

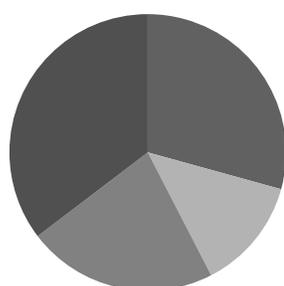
**Business Plan for FY11
Division of Family and Community Services**

1. Address 100% of the residential support needs of consumers categorized as emergencies on the residential waiting list

Measurements: # and % of consumers who are categorized as “emergencies” on the residential waiting list by the length of time it took to address their placement needs.

Baseline: FY10 55 consumers needs met out of 85 categorized as residential emergencies during the fiscal year.

FY 10 Residential Emergencies



Placement Within

- 90 days
- 90-180 days
- More than 180
- No Placement

No placement means after more than 90 days on the emergency list

FY11 Current Data

Residential emergencies due to be addressed that were....	Q1		Q2		Q3		Q4		FY11 YTD	
	#	%	#	%	#	%	#	%		
addressed within 90 days	13/39 N- 5/13 S- 3/11 W-5/15	33% N-38% S-27% W-33%	6/50 N- 1/14 S- 2/20 W-4/16	14% N- 7% S-20% W-25%						20%
addressed within 90 -180 days	9/39 N 3/13 S- 4/11 W-2/15	23% N-23% S-36% W-13%	10/50 N 1/14 S- 7/20 W-2/16	20% N- 7% S- 35% W-13%						19%
addressed after more than 180 days	6/39 N- 3/13 S- 0/11 W-3/15	15% N-23% S- 0% W-23%	2/50 N- 1/14 S- 0/20 W-1/16	4% N- 7% S- 0% W- 7%						11%
still not addressed after more than 90 days on the emergency residential list	11/39 N- 2/13 S- 4/11 W-5/15	28% N- 15% S- 36% W-33%	28/50 N-11/14 S- 8/20 W-9/16	56% N- 79% S- 45% W-56%						51%

Denominator for each quarter is the number of individuals on the emergency residential list as of the **beginning** of each quarter.

.	Q1		Q2		Q3		Q4		FY11 YTD	
	#	%	#	%	#	%	#	%		
New individuals to the residential emergency list*	40 N-12 S-19 W- 9	78% N- 86% S- 83% W- 64%	17 N- 3 S- 8 W- 6	38% N- 86% S- 83% W- 64%						59%

Denominator for each quarter is the number of individuals on the emergency residential list as of the **end** of each quarter.

Data Source: PRAT Coordinators.

2. Address 100% of the support needs of consumers who are underserved waiver participants

Measurements: # and % of underserved waiver recipients (waiting list priorities 1, 2, and 3) that are provided annualized residential supports or services within one year, after one year, and those who needs have not yet been met. (Does not include consumers who have expressed a desire to move to a different location.)

and % of underserved waiver recipients supported with cash any time during time during the quarter.

FY10 Baseline: 204 underserved waiver recipients out of 462 had their needs met with annualized resources (44%)

Underserved waiver recipients provided annualized residential resources

Needs Met FY11	Q1		Q2		Q3		Q4		FY11 YTD	
	#	%	#	%	#	%	#	%	#	%
w/n 12 months	15 N- 8 S- 0 W- 7	10% N-13% S- 0% W- 6%	10 N- 9 S- 0 W- 1	7% N-15% S- 0% W- 1%					15	10%
after 12 months	9 N- 6 S- 1 W- 2	6% N- 10% S- 5% W- 2%	7 N- 3 S- 2 W- 2	6% N- 10% S- 10% W- 3%					9	6%
not met yet	129 N- 48 S- 18 W- 63	84% N- 77% S- 95% W- 87%	134 N- 48 S- 17 W- 69	89% N- 84% S- 100% W- 98%					129	84%

Underserved waiver recipients w/o annualized residential resources who were provided cash supports* during any portion of the quarter

Q1		Q2		Q3		Q4		FY11 YTD <small>undup</small>	
#	%	#	%	#	%	#	%	#	%
16 N- 3 S- 3 W-10	10% N- 5% S- 16% W-14%	16 N- 4 S- 3 W- 9	11% N- 7% S- 16% W-12%					23	13%

*Does not include cash for "unfunded vacancies." Does not include transitional one time funding to contractors.

Data Source: cash list for individuals covered by contracts from the Operations Center data on annualized resources from Tim Deschenes-Desmond and Deb Duval

3. 100% of Help Line calls from families without case managers will be returned within the same or next business day

Measurement: The # and % of Help Line calls to each region that are returned within the same or next business day

FY11 Help Line Calls

Regions	Q1			Q2			Q3			Q4			FY11 YTD % returned on time
	Total calls	# returned on time	%	Total calls	# returned on time	%	Total calls	# returned on time	%	Total calls	# returned on time	%	
North	149	102	69%	207	199	96%							87%
South	180	168	94%	146	142	97%							95%
West	143	141	99%	283	283	100%							99%
Statewide	472	411	87%	636	624	98%							93%

Data Source: Regional Help Line staff

Q1 notes: South Region did not include data on 74 calls w/o data on when the call was returned.
 West Region had additional calls that were not from families (LEAs, other agencies, DCF.etc.)
 North Region case manager was out over 50% of Q1 on full workman's comp/schedule reduction/light-restricted duty.

Q2 notes: West Region reflects initial and follow-up calls from families

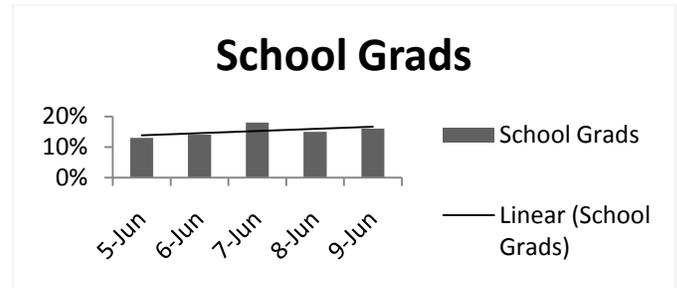
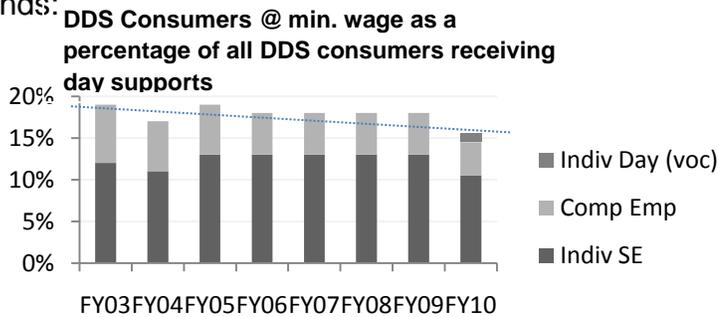
4. Increase the percentage of consumers employed at minimum wage or above

Measurements: Percentage of consumers in individual supported employment, competitive employment, and individual day supports (vocational) as proxy for minimum wage

Percentage of FY10 school grads who are in individual supported employment, competitive employment, and individual day supports (vocational) (proxy for min. wage)

Strategy	Date completed	Comments
Offer a graduated bonus for each FY10 school grad employed and retained at minimum wage Give 6-mo. rate bump up for providers to move consumers from GSE to SEI.		BRS cannot fund. Few takers for BSE one-time funding
Implement revised SEI rates		Most likely 7/1/11
Increase "Ticket to Work" providers		BRS and APSE have provided regional trainings. Statewide training scheduled for 3/4/11
BRS fund one employment consultant and two regional employment specialists through calendar year 2011		MOU for funding to be signed by 4/1/11
Increase marketing materials and information for families, case managers, and transition coordinators.		Marketing and training plan under development

Trends:



DDS consumers employed at minimum wage as a percentage of all day support consumers

FY11 data	End of Q1	End of Q2	End of Q3	End of Q4
Indiv SE	1005	944		
Comp. Empl	378	375		
Indiv Day (voc)	177	223		
Statewide	1560	1542 (15.4%)		

Baseline from end of FY10: Indiv. Supp. Empl 1029 (10.5%); Competitive Empl 383 (4%)
Individual day support (voc) 130 (1%) Total 1542

Cumulative number of FY11 (June, 2010) school grads & age outs employed at minimum wage

	FY11 Grads	Q1		Q2		Q3		Q4		FY11
		#	%	#	%	#	%	#	%	
North	136	3	2.20%	4	2.52%					
South	120	1	.83%	2	1.79%					
West	110	4	3.64%	4	3.05%					
Statewide	366	8	2.18%	10	2.49%					

June, 2009 grads – 16% employed at minimum wage.

Data Source: CAMRIS School grads and age-outs = those consumers born between 9/1/88 and 8/31/89

5. Ensure 100% compliance with all Medicaid waivers

Measurement: Timely IPs, LONs, and QSRs; TCM data accurate and timely to allow billing

Strategy	Date Completed	Comments
Add increases to timely QSR completions in regional PARs for FY11.	10/31/10	

For consumers receiving waiver services:

Timely	Q1		Q2		Q3		Q4		FY11 YTD	
	Due	Done	Due	Done	Due	Done	Due	Done		
IPs	2323 N-811 S-766 W-746	2139 92% N-731-90% S-720-94% W-678-91%	2291 N-695 S-776 W-820	2166 95% N-629-90% S-747-96% W-790-96%						93%
*LONs	1811 N-638 S-637 W-536	1375 76% N-457-72% S-493-77% W-425-79%	1831 N-573 S-677 W-581	1442 79% N-532-83% S-541-80% W-427-73%						77%
QSRs	4264 N-1415 S-1501 W-1348	1831 43% N- 547-39% S- 791-53% W-493-37%	4264 N-1415 S-1501 W-1348	2161 51% N- 532-38% S-1061-72% W- 568-42%						47%

Note: DDS is migrating to a random sampling method for Case Management Supervisors to complete QSRs and they did not receive the names of the individuals to be reviewed in Q1 until early September. Total of 200 statewide out of 4269.

	Q1		Q2		Q3		Q4		FY11 YTD
	Eligible	Billed	Eligible	Billed	Eligible	Billed	Eligible	Billed	
TCM Billing	11,093	9,320 84%	NA**	NA**					NA%
FY10 overall 91%	North 3833 South 3776 West 3483	North 3193 83% South 3323 88% West 2804 80%							

Data Sources: IPs - Siobhan Morgan from CAMRIS; LONS – LON database from Tim Deschenes-Desmond; QSRs from David Sokolow/Erik Madsen; TCM from Kurt Hildenbrandt

*LON data includes only plans for DDS consumers age 18 and over who are on either the IFS or HCB waiver.

** Not available due to the switch to electronic case notes in Q2

6. Decrease unusual incidents and injuries related to choking hazards and decrease injuries of consumers who fall more than once/year.

Trends

Unusual incidents due to PICA and food consistency have decreased each year since FY07



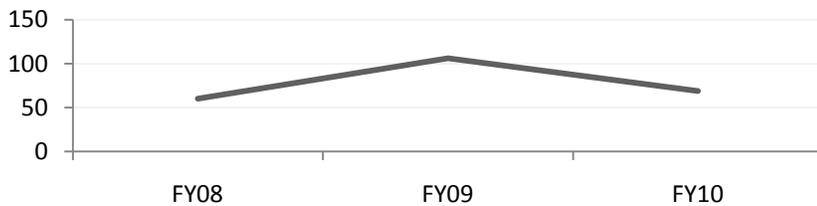
Moderate and severe choking-related injuries have decreased for the past two years



Falls

Mod/Sev Injuries due to more than one fall

FY10 by Region



	<u>Total</u>	<u>3-5 falls</u>
NR	25	8
SR	27	7
WR	<u>17</u>	<u>7</u>
	69	22

Choking Related

FY11	Q1		Q2		Q3		Q4	
	Incidents	consumers	Incidents	consumers	Incidents	consumers	Incidents	consumers
Unusual Incidents Pica/Consistency	16 N-10 S- 3 W- 3	12	40 N-12 S- 19 W- 9	29 N- 8 S- 14 W- 7				
Mod-Sev Injuries	6 N- 2 S- 1 W- 3	6	9 N- 2 S- 1 W- 3	9 N- 3 S- 4 W- 2				

Falls – number of individuals who fell more than once and sustained mod/sev injuries

FY11	Q1	Q2	Q3	Q4
Mod/Sev Injuries	9 (3 per region)	9 N- 3 S- 4 W- 2		

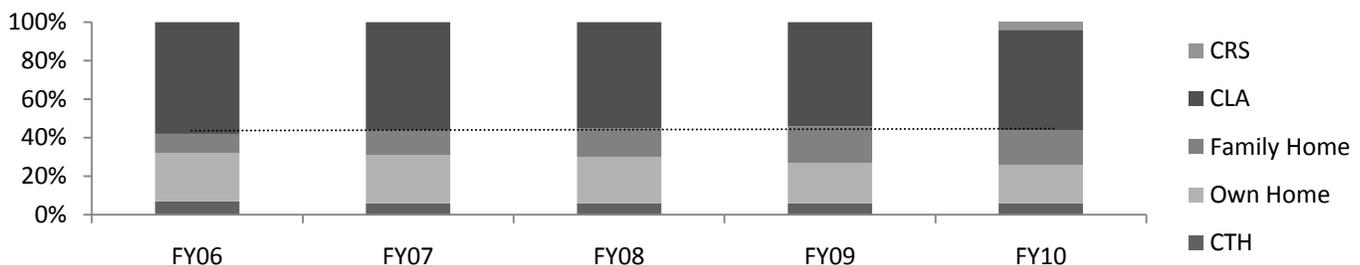
Data Source: CAMRIS (detailed information available to regional directors)

7. Increase the percentage of people served in individualized residential settings.

Measurement: DDS consumers of all ages supported by Individualized Home Supports (while living in their own home or family home) and Community Training Homes as a percentage of DDS consumers living in all types of DDS-operated or funded community-based settings.

Strategy	Date Completed	Comments
Changes to CTH rates	7/1/10	
Review individuals living in CLAs with LON scores of 2 or 3 with excessive cost		Coordinating this with PRATs
Privatize CTH support and development		RFP to be issued, includes shift of 100 consumers to build base
Transfer program supervisors from public to CTH		Working on functional job description

Trends



	End of Q1	End of Q2	End of Q3	End of Q4
CRS	337 N- 142 S- 102 W- 93	352 N- 152 S- 105 W- 95		
CLA	3775 N- 1403 S- 1212 W-1160	3788 N- 1397 S- 1221 W-1170		
Family Home	1309 N- 416 S- 422 W-471	1302 N- 405 S- 418 W-466		
Own Home	1364 N- 408 S- 584 W-372	1352 N- 418 S- 578 W-369		
CTH	412 N- 146 S- 157 W-109	417 N- 147 S- 157 W-113		

EOY FY10: CRS 307 (4%); CLA 3,763 (54%); Family Home 1,321 (18%); Own Home 1,401 (20%); CTH 409 (6%)

Additional definitional clarifications have re-coded some from "own home" to "CRS"

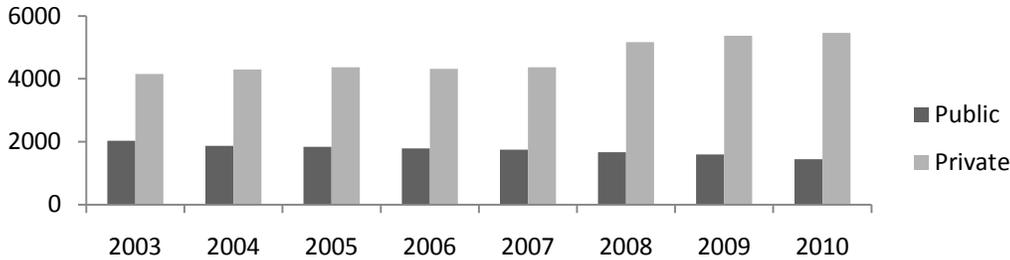
Data Source: MIR residential census data for DDS provided or contracted residential services

8. Decrease the percentage of consumers served in public residential settings and public day programs (public residential includes all DDS-operated residential settings and supports) and decrease the number of DDS consumers in long term care settings.

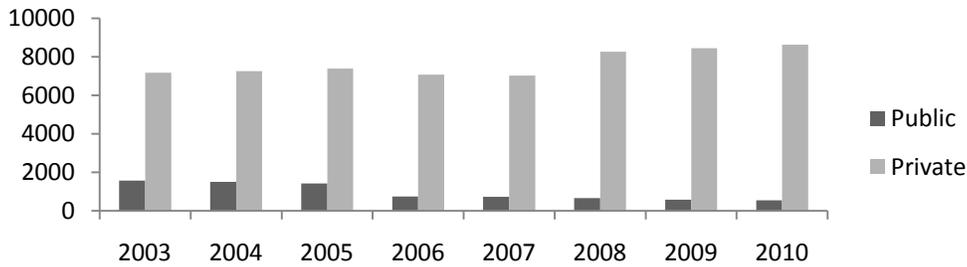
Strategy	Date Completed	Comments
Close four public CLAs		
Continue to use portability to shift consumers into private day vacancies or opportunities		

Trends for June of each year

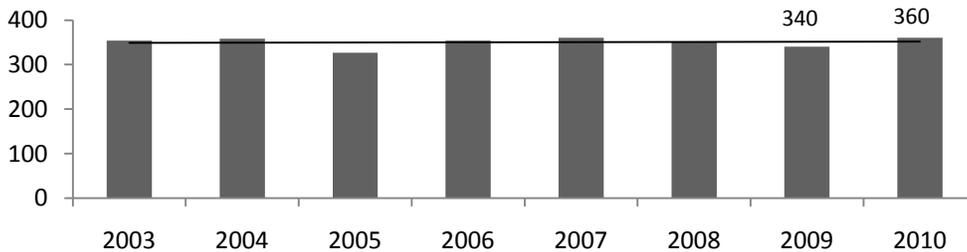
Residential



Day



Long Term Care



Current FY11 Data

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Residential (FY10 Q4 1438)	1376	20%	1358	20%				
Day (FY10 Q4 545)	517	5.5%	498	5.3%				

Public residential includes regional centers and STS.

	Q1	Q2	Q3	Q4
Long Term Care	364	324 (N 79, S119, W126)		

Long Term Care (SNF and ICF only) does *not* include individuals who were not DDS consumers prior to LTC placement. (OBRA)

Data Source: MIR.

9. Increase the number of consumers identified as having autism spectrum disorders who are receiving DDS supports or services

Strategy	Date Completed	Comments
Run DDS consumers ages 3-18 against SDE data for IDEA category of autism	2/1/11	
Regions to update CAMRIS		"diagnosis date" of 12/1/10 to be used for update
Help Line staff ask if adult consumer or new child consumer has autism diagnosis or special education category of autism spectrum disorder and updates CAMRIS with ICD-9 code of 299.0		
Examine LON data for adults for autism.	10/21/10	

Current Data snapshot as of the end of each quarter

	Q1		Q2		Q3		Q4	
DDS-over age 3	2099							
	DDS general	Autism Division	DDS general	Autism Division	DDS general	Autism Division	DDS general	Autism Division
	N- 593 S- 720 W-721	65	N- 768 S- 847 W-864	65				
Birth to Three	302		351					
Total	2401		2895					

Data Source: DDS General = LON database plus SDE special education data, Birth to Three data system

Q2 data breakout of DDS general

	LON	+	SDE data on school-age consumers in CAMRIS who do not have LON
N-	607		161
S-	739		108
W-	<u>728</u>		<u>136</u>
	2,074		405