

Division of Developmental Disabilities Implementation Plan
Revised & Submitted 10-7-23.

Communications

The state’s communications plan is being fully implemented. The Communications unit has updated many documents which have been provided to stakeholders through a variety of methodologies. The Communications and Training Plan Status, Training Plan, and a Communications Tracker are attached. The BHDDH/ Developmental Disabilities (DD) website has been updated with related materials.

Activities	Timeline
An outreach campaign will be conducted for all DD individuals by DD social caseworkers. They will use a script of questions, developed by the Training unit, so that there is uniform approach when asking questions and providing information. During this process, caseworkers will be able to identify individuals who are not being reached in communications. The goal is to obtain updated demographic information as well as individuals’ preferred methods of communication. The outreach will be done in a systematic process and over time so that all individuals on each caseworker’s caseload are reached. DD will also collaborate with RIPIN in outreaching those who self-direct. DD has created a new field in Therap to capture the information being collected. Additionally, a mailing will be sent to all individuals with a summary of the recent DD changes. This information will also be shared directly with LAZO to use during their meetings and “charlas” to assist in reaching a broader audience.	Starting this month and ongoing in a systematic method (to be completed by 11/30/2023)
The Conflict Free Case Management (CFCM) case manager will have frequent contact with individuals receiving services.	At least monthly when CFCM is implemented
Youth in transition will be connected to a DD Transition social caseworker until they decide to receive funded services, at which time they will be connected to a case manager. The DD staff reorganization will result in current caseworkers’ increased focus on youth in transition. This Transition unit will consist of a YIT administrator, 2 casework supervisors, 12 social caseworkers, and a Professional Services Coordinator. Transition caseworkers will be assigned to a school district.	Upon eligibility determination and ongoing
DD is holding meetings with Fiscal Intermediaries (FIs) to discuss policies and procedures related to the Self-Direct (SD) model. There will also be meetings with other SD stakeholders to receive input for updating policies and procedures related to SD. The goal is to compile all updated policies and procedures into a Self-Direct Manual. This Manual will be a living document subject to changes, when necessary.	11/15/2023

Trainings

See attached Training Plan document for a list of all trainings previously held and upcoming trainings, with intended audience, topics, dates, and attendees included.

Activities	Timeline
The Training Plan includes the professional development curriculum for DD staff. The goal of this curriculum is to ensure that all DD staff have access to the same information.	Ongoing
Targeted professional development is ongoing. The DD training unit is initiating a plan to work with providers to determine professional development needs. Sherlock Center has provided training for those who support employment.	Underway and Ongoing
RIPIN's scope of work is to provide information and trainings to those who self-direct. RIPIN began to recruit and/or train staff starting in June when their contract was signed. They are working on an outline of the webinars, trainings, and other work they will be doing over the next year. See attached list of RIPIN's fall programming for individuals self-directing their services.	Began in June and ongoing through next year
RIPIN will provide Advocates in Action with resources to develop a training for peer mentors. There has been ongoing collaboration with the Sherlock Center on the Listserv and the self-direct user meetings. RIPIN has also developed a Constant Contact list which can identify who are not opening emails to help determine those who are not getting the information being sent.	Ongoing
Sherlock Center continues to facilitate the Self-Directed Supports Network. These meetings are being held more frequently to address changes in the system and to provide a platform for individuals to be heard and get answers. The Sherlock Center is also developing a Person-Centered Thinking 101 training that will be designed to be accessible to Direct Support Professionals as well as others who are directly working with individuals. See attached Self-Directed Meetings – Sherlock Center and the SDSP Fall Programming documents. Meetings are also occurring monthly with the DD employment team and Mary Madden to discuss the work she is engaged in. Mary is focused on this training and revising the PCT training to be able to target a wider audience.	See attached for dates.
Work on technical assistance regarding rates or services has been ongoing as the Training and Communications teams have been meeting weekly to provide technical assistance to Providers. DD held an all-provider session at CCRI on 7/20/23. Five providers requested additional meetings/trainings, one in July, one in August and 3 in Sept. Two presentations for support coordinators & plan writers were held in September. Materials have been shared, including a Guide to Completing the Add-On Employment Budget (attached). Providers have also called and emailed with questions, which were compiled and shared with all providers.	Ongoing
DD is exploring how to allow the use of funding to go to training for both provider staff and for those who self-direct. The Division is looking at developing training to be delivered to self-directed staff and providers at no cost to them. DD is also exploring other methods to provide additional funding for training. DD staff will provide resources to providers for training opportunities on an ongoing basis.	Underway and ongoing

Rate and Service Changes

Activities	Timeline
A mechanism for ensuring the regular rate increases keep up with the cost of living was outlined by rate methodology vendor HMA. This would allow the Department to update rates without going through another rate methodology process. HMA recommends a	5 years and intervals TBD

rebase every five years and a refresh in defined intervals. DD is exploring the possibility of annual increases with OMB.	
All new services will require updates in MMIS to have an automated process to handle them. CMS allowed BHDDH to use the proposed new rates as of July 1 st while they continue their review.	Underway and Ongoing
Some services were discontinued or refined to more align with new or existing services.	Discontinued services will end by FY25
Some new services are not ready to roll out, such as supported living, discovery, companion room and board, etc. DD will work with providers on the roll out of new services. However, the new rates are in place for the services being utilized. Some services will be implemented later due to systems or waiver changes. For example, DD is waiting for codes to be set up for Professional Services. These services are being provided, but just not paid at the new rates. Gainwell has not yet provided a timeline on this. DD Communications and Training teams have been meeting with a provider group to begin discussing new services. Volunteers are being sought from the community who may be interested in the development of the new services. The Department needs to develop standards, requirements/training for service providers, and ensure that providers have the understanding to roll out the service. DD is developing a timeline for the overall implementation of new services.	TBD
Remote supports availability as a billable service is estimated to be implemented January 2025 as Medicaid is working with CMS for waiver authorization.	1/15/2025
New rates, service definitions and billing procedures made available to all stakeholders by the training and communications teams. See Communications and Training Plans Status document attached.	Completed
Documents were developed and provided for guidance for billing for goods and services for transportation for agency-supported individuals. See Transportation Infographic and Technical Bulletin previously provided. These documents will be provided to all individuals. As noted under the Communication section, there are meetings taking place with FIs, and they will expand to other SD stakeholders. Guidance on Goods and Services will come through these meetings.	Ongoing
Weekly meetings have occurred with providers/FI's on the implementation of new rates and billing codes/procedures.	Underway and ongoing
Work is ongoing with Gainwell to determine new HCPC codes.	Underway and ongoing
Billing on new rates began as of July 1 but then updates/corrections were needed once billing began.	7/1/2023
Updates/changes to existing codes to reflect new rate structure were completed.	8/21/2023
Verification of all recent updates to be completed. This includes self-checking and review as well as provider feedback. Recent reports from providers indicate that almost all problems have been resolved.	9/15/2023
Staff are meeting with providers weekly and responding to emails to resolve any issues.	Underway and ongoing
One-on-one meetings with providers to review rate and billing changes continues.	Underway and ongoing

	(as requested)
BHDDH staff will provide continued support and communication as needed.	Ongoing

Three-Step Assessment Process

The Guide to the Assessment Process has been updated and is attached.

Activities	Timeline
DD staff began using the Additional Needs & Supports Questionnaire. Training and guidance documents provided to interviewers. SIS supervisor (AAIDD Certified Trainer) is working with each provider agency individually on training and will also soon start working with the self-direct agencies to schedule trainings for that population. Data on the type of needs identified and number of those who receive additional funding as a result is currently available.	3/7/23 - Rollout of Questionnaire Ongoing - Training
DD staff began using the new Supports Intensity Scale-Adult Version (SIS-A, 2 nd Edition). SIS unit trained by AAIDD on June 2, 2023. SIS supervisor (AAIDD Certified Trainer) to complete training to individual provider agencies.	8/7/2023 Ongoing - Training
Individual Meetings (with SIS Assessor) began. Meetings with stakeholders were held to receive input for the meeting questions.	9/20/2023 6/5/2023 and 6/8/2023
Individual Meeting Process Training completed with assessors and guidance documents provided.	Completed
SIS supervisor (AAIDD Certified Trainer) to complete training to individual provider agencies.	Ongoing
<i>Annual</i> Individual Meeting Process to begin at time of CFCM roll out and reorganization of state staff.	Beginning Spring 2024
RIPIN is planning to record an interview with the SIS Supervisor about the SIS-A and have it available on both the RIPIN and BHDDH websites for reference.	To be scheduled by 11/15/2023
Review committee determines need for supplemental funds to meet individual's needs as reported in the Additional Questionnaire and Individual Meeting (after 9/20/23). A determination letter is sent within 30 days. Administrative Review/Appeal process remains in place.	Ongoing
Once CFCM begins, individual will be connected to case manager to write service plan.	Once CFCM begins
Revision of the SIS algorithm will be completed by June 2024. Vendor is working on this but needs at least 500 completed SIS assessments to occur and analyze to validate.	By June 2024
Standardize the additional questionnaire to include the development of an equitable funding process.	Spring 2024
Internal process has been developed to track those individuals going through the new assessment process for court monitor review.	Completed

Individual Budgets

The “Individual Budgets” implementation is just a new way of looking at budgets. It refers to the part of the budget in which individuals have control. Individuals can start using individual budgets with their new plan this year and can include available add-ons. These new tier packages offer more flexibility and provide more choice and input from the individual.

Activities	Timeline
Individuals will access the add-on services by completing the information on the PO and submitting it using the existing process. DD will develop a method to track information on who is using this add-on service.	As needed/ ongoing
The Division is waiting for the new SIS algorithm, validated assessment, and funding formula. Vendors HSRI/HMA are working on this, and the expectation is to have it by end of this fiscal year.	6/15/2024

Integrated Community Day Activities

Activity	Timeline
DD is exploring methods for better tracking of those in integrated community day activities. DD will review the data for billing for community-based services for youth in transition and compare numbers over one year to determine the increase. A report can be requested from Therap for billing codes for agencies that align with day activities. However, this information is difficult to determine for those who self-direct. BHDDH and ORS will explore data collection collaboration.	Ongoing
DD can review the Sherlock Survey data, and sort by employment and community day activities through agencies and compare over three survey results.	1/15/2024
For activities that promote community activity in integrated settings, DD is working with agencies and focusing on activities of the Transformation Fund grant. The DD Coordinator for Integrated Community Services is meeting with agencies who received the Transformation funds to collect information on status of activities and outcomes. The Sherlock Center and DD developed a survey for recipients of this fund and have provided some results. Mary Madden of the Sherlock Center provides technical assistance to agencies around PCT and community integration.	Ongoing. Meetings began week of 9-11-23

Employment

Data for employment numbers should include the members of the original target population minus (a) individuals who are deceased, (b) individuals who are no longer receiving services, (c) individuals with variances, and (d) individuals who are retired (aged 62 and above). This should also include those who are in college or in a long-term training program as they are not yet available for employment.

Activity	Timeline
DD will design a plan to obtain variances from all those who do not want to work. DD will work with providers to confirm individuals have a variance if they do not want to work. Alignment of the Employment and Earnings Form (EERF) and variances will occur.	10/31/2023

DD's goal is that at least 50% of individuals who want to be employed will be actively engaged in employment services. BHDDH, ORS, and DLT will collaborate to accomplish this goal.	6/30/2024
The number of adults currently employed in integrated settings will increase annually. 125 individuals seeking employment will have secured employment between July 1, 2023, and June 30, 2024.	6/30/2024
175 individuals seeking employment will have secured employment between July 1, 2024, and June 30, 2025. Another 200 individuals seeking employment will secure employment between July 1, 2025, and June 30, 2026. Strategies to meet these benchmarks include plans to meet individually with agencies and to provide technical assistance. In addition, the DD Administrator for Business and Community Engagement will engage with businesses and connect them to individuals seeking employment. Project Search as well as agencies utilizing Transformation funds have been successful in assisting individuals to obtain employment.	6/30/2025 6/30/2026
Individuals seeking additional or new Supported Employment funding will have the add-on employment funds budget option and will not need to wait for their next ISP renewal.	Ongoing
The Targeted Employment Fund for Individuals will fade out on October 1 st . Providers will be encouraged to continue to apply to the Targeted Employment Fund for projects related to improving supported employment programs and increasing outcomes. Next fiscal year, this will change over to be part of the Transformation Fund	10/1/2023
A report from Therap was run to see how many individuals had "I want to get a job in the next year" as an employment goal attached to their ISP. The plan is to have the assigned DD caseworker follow-up with individuals to see if they were receiving Employment Services from a Provider, and if not, would they like a referral to a Supported Employment Provider.	10/31/2023
An Infographic on Supported Employment Services funding will be developed by the DD Communications Team.	10/15/2023
The plan to increase the average number of weekly hours of employment (to 12 hours) includes using targeted employment funding and further collaboration with Providers. The add-on employment funding option will also be part of the plan (increase in Job Coaching funds). By 2025, the average # of weekly hours will increase to 14. By 2026, the average hours will increase to 16.	Ongoing and by 6/30/2024 6/30/2025 6/30/2026
Guidance will be disseminated to Providers and Self-Directs on the requirement to submit the Employment and Earnings Form. Part of the guidance will point to the need to answer all questions to assist in generating responses to the included question(s) "Do you want to work more hours per week?" "If yes, how many hours per week do you want to be working?"	10/31/2023
Information received from the Employment and Earnings Form will be used to inform outreach to those individuals who identified as wanting to work additional hours per week. Employment Team will follow up with employment provider, if identified, to discuss how supports are being used to assist the individuals seeking increased hours. For those with no employment supports, outreach will be done with the individual to assist them in connecting to a supported employment provider, if needed.	Ongoing

DD will explore developing Job Coaching training videos utilizing Supported Employment staff from our licensed Provider network to demonstrate proper job fading, setting up natural supports, and utilizing technology. BHDDH Communications team will request involvement in the development of updated Supported Employment Training Curriculum by the Sherlock Center for ACRE approval.	By January, 2024
Outreach to those in segregated settings includes a plan for the caseworker to discuss the individual's choice to ensure it is an informed choice. This will be completed as part of the annual ISP meeting as well as during general meetings throughout the year to ensure it remains their choice. Information about add-on employment funding and integrated community day has and will continue to be provided in same manner as for all DD individuals through the Communications plan. Data about which of these individuals add employment or community services will be captured over the next 6 months.	By June, 2024
For employer outreach activities, see attached updated DD Business Engagement and Employment Needs tracker. A questionnaire was sent on July 18 to employment providers to obtain information on their capacity and to ask if they want job leads from DD. The questionnaire also asked for a direct contact person at the agency to make communications more efficient.	Ongoing
In August, Doug Crandell, contracted by RIDDC through their Transformation Fund grant, conducted a 3-day Employer Engagement Training titled "From Traditional Job Development to Engaging Employers Economically." The DD Administrator for Business and Community Engagement participated along with Provider agency staff. RIDDC will be holding a total of 5 of these trainings this year and hopes to continue this through next year.	Completed

Transition

DD's goal is to increase the number of transition-aged youth with I/DD aged 17 or older to apply for services. Being mindful that individuals have the choice to apply, BHDDH will actively outreach and provide information to all individuals who are potentially eligible to receive services. ORS, RIDE, and BHDDH will collaborate on these efforts.

Activity	Timeline
An individual contact person for all transition youth and their families will be specified. Currently, youth and families are connected to DD through the Transition Unit staff or with RIPIN, depending upon age, during the IEP meetings. With the reorganization of staff during the CFCM, a third of DD state caseworker workforce will become part of the Transition Unit and will be assigned to a school district. Those workers will be the main point of contact for the youth in each district until they need to be transitioned to a CFCM agency. As part of RIPIN's current contract, they will continue to attend IEP meetings and provide information packets for those students 18 and under.	Ongoing and at start of CFCM
The Targeted Employment Funding opportunity encourages providers to support youth by allowing use of the Targeted Employment funds for purposes of innovative employment services targeted toward youth.	Ongoing
Family-to-family support and mentorship (focusing on transition-aged youth) will begin this school year under the RIPIN contract. LAZO has undergone training for family-to-family mentors through Mentor Rhode Island. They have identified staff to fill some of the roles of	By 10/15/23 and ongoing

family mentors and administrators. They will receive continued coaching and mentoring through Mentor Rhode Island as they implement these new services. The Division will work with LAZO in collaboration with RIDE and ORS. Once the Division’s staff reorganization occurs, the Transition Caseworkers will be able to track what happens in each school district.	
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Statewide Workforce Initiative

