

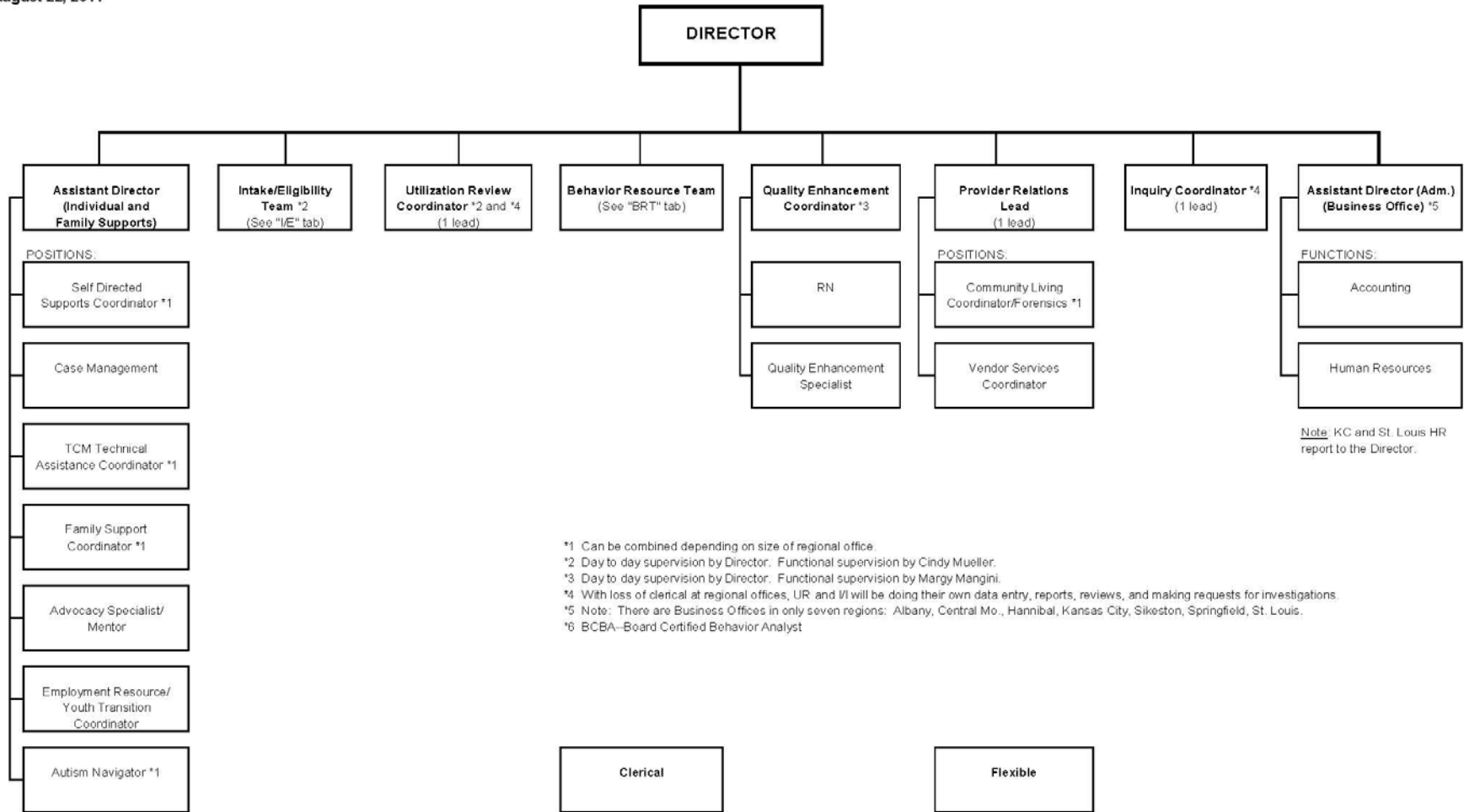
REGIONAL OFFICE

RESTRUCTURE

Reason for the Restructure

- ▶ The eleven Regional Offices are in the process of restructuring to include five core functions, as recommended by Recommendation #24 of the Committee of Key Stakeholders, relating to consumer relations, business administration, resource administration, assuring the quality and availability of clinical services.

Division of Developmental Disabilities
 Regional Office Structure
 August 22, 2011



Note: KC and St. Louis HR report to the Director.

*1 Can be combined depending on size of regional office.

*2 Day to day supervision by Director. Functional supervision by Cindy Mueller.

*3 Day to day supervision by Director. Functional supervision by Margy Mangini.

*4 With loss of clerical at regional offices, UR and I will be doing their own data entry, reports, reviews, and making requests for investigations.

*5 Note: There are Business Offices in only seven regions: Albany, Central Mo., Hannibal, Kansas City, Sikeston, Springfield, St. Louis.

*6 BCBA--Board Certified Behavior Analyst

Clerical

Must have:
 Administrative Assistant
 Records
 Receptionist
 Data Entry (APTS, Trend reports, EMT, med aide)
 CIMOR update/entry

Optional:
 Office Support
 Case Management Support

Flexible

SIS
 HIPAA
 SAFE
 Safety Committee
 ERC
 On Call
 Guardianship
 System of Care

**Division of Developmental Disabilities
Regional Office Structure
August 22, 2011**

*CENTRAL MO, KANSAS CITY, ROLLA,
SPRINGFIELD, ST. LOUIS RO*



INTAKE/ELIGIBILITY

*ALBANY, HANNIBAL, JOPLIN, KIRKSVILLE
POPLAR BLUFF, SIKESTON RO*



*2 Day to day supervision by Director. Functional supervision by Cindy Mueller.

