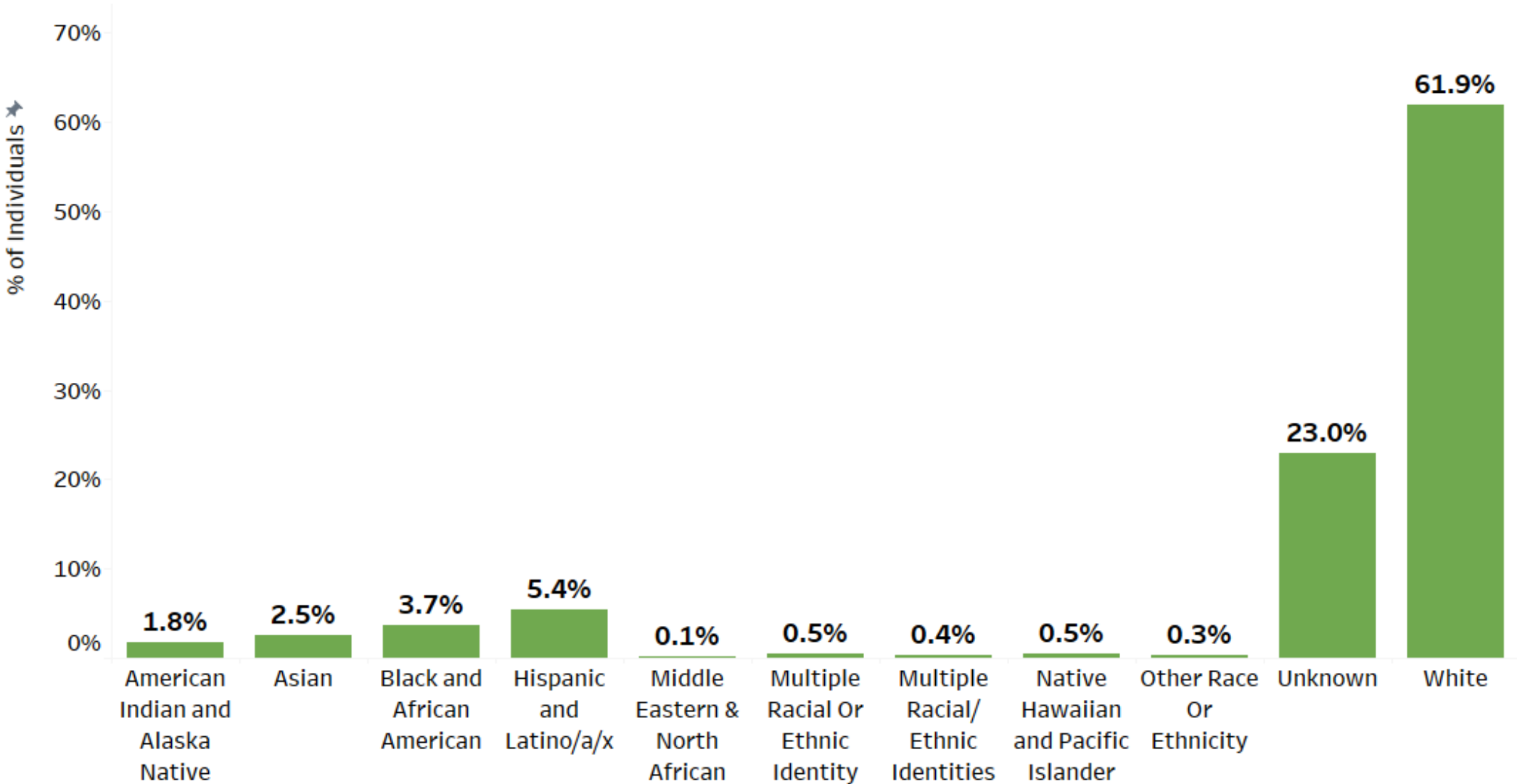
Children's services enrollment



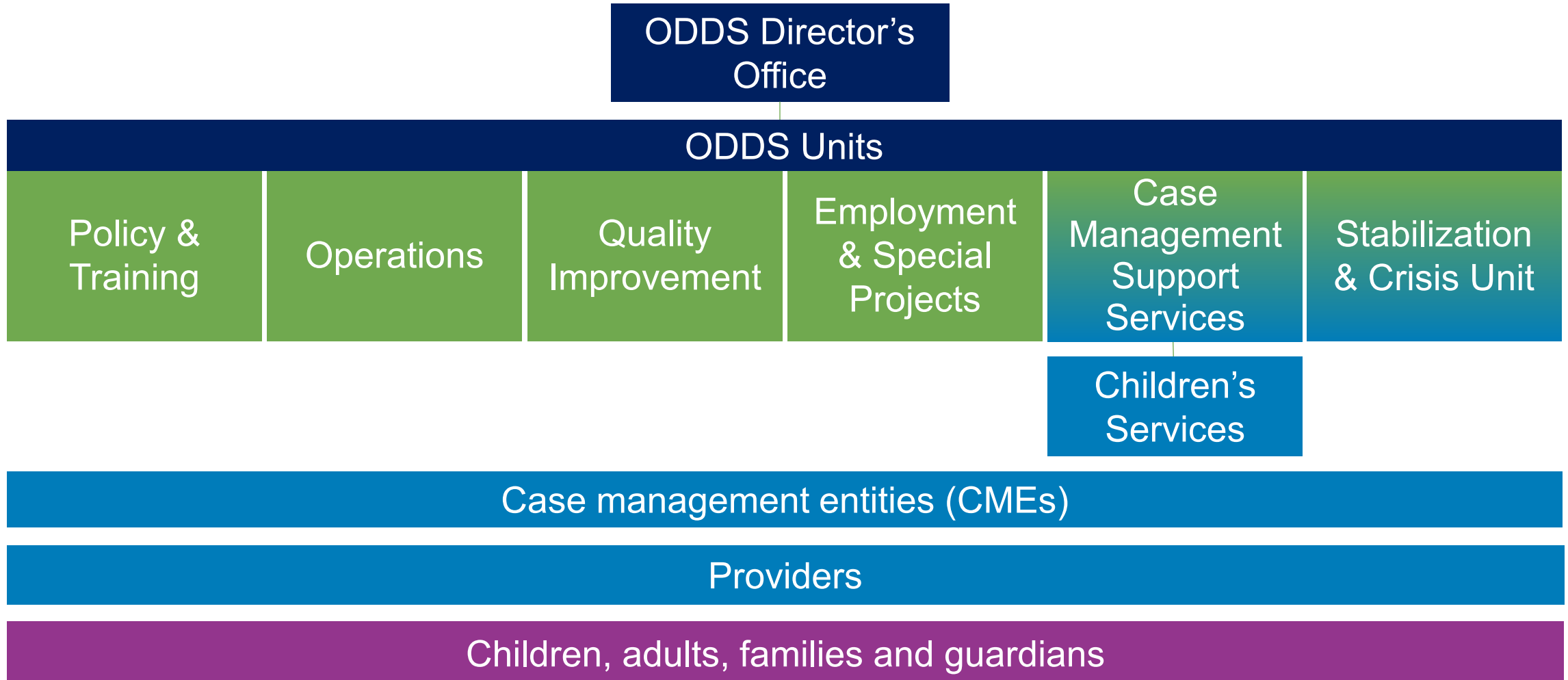
Adult services enrollment



Individuals enrolled in I/DD program by REALD categories



How we're organized



How we serve: State responsibilities

ODDS

- Oversee the delivery of I/DD services
- Work with partners to develop and follow strategic plan
- Provide funding
- Develop policies
- Provide general oversight
- Certify and license providers

CDDP state functions

- Carry out certain functions on behalf of the state:
 - I/DD eligibility process
 - Conduct abuse investigations
 - Foster home licensure and certification reviews

Case management entities (CMEs)

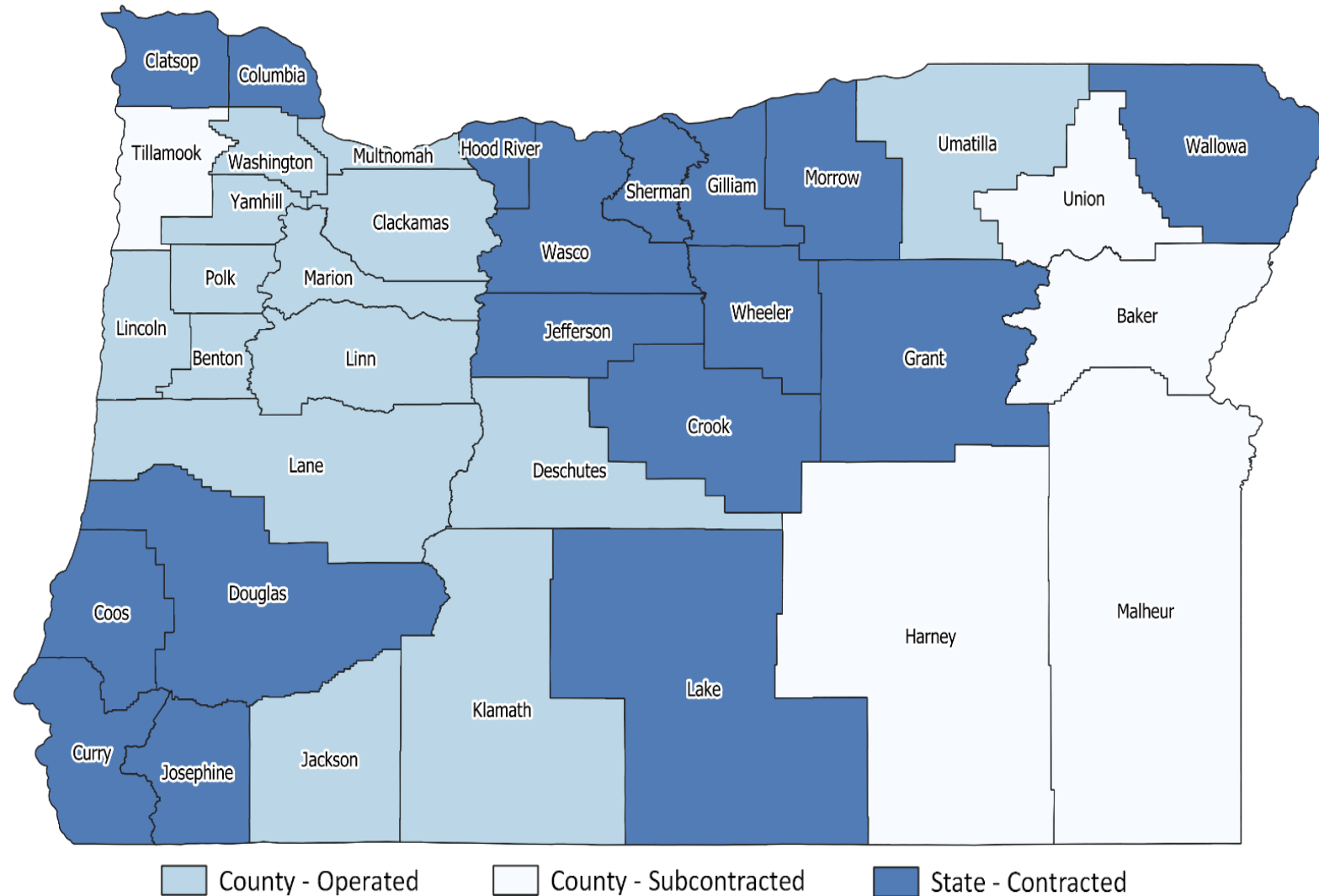
Community developmental disabilities programs (CDDPs)

- 25 CDDPs cover every county in Oregon.
- Services coordinators provide case management services to adults living in home and supported living settings, residential facilities and adult foster homes.
- Services coordinators provide case management services to children living in home settings and I/DD foster homes.

Brokerages

- 14 brokerages statewide.
- Personal agents provide case management services to adults living in their own home or their family home.

CDDP arrangement by county



Role of case managers

Service coordinators (CDDPs) and personal agents (brokerages) assist individuals in accessing needed employment, social, educational and other services.

Services include

- System navigation
- Assessment of individual needs and preferences
- Development of the individual support plan
- Service referrals
- Monitoring
- Follow-up



Our programs

Adults	22,984
Brokerage enrollment	7,531
CDDP enrollment	15,453
Services enrollment	
Case management only	4,212
In-home support	10,023
24-hour residential	3,267
Adult Foster care	2,807
Supported living	766
Employment and day support	4,798
Stabilization and Crisis Unit	91

Children	10,285
CDDP enrollment	9,776
Services enrollment	
Case management (CM) only	4,351
CM with funded services	5,934
In-home support	4,290
Residential care	118
Host homes	3
Foster care	287
SACU	15

CIIS	376
CIIS: Intensive Behavior	95
CIIS: Medically Involved	177
CIIS: Medically Fragile	104

ODDS' services



In-home services

In-home services empower and support children and adults to live in their own or a family home.

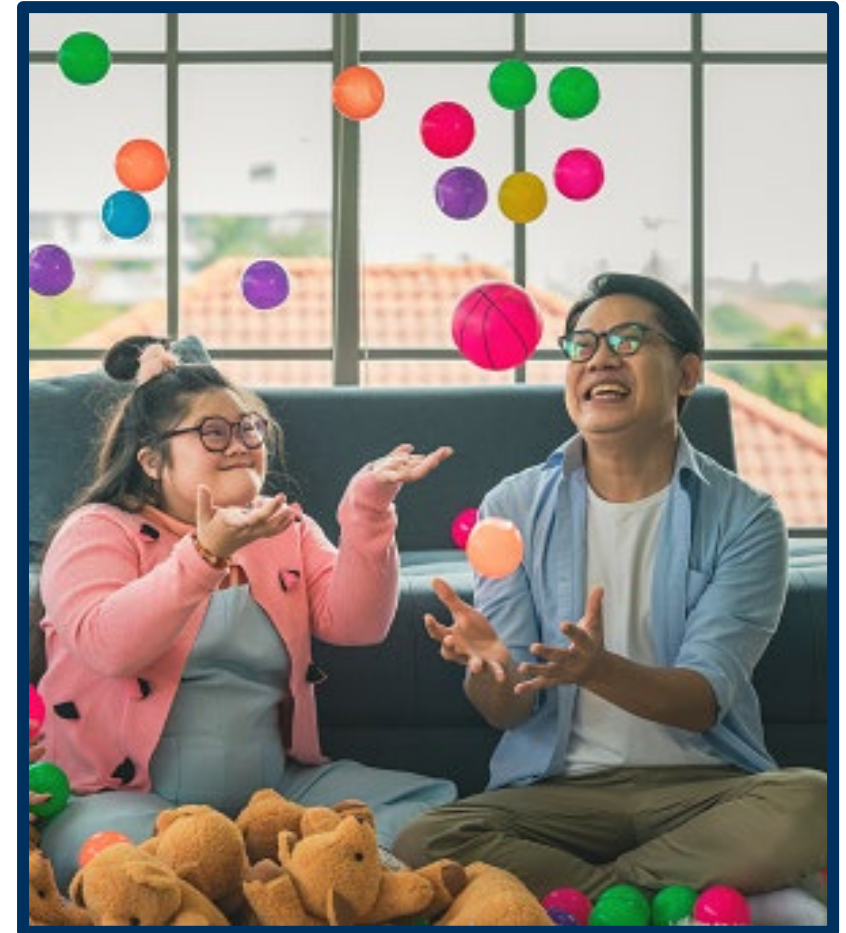
- Children's Intensive In-Home Services for children with the highest medical needs

Examples of services

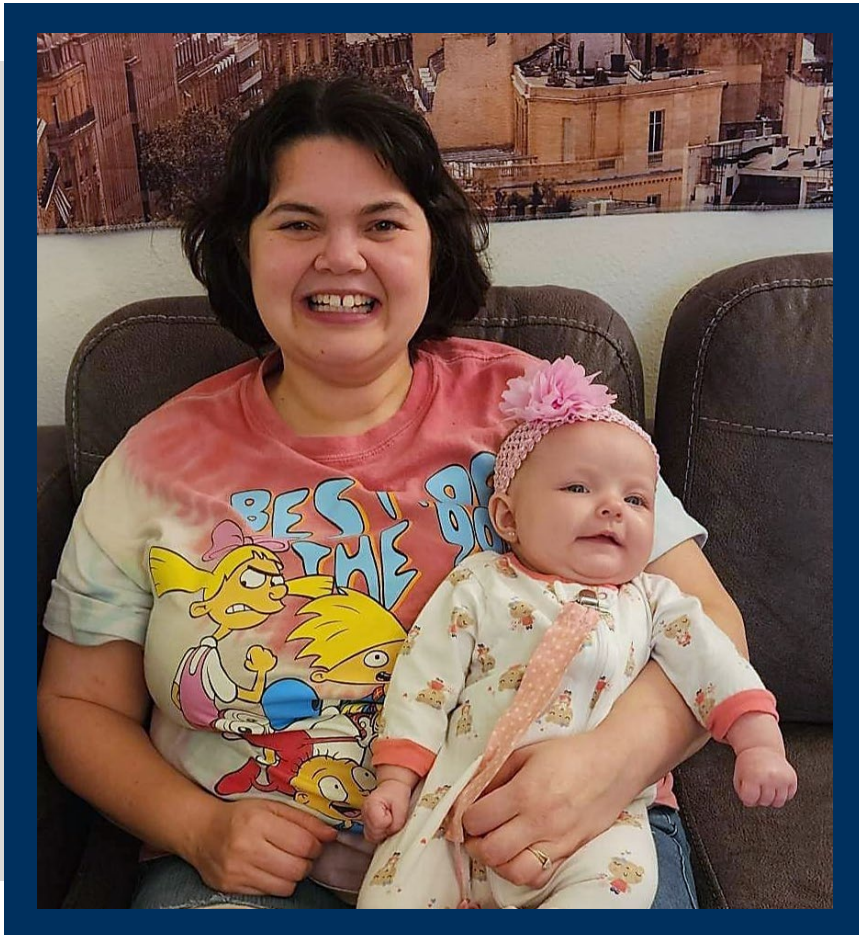
- Develop skills to cook, shop and be safe
- Prepare for work, daily activities
- Behavior support
- Interact with peers

Provider types

- Personal support workers
- Provider agencies
- CIIS and nursing services



Meet Mae



“Since my daughter’s birth, my PSW is still helping me be successful as a mom and helps me understand how I can improve each day she works with me.”

Supports received

- Case management
- In-home supports for things like independent living, shopping, parenting skills, navigating medical visits
- Transportation

Types of providers

- Personal agent (support services brokerage)
- Personal support worker
- Oregon Child Development Coalition

Residential services

Residential services provide a 24-hour support setting and home for children and adults outside of their own or family homes.

Examples of services

- Develop skills to cook, shop, be safe
- Prepare for work, daily activities
- Interact with peers
- Behavior support
- Help accessing mental health and nursing services

Provider types

- Group homes
- Foster care
- Supported living
- Host homes
- SACU



Meet Matt



“I can talk about how we can learn to regulate our temper and anger by accepting that we can’t control others. It matters what we are doing. I learned those tools at SACU. I learned so much in so many years.”

Supports received

- How to utilize recovery self-help tools
- Collaborative Problem Solving®
- How to share concerns, needs and desires with words

Types of providers

- Worked daily w/ direct support crisis specialists
- Counseling with SACU’s clinical services manager
- Education and Development Department training specialists

Employment services

Partner with ODHS Vocational Rehabilitation and the Oregon Department of Education to offer supported employment services to help people find competitive integrated jobs in the community.

Some examples of services

- Career development and coaching
- Discovery
- Small group supported services
- Employment Path Community
- Benefits counseling
- Core competencies and training



Meet Rachel



“To find a job that accepts people with disabilities: That is huge. I feel really good about my job. I think it rocks. Every time I go to work, I’m so happy. I think it is part of the acceptance of a person like me to have a job.”

Supports received

- Employment services

Types of providers

- Employment specialist
- Personal agent (UCP Connections)
- Vocational rehabilitation counselor

Ancillary services

- Professional behavior services
- Home modifications
- Assistive devices and technology
- Direct nursing services
- Transportation



Meet Wren



“I can be so much healthier and independent ... ODDS helped with modifications to make my home safer and more accessible. That means we can stay in the neighborhood I grew up in, where I have so many friends, public transit, and lots of shops that I can get to all by myself.”

Supports received

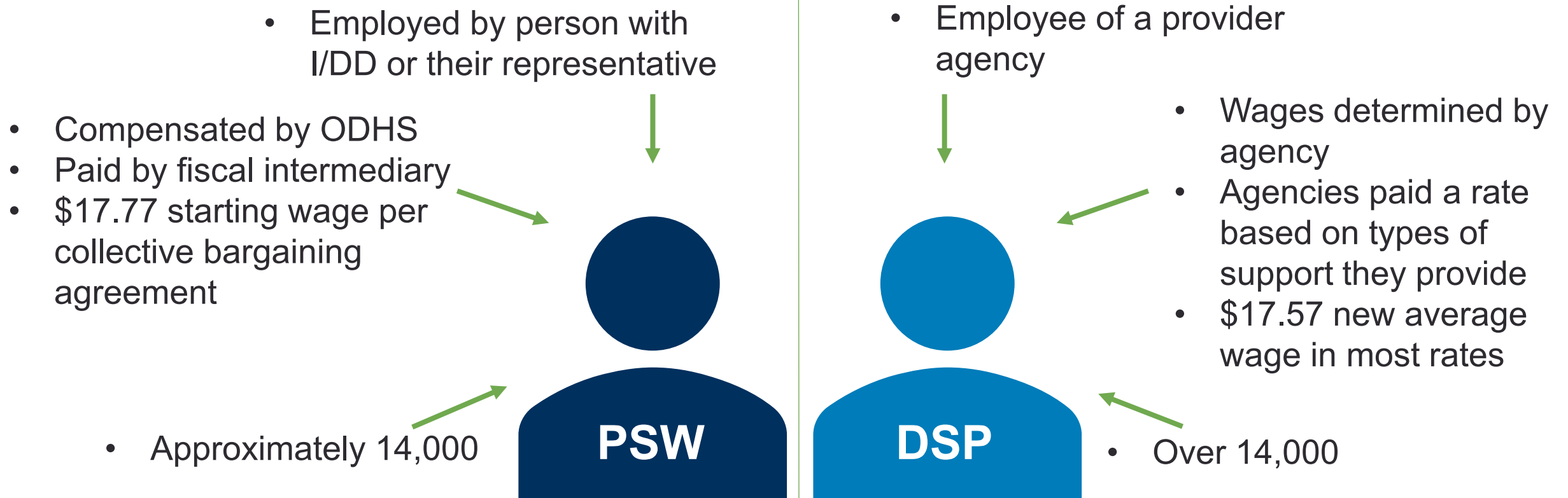
- Case management
- Children’s Intensive In-home Services
- Home modifications and assistive technology
- Attendant and in-home care

Types of providers

- Personal support workers

Who provides attendant care services

Personal support workers (PSWs) and direct support professionals (DSPs) serve individuals in their homes and communities.



ODDS Funding

- Funding for I/DD services in Oregon primarily comes from Medicaid.
- Medicaid is a partnership between federal and state governments where state provides matching funds to federal dollars.
- Oregon uses Community First Choice Option (K-Plan) 1915k authority for most services.
- Oregon also has five 1915c Waivers.
- Federal Medicaid regulations for home- and community-based services for these authorities impact state program design and operations.
- Federal portion is about 70% of ODDS budget.



2021–23 accomplishments: Rates

On July 1, 2022, ODDS implemented new rate models for multiple services.

- Transparent and based on objective data sources
- Funded fully (2021–23 biennium) by Oregon Legislature and allocated ARPA funding
- Important investment into I/DD provider-partner infrastructure and critical direct-care workforce
- Prevented workforce crisis from getting worse during COVID-19 pandemic
- Implemented with improved accountability and higher service expectations



2021–23 accomplishments: COVID-19 response

Responded quickly to COVID-19 to keep people and workers safe

- Supported the workforce, providers and partners
- Prevention measures to limit exposure
- Worked with self-advocates to ensure people with I/DD had equal access to care

Outcome

- In the country, people with I/DD were 2.6 times **more** likely to die from COVID-19.
- In Oregon, people with I/DD were 6.5 times **less** likely to die from COVID-19.



2021-23 accomplishments: COVID-19 unwinding

Some things going away

- Remote needs and risks assessments
- Verbal consent for person-centered service plans
- Preexisting authorizations without an annual Individual Support Plan
- Paid parent caregivers for minor children

Keeping

- Remote day support activities and employment services
- Remote Individual Support Plans during emergencies
- Presumed eligibility

2021-23 accomplishments: Service equity

ODDS is working to improve access to language support for our partners.

- Resources for translations and verbal interpretations
- Developing self-advocate and family resource website
- Clarifying policies and expectations around language-access

ODDS is working to embed equity at all level of the service delivery system.

- Contractual requirement for CMEs to develop service equity assessments and plans
- Technical assistance and training to CMEs
- ARPA grants to support equity work

ODDS evaluated data to identify disparities in the system.

- Working with community partners to develop strategies to address them

2021-23 accomplishments: Lane v. Brown dismissal

- Settlement agreement dismissed July 2022
- Oregon reached substantial compliance

Impact of work

- Closed all ODDS-funded sheltered workshop in 2020
- Community employment growth: 143 to over 1,800 from 2016–22.
- Employers recognize value of people with I/DD in workforce
- Impact Oregon website for careers in I/DD services



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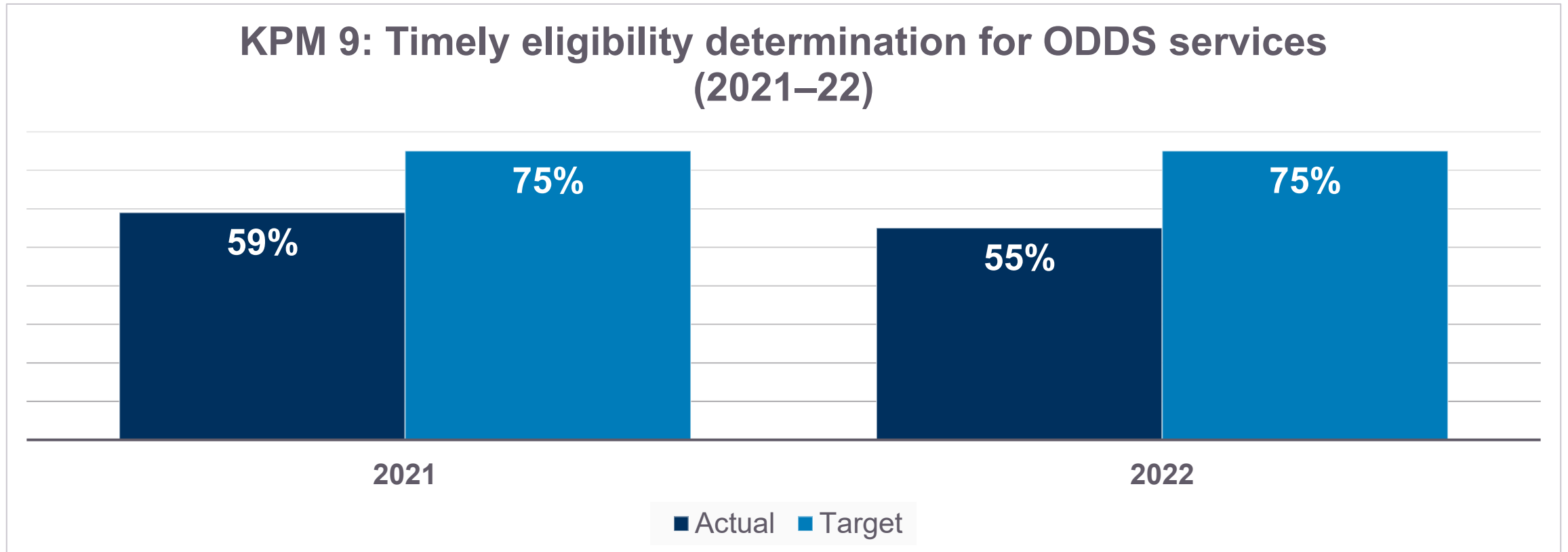
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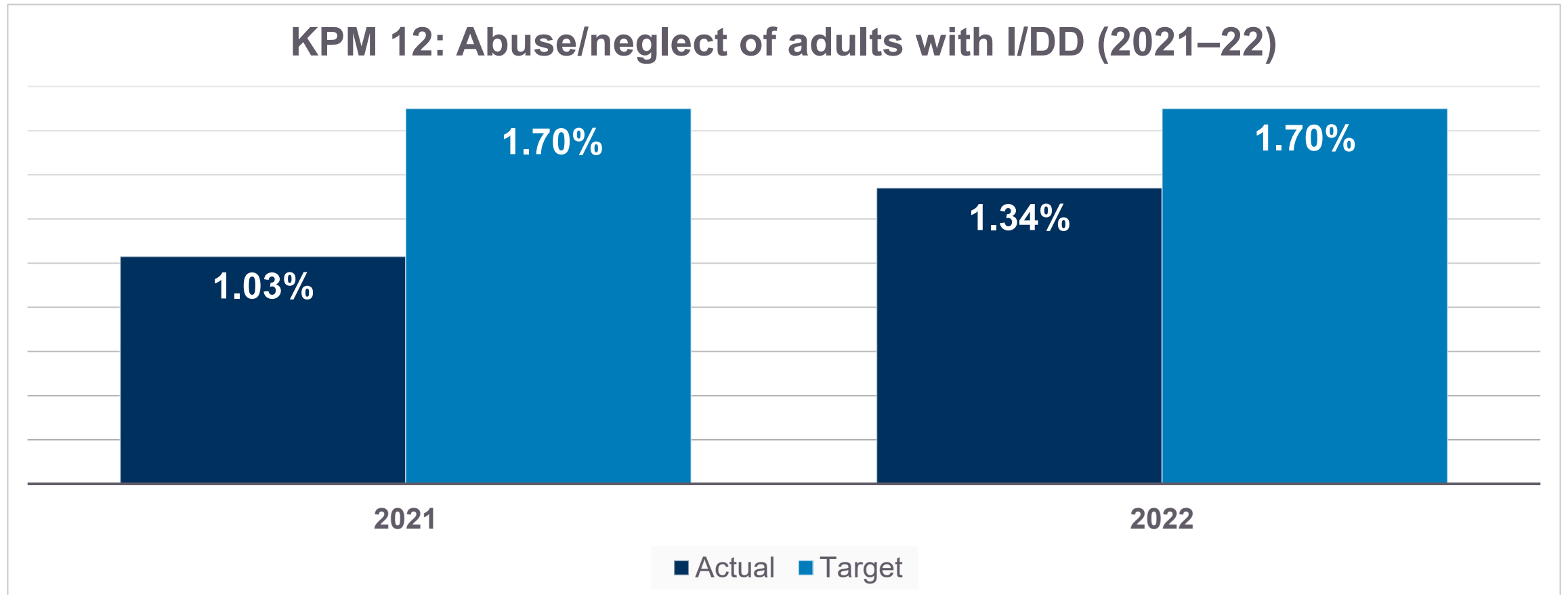
Key performance measure (KPM): Timely eligibility determination for ODDS services

Metric Calculation: Percentage of individuals who apply for ODDS services who are determined eligible within 90 days from application.



KPM: Abuse and neglect of adults with developmental disabilities

Metric Calculation: Percentage of adults with I/DD in licensed, certified and endorsed programs with substantiated abuse or neglect.



KPM changes for ODDS: 2023–25

Retired KPMs in 2022

- In-home services KPM: Data captured did not tell a meaningful story
- Employment KPM: Due to success of Lane v. Brown settlement dismissal

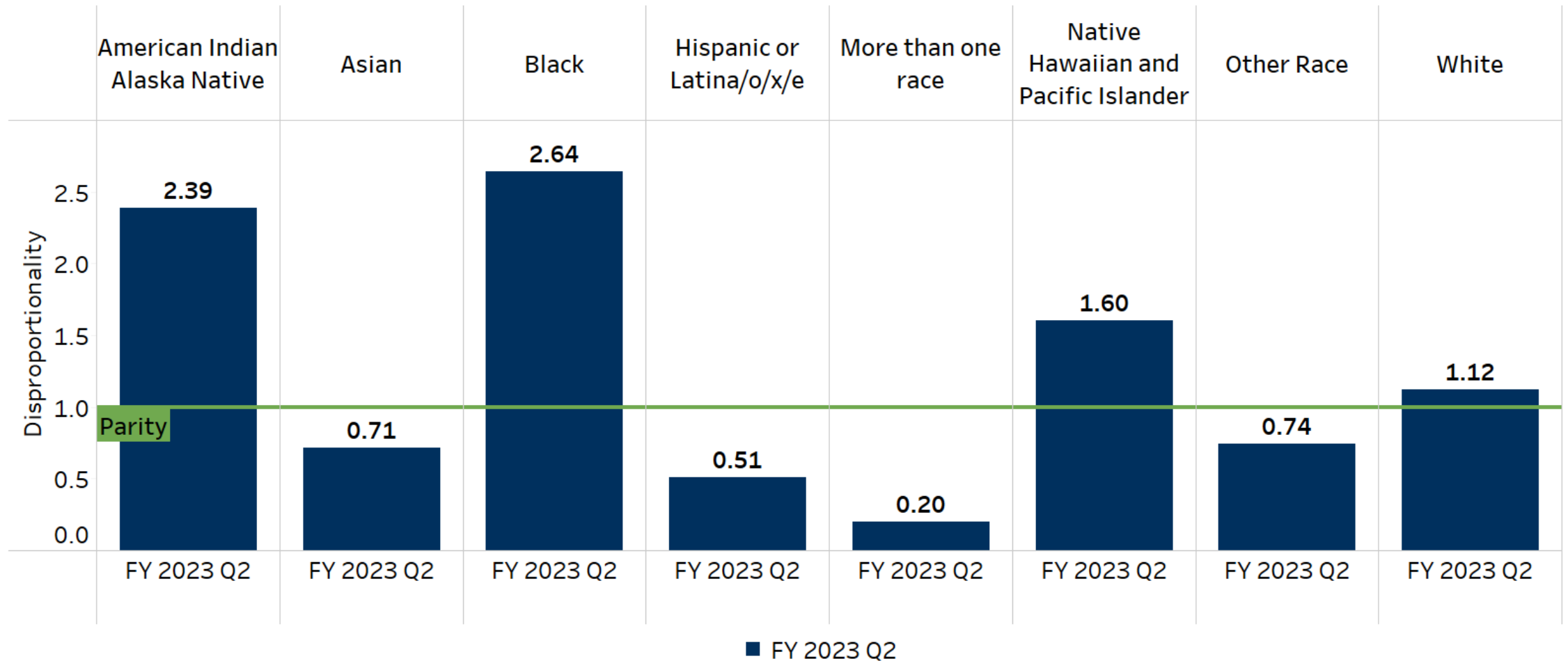
Adjustments to existing KPMs for 2023–25

- Eligibility KPM
 - Amended language clarifies KPM is focused on I/DD service enrollment
 - No changes to metric calculation
- Abuse KPM
 - Amended language for clarity; original wording confused what was being measured
 - No changes to metric calculation

New KPMs for 2023–25

- Disproportionality KPM
- Competitive integrated employment KPM

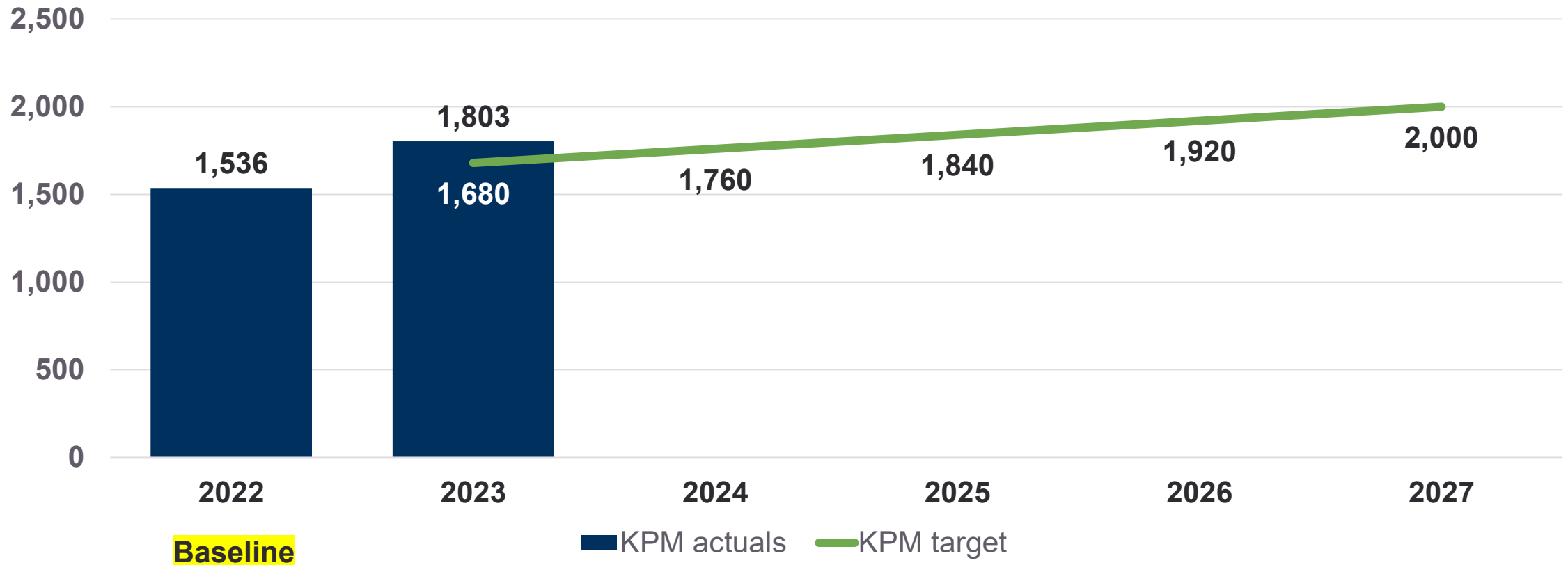
KPM: ODDS disproportionality metric



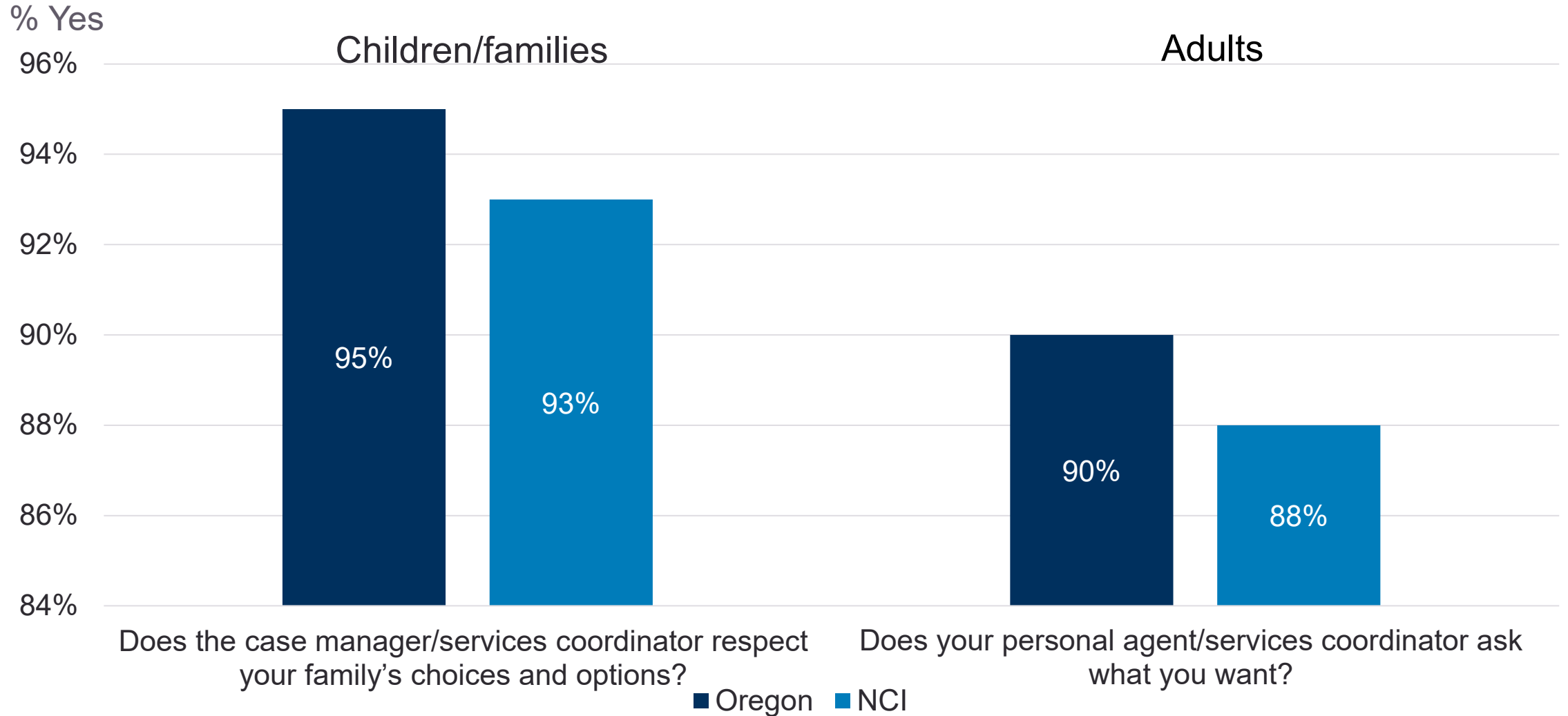
*Note that this graphic excludes the 22.8% of individuals whose race is unknown. ODDS is working on developing a solution to identify the unknowns.

New KPM: Competitive integrated employment with employment supports from ODDS

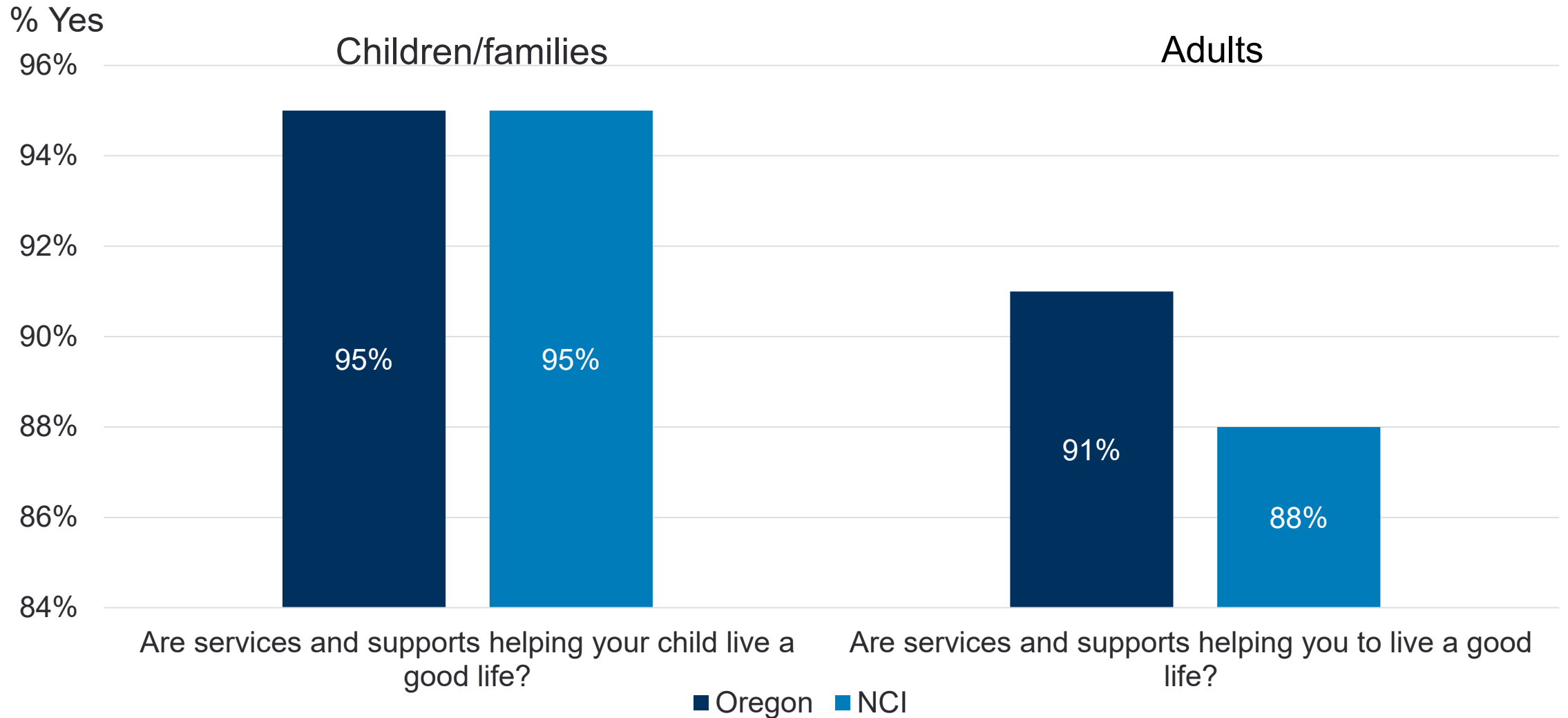
Metric calculation: The number of individuals found to be in Competitive Integrated Employment is the unduplicated sum of individuals in “Competitive Integrated Employment” or “Individual Supported Employment” in the EOS census.



National Core Indicators: Service choices



National Core Indicators: Good life



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2023–25 Policy Option Packages



How we serve: Advancing our agencywide priorities

Strengthening our foundations



Implementing a more equitable and transparent framework for assessing people's needs, planning and providing their services, and reimbursing providers

Preparing for and responding to emergencies



Strengthening infrastructure to better and more equitably support people through emergencies
Local emergency-response initiatives with community partners

Creating the future of human services



Recruit, train and retain workforce
Updated technology
Equity

Furthering ODHS priorities in 2023–25



Strengthening our foundations

- POP 105: Healthier Oregon Program, Long-Term Services and Supports
- POP 129: ODDS Systems — Case Management and Provider Systems



Creating the future of human services

- POP 126: Model Employer
- POP 128: Child Welfare and I/DD Parents



Preparing for and responding

- POP 129: ODDS Systems — Case Management and Provider Systems

POP 105: Healthier Oregon

- Maintains the services authorized in 2021–23
- Expands ODHS services and supports for all eligible people with disabilities living in Oregon regardless of their immigration status starting July 1, 2023
- Funds additional staff (in APD and SSP) to help individuals access these services and supports, including case managers and related staff who are critical to serving this population
- GF: \$12,865,521



POP 126: Model Employer program

- Funds Model Employer program to hire people with I/DD into state service through the direct appointment process
- Increase access to state employment for people with I/DD
- Focuses on removing common barriers in the state hiring process faced by people with I/DD
- Incentivizes hiring managers to utilize this process
- GF: \$1,424,399
- 29 positions



POP 128: Child Welfare and Parents with I/DD

- Funds new set of innovative services intended to support parents with I/DD more effectively and keep families together
- Funds supported parenting services that will provide person-centered support for parents with I/DD to raise their children independently in their communities
- Makes permanent 2.0 FTEs for cross-systems coordination with Child Welfare (CW) to ensure optimal services to parents with I/DD and children involved in the CW system
- GF: \$387,997
- 2 positions



POP 129: ODDS systems

- Funds:
 - Statewide case management system
 - Agency provider management system
 - PSW and home care worker provider portal
- These upgrades will improve:
 - Provider reporting capabilities
 - Service delivery on many levels including communications, quality assurance, licensing and data collection
 - ODDS reporting capabilities
- GF: \$711,758
- 29 positions



2023–25 Key Issues



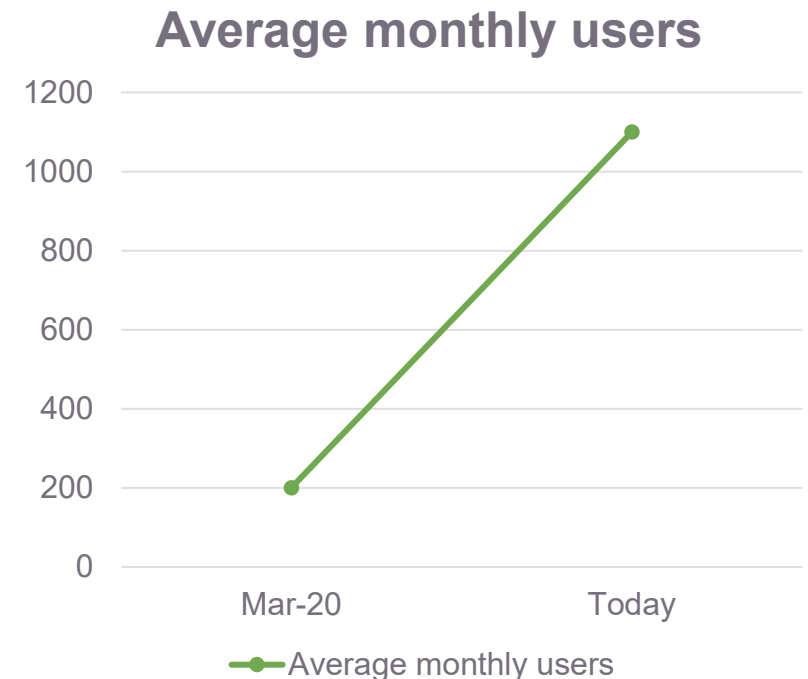
Workforce crisis: Local and national

- Uncompetitive wages
- Stressful job demands
- Crisis most severe for providers serving people with the highest level of need
- Pandemic worsened the worker shortage
- Disproportionate affect: Women, people of color or older adults experienced worse COVID-19 outcomes and complications



Actions to address workforce crisis

- Partnerships with CMEs, providers and employment agencies
- \$35 million for Hazard pay for PSWs
- \$18 million for PSW training and benefits Trust
- \$30 million recruitment and retention grants
- \$5 million to employment and day-support providers
- \$13 million innovation and service equity grants
- Rate increases and full funding for new rate models
- I/DD workforce recruitment website
ImpactOregon.careers



Provider credentialing and quality assurance

Timely and quality provider credentialing and compliance are critical to Oregonians' well-being, health and safety.

- Significant growth in I/DD agencies applying and enrolling.
- COVID-19 affected ability to perform all aspects of licensing and certification.

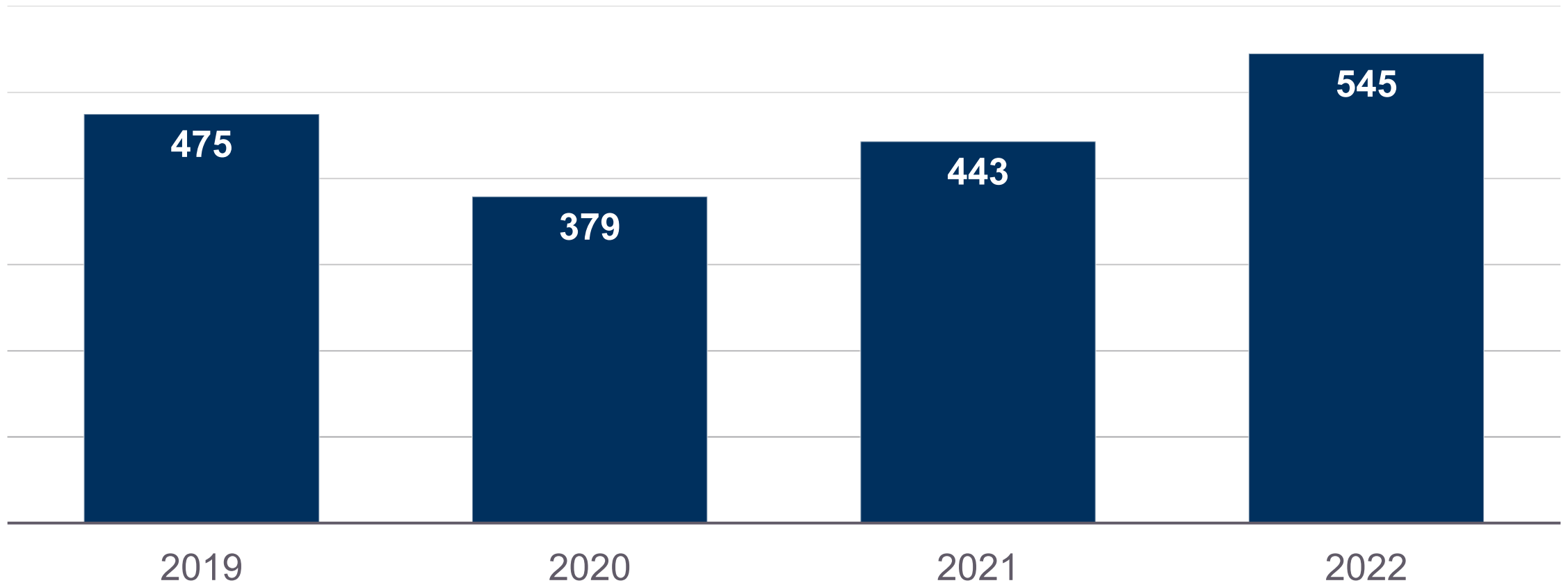
Actions

- 2021–23 biennium: POP 124 funded 19 positions.
- Strategies to ensure timeliness of reviews: Procedural changes, streamlining distribution of functions.
- Mandatory provider orientation rollout.

Future

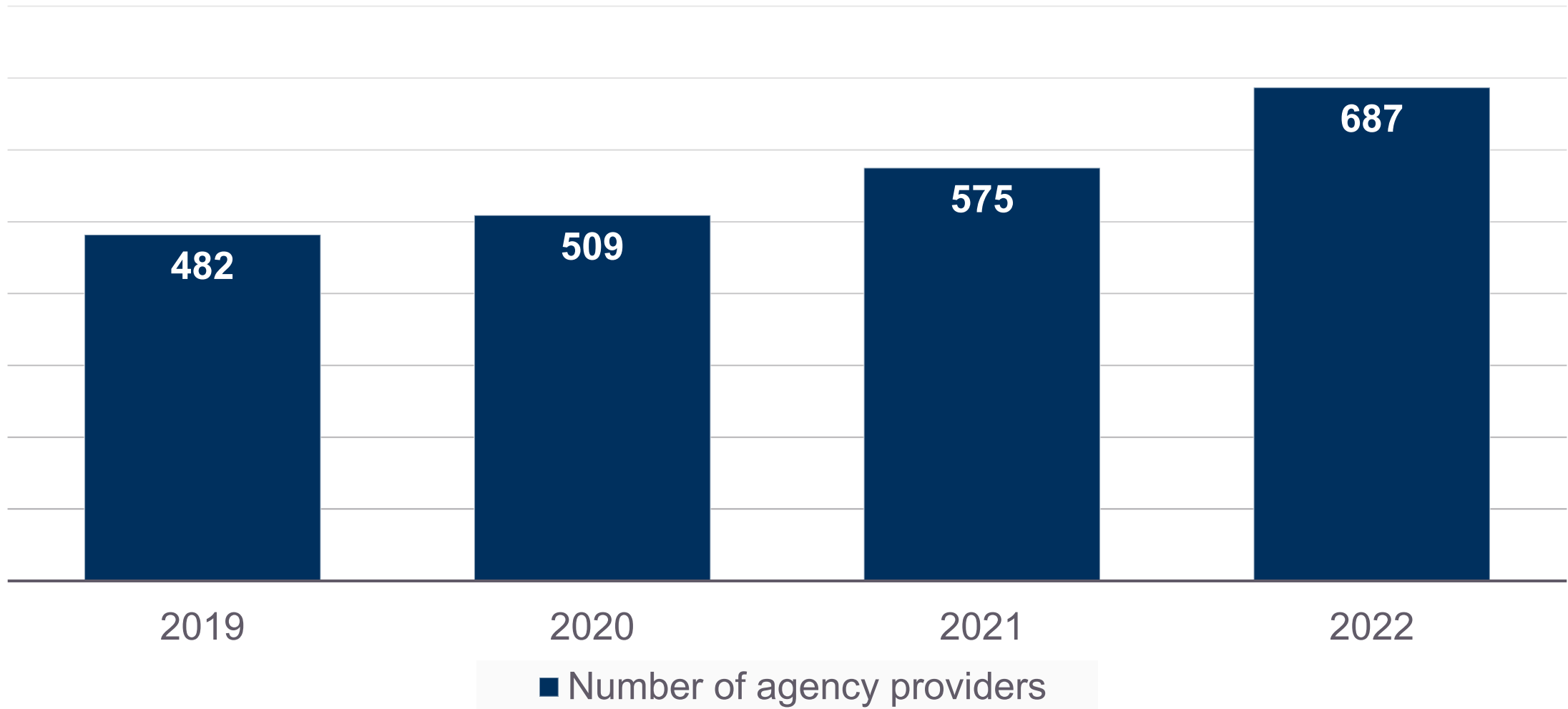
- As I/DD infrastructure continues to grow, there's an ongoing need for adequate ODDS staffing to ensure providers' compliance and quality, recovery from the pandemic's complications and other disasters, and ensure health and safety of individuals served.

Medicaid agency certifications and endorsements



■ Total number of Medicaid agency certifications and endorsements issued by ODDS Licensing including adult and child foster care

Increase of agency providers



Provider accountability: Senate Bill 1548

- New measures and data collection around provider accountability
 - Workforce data
 - Wages for direct support professionals
 - Executive compensation
 - Providers' overhead expenses
- Rule advisory committees in Spring 2023
- National Core Indicators survey to collect data
- Data collection to start in 2024
- Reports mid 2024



Compass Project milestone

- Oregon Needs Assessment implemented
- Developed service groups: an objective and transparent framework for grouping people based on level of need
- Transparent rate models implemented for many services
- Supported this effort by developing IT infrastructure



The Compass Project

YOUR CHOICE. YOUR PATH. YOUR FUTURE.

Compass Project: Next steps

Remaining new rates

- Professional behavior services
- Supported living
- Children foster care
- Adult foster care

ONA & in-home hours

- Implement in-home hours based on Oregon Needs Assessment (ONA) in 2024
- Baseline in-home hour authorizations maintained during ARPA MOE until March 31, 2025

ISP redesign

- Design and develop in 2023
- Pilot in winter 2023–24
- Field test and analysis in 2024–25
- Statewide launch in 2026

Case Management Funding study

- Recommended improved funding structure for case management entities (CMEs)
- CMEs' success dependent on adequate state funding
- Identified challenges for existing case management reimbursement framework
- Recommends significant changes for a fair and sustainable payment model compliant with federal requirements

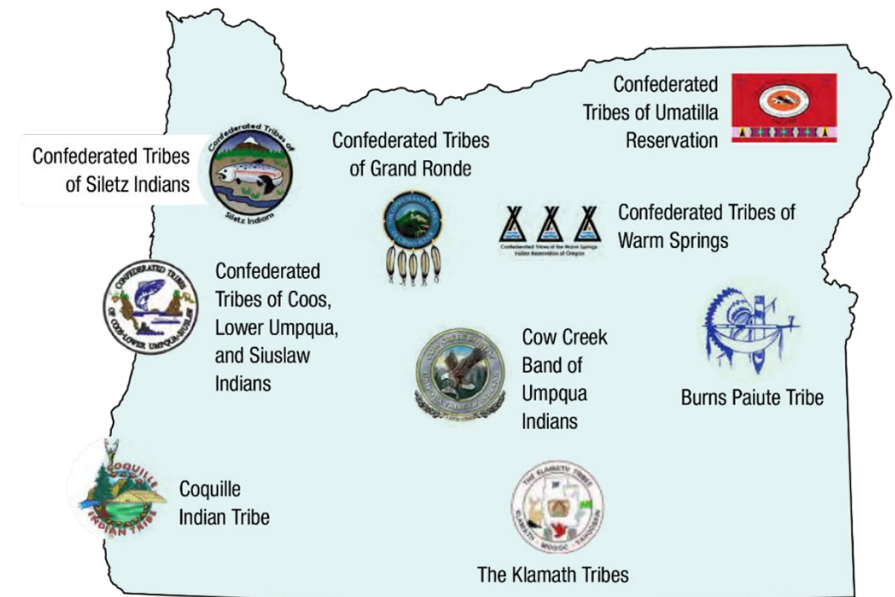
Next steps

- Continue to work with study contractor, Legislature, CMEs, individuals, families and advocates
- Develop a funding model proposal that supports CMEs

Tribal engagement

- Providing accurate and accessible information with content that is inclusive and culturally responsive
- Starting Tribal Navigator program in partnership with Aging and People with Disabilities (APD), Office of Equity and Multicultural Services (OEMS) and ODHS Tribal Affairs
- Providing technical assistance with the ODHS Office of Tribal Affairs and OEMS
- Issued ARPA grants

Oregon's Nine Federally Recognized Tribes



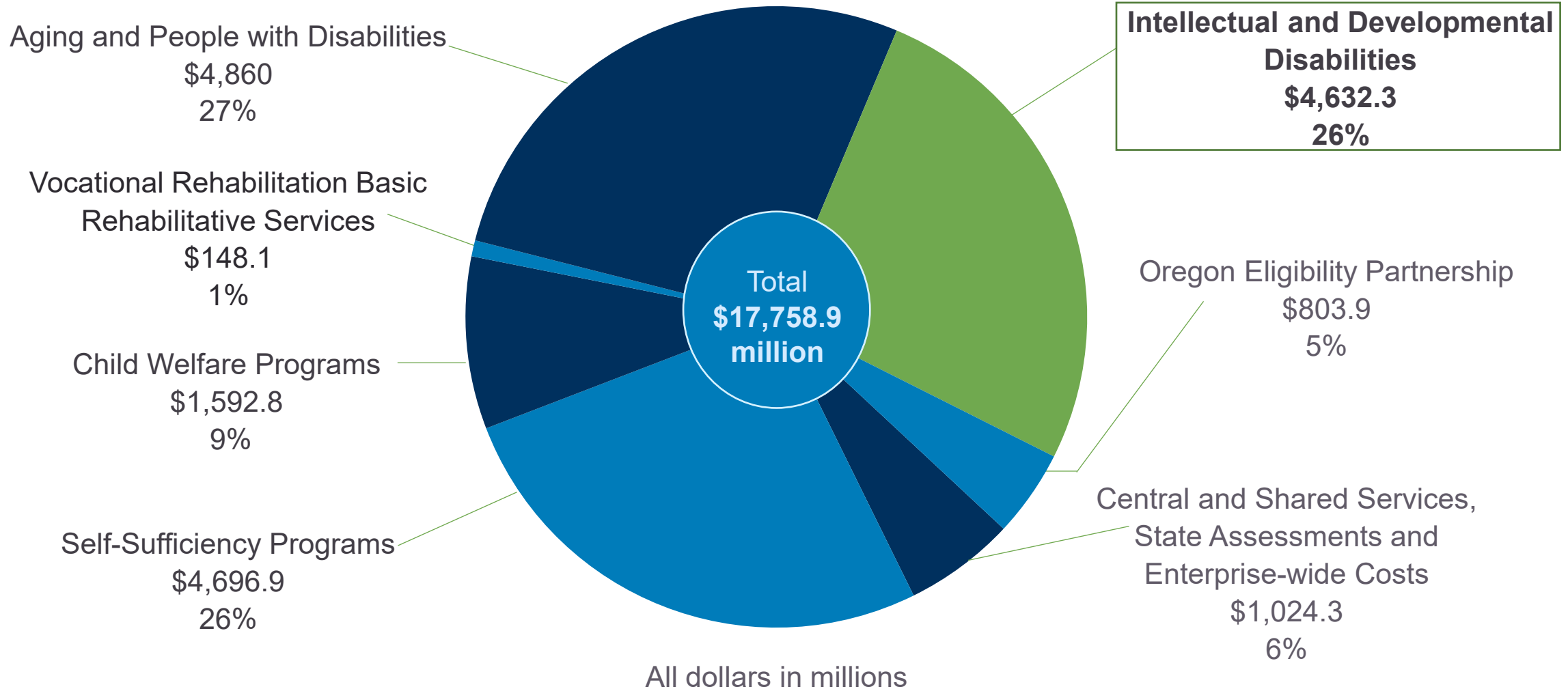
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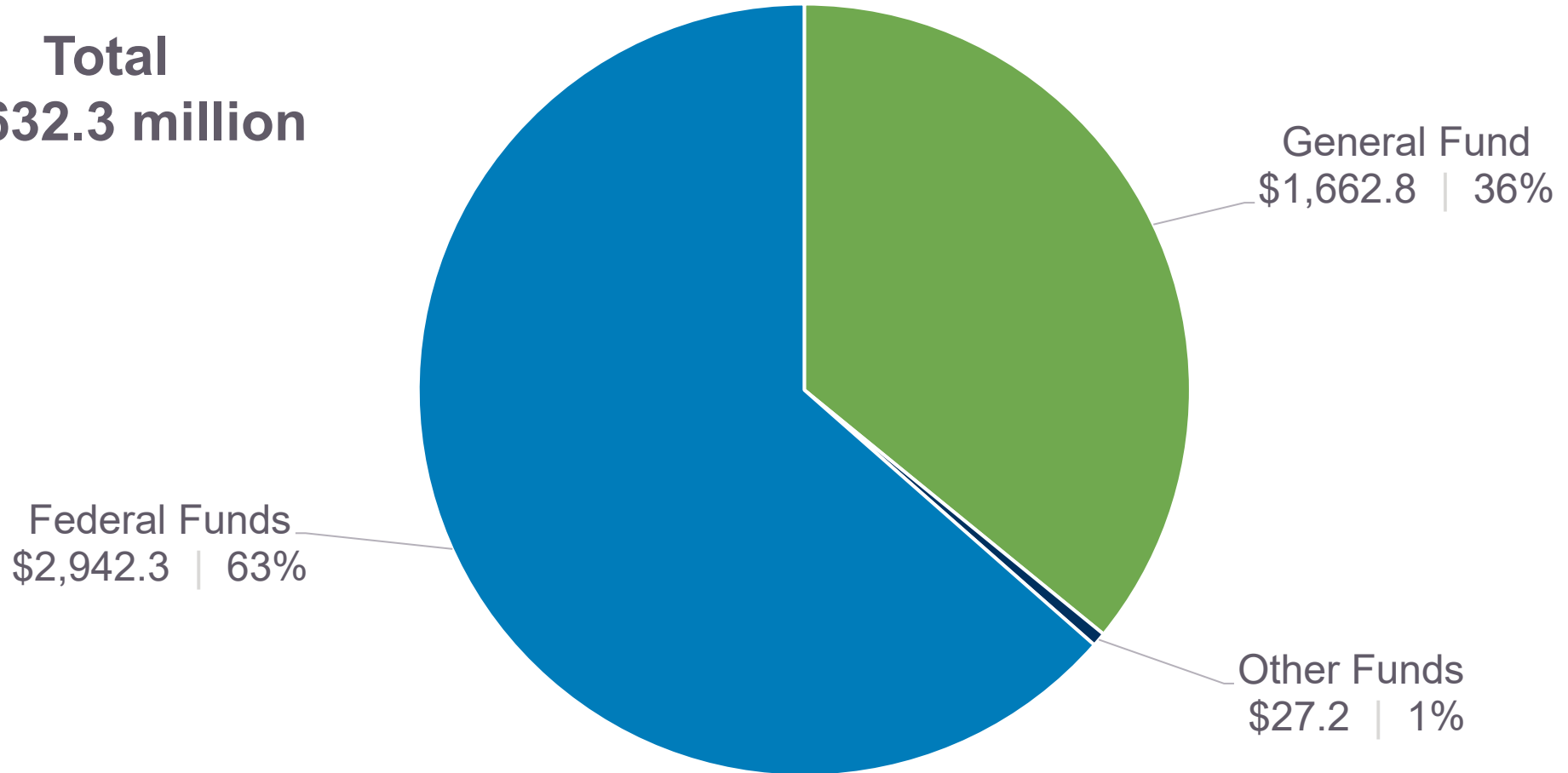


2023–25 Governor’s Budget: ODHS total fund by program area



Governor's Budget: ODDS total by fund type

Total
\$4,632.3 million



All dollars in millions

General Fund reductions in Governor's Recommended Budget

- Elimination of inflation for case management entities — \$6.9M GF
- Elimination of medical inflation for I/DD delivery — \$8.4M GF
- Reductions to services and supplies — \$1.5M
- Vacancy savings reductions — \$4.6M

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Closing remarks

- All individuals of all abilities deserve to achieve their highest potential and to live safe, healthy lives in their communities.
- Oregon's I/DD system is built on critical partnerships between the state and local governments, nonprofits, provider agencies, self-advocates and families.
- We continue to innovate, building a strong foundation of supports and laying the avenues to equity and community inclusion.





Questions?