Through the Sherlock Center contract, the University of Minnesota/Direct Support Workforce Solutions sub-contracts to provide technical assistance and oversight to agencies and individuals in the self-direct service model regarding use of evidence-based employment practices, staffing capacity, DSP training/resources, marketing materials to assist with recruitment and retention, and business/employer models that align with employee satisfaction. Direct Support Workforce Solutions is engaging with workgroups to plan and to achieve many of its objectives. There are 5 workgroups who are meeting regularly to support this work. The Coordinating Council also meets regularly to report out and seek guidance.

Activity	Timeline
<p>RI specific Realistic Job Preview, Marketing materials and Public Service Announcements:</p> <p>The UMN workforce team has been in RI filming content to be used in the Realistic Job Preview, marketing materials and public service announcements. The specific deliverables/ activities in our agreement with Sherlock includes:</p> <ul style="list-style-type: none"> • Produce 15-minute realistic Job Preview video. The Selection & Retention Workgroup has an objective and tasks related to this and is the focused topic for the upcoming meeting. • Produce 4-6 30-second public service announcements and create 4-6 DSP customizable DSP recruitment flyers. The Marketing & Recruitment Workgroup has a goal/objective/task related to this activity that includes identifying RI specific target audiences. This work is scheduled to occur between Oct-Dec 2023. • Produce marketing campaign guide. This is on goals/objectives/tasks for the Marketing & Recruitment workgroup and UMN workforce consultants are co-leads in planning for upcoming discussions with this workgroup on how materials will be shared and promoted. These discussions will occur between Oct-Dec 2023. • The outreach plan for self-direction employers for the above activities is connected to the Selection & Retention and Marketing & Recruitment workgroups goals/objectives/tasks. 	<p>12/31/2023</p>
<p>Planning phase initiated to recruit the next cohort of organizations to receive training and consultation to participate in the comprehensive workforce solutions discovery process.</p> <p>Sherlock and the UMN Workforce team have developed a recruitment plan for the next cohort of up to 10 organizations. An invitation is being sent to RI organizations to attend one of the in-person information sessions scheduled for:</p> <ul style="list-style-type: none"> • 9/21/23 Discovery process information session (cohort 2) • 9/22/23 Discovery process information session (cohort 2) <p>During these sessions, organizations will have the opportunity to learn about the Discovery process, ask questions and complete an application form to indicate interest in</p>	<p>The timeline of implementation of the Discovery Process for Cohort 2 organizations is September 2023-June 2024.</p>

participating. This is the process that was used for recruiting the initial 4 organizations that make up cohort 1.	
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Conflict Free Case Management

In the initial stages of this process, a group of stakeholders met and designed a plan to comply with CFCM. Input from the documents that came out of that series of meetings has been incorporated into the plan. Additionally, stakeholder meetings have been and will continue to be held for input and feedback on the process.

Activities	Timeline
<p>A stakeholder meeting held on 8/31/23 provided updated information as to the path forward for the mandated conflict-free case management initiative. The biggest change was that there will no longer be an RFP, but instead certification standards are being utilized. These standards have been posted for public comment.</p> <p>Potential vendors will apply and agree to meet certification standards. Vendors must meet all requirements to be certified including requirements regarding conflict of interest. This does mean that case managers cannot be employed by an entity that provides HCBS. This is a rolling certification process.</p> <p>In addition, case management agencies may choose to support all LTSS populations or choose to serve one population (EAD or I/DD) only. This allows for greater opportunities for participant choice. People will further have a choice by being able to change their selected entity if needed, allowing more flexibility for individuals.</p> <p>These certification standards include similar content as an RFP. Any qualified Medicaid provider (or any entity willing to become one) can become a CFCM entity and will need to sign an attestation. DD Providers are not eligible to be a CFCM entity as they would not meet the standards because it would be a conflict of interest.</p>	October 1 – November 1, 2023
DD and OHHS will do initial review to determine qualifications and certification standards.	Beginning January 2024 and ongoing
CFCM Certification Standards will be finalized.	1/1/2024
Entities will sign attestations and begin to hire and finalize policies as they apply.	Starting January 2024 and on an ongoing basis
Training to begin for CFCM entities by OHHS. Curriculum is still under development.	By January 2024
CFCM will change the internal structure of DD state staff. Case management will be a task of the CFCM entity, so the state caseworkers will have different responsibilities. Reorganization of staff will occur with an increase in caseworkers assigned to the Transition, SIS, and Eligibility units. This will occur over time as caseloads move to CFCM.	When DD CFCM entity identified

Referrals to begin to CFCM entity/Case Management. This will occur at the time of ISP renewal. This process will continue throughout the 2024 calendar year.	When DD CFCM entity identified, and ongoing
The State will create talking points/informational materials for each vendor so that individuals have informed choice. The state caseworker will work with individuals to inform them of CFCM and share information on CFCM. The state caseworker will then refer them in WellSky to the vendor they choose.	When DD CFCM entity is identified, and ongoing
WellSky computer management system for all LTSS - development, training, implementation. WellSky will interface with Bridges and MMIS making for a more seamless process for individuals.	Underway, and ongoing
Full implementation and compliance with CFCM for all individuals.	December 2024
Technical assistance, monitoring, and evaluation to be done by DD and OHHS team.	Ongoing

Organizational Development

Please also see the Training Section for a list of all outreach, technical assistance, and training activities, and the Employment Section for related activities.

Activity	Timeline
The Transformation Funding has assisted grant recipients in building innovative practices to the DD system that is providing enhanced opportunities for adults with I/DD to access the community in increasingly more individualized ways. To continue to grow in this direction and to build on this success, the State will continue to support these innovative practices in the next two fiscal years. Some funding can be reallocated from the targeted employment funding and unused Transformation funds.	Ongoing through FY25
Sherlock Center's contract includes technical assistance to agencies for workforce development, technology, and using data to inform quality improvement efforts. BHDDH pays for those who want to become certified employment specialists through the Sherlock Center.	Ongoing

Technology Fund

Activity	Timeline
Requests for Round 7 are currently being accepted. The technology fund initiative will be available until all funds have been depleted. Development of training materials, including video interviews of people using their technology, are in progress to provide materials for a resource library that individuals can access to obtain information on how to use the technology they have and on how it can be integrated into their everyday lives. The contracted national technology expert will visit providers to continue to provide technical assistance to provider staff and separate training for individuals and families.	Training to providers week of 9-18-23 Training to individuals ongoing and as needed

BHDDH will be sending a survey in collaboration with the Sherlock Center asking recipients about the technology received. The information being collected will provide insight into demographics of those who requested technology to see if we are reaching underrepresented groups, to ascertain if individuals are using their devices, how they are being used, and what supports they may have or need in to assist them with using their technology.	10/30/2023
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Life Outcome Measures

Activities	Timeline
The Division is in the evaluation phase of a variety of tools to measure individual outcome metrics or for methods of capturing integrated community activities.	Tool will be identified by 12/31/2023
The additional questionnaire will need to be the same period as the SIS evaluation. This along with the individual meeting with help increase individual’s life outcomes by capturing an individual’s needs more accurately.	HMA/HSRI will be providing a timeline on this.

Attachments

- Communication Tracker
- Communications and Training Plan Status
- Training Tracker
- [Guide to the BHDDH-DD Assessment Process \(revised 9-11-23\)](#)
- Self-Directed Meetings – Sherlock Center
- RIPIN Self-Directed Support Program – Fall Programming
- Business Engagement & Employment Needs Tracker
- [Guide to Employment Add-On Budget](#)