Division of Developmental Disabilities
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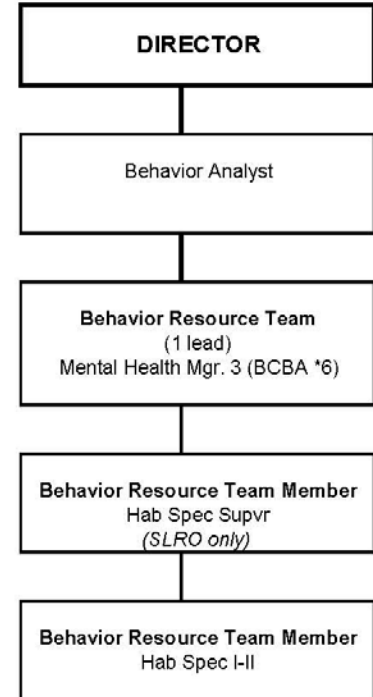
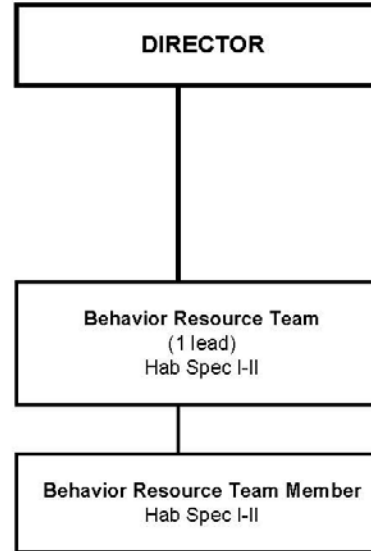
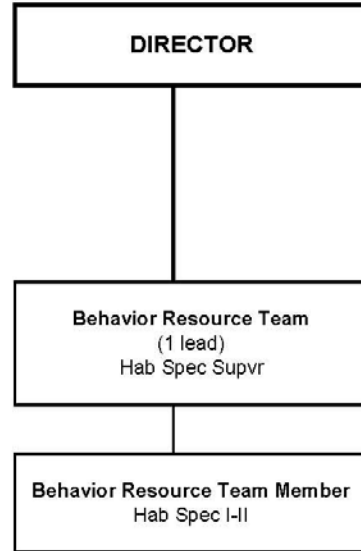
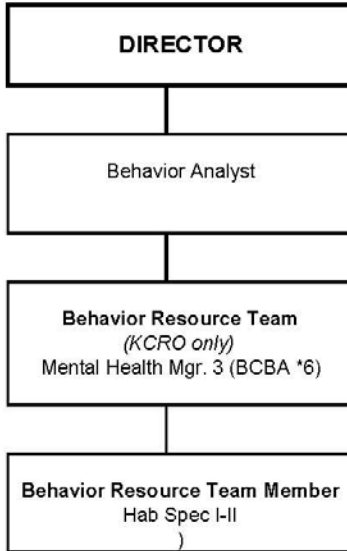
BEHAVIOR RESOURCE TEAM

KANSAS CITY, ALBANY RO

CENTRAL MO RO

*JOPLIN, KIRKSVILLE, POPLAR BLUFF,
 ROLLA, SIKESTON, SPRINGFIELD RO*

ST. LOUIS, HANNIBAL RO



Note: Consultation by BCBA will also be provided to Albany RO team.

Note: Consultation by BCBA will also be provided to Hannibal RO team.

*6 BCBA—Board Certified Behavior Analyst

Director's Office



REGIONAL DIRECTOR

- ▶ Directs and coordinates the delivery of community-based programs and services in the multi-county area
- ▶ Administers Regional Office budget
- ▶ Assesses significant issues and discusses them with the Deputy Director/Assistant Director when necessary
- ▶ Proposes solutions regarding operations and personnel matters
- ▶ Responds with appropriate action regarding allegations of abuse/neglect/misuse of funds
- ▶ Knowledgeable of all community based waiver programs
- ▶ Maintains effective working relationships with legislators, community leaders, county boards, habilitation centers, provider groups and other state agencies

ASSISTANT DIRECTOR

- ▶ Responsible for development, implementation and enhancement of the infrastructure of supports and services for individuals with developmental disabilities (DD) and their families and/or responsible parties
- ▶ Supervises self-directed support coordinator, employment resource/youth transition coordinator, family support coordinator, advocacy specialist, TCM technical assistance coordinator, autism navigator
- ▶ Responsible for transfers between regional offices and within the region

INTAKE/ELIGIBILITY COORDINATOR

- ▶ Responsible for overseeing the determination of eligibility of individuals for Division of Developmental Disabilities (DD) services
- ▶ Facilitates redeterminations for DD services for individuals served. 5, 18 and 22 years of age
- ▶ Facilitates and/or consults in the initial determination and redetermination of eligibility for all individuals in a waiver program (Comprehensive, Community Support, Partnership for Hope, Autism and Lopez)
- ▶ Assists ineligible individuals/families to connect with other resources to meet their needs

BEHAVIOR RESOURCE TEAM

- ▶ Provides information, training and consultation and technical support to service coordinators and other stakeholders on Positive Behavioral Supports (PBS), Tools of Choice, and other topics to assist in developing proactive, positive supports and preventative strategies for challenging behaviors
- ▶ Provides environmental evaluation to assist with prevention of challenging behaviors and consultation on positive, teaching based support strategies for individuals in their natural home and in residential placement
- ▶ Provides crisis support in the region via phone and/or direct services
- ▶ Assists the support team (staff, providers, families, etc) in developing positive support strategies and safety crisis plans for individuals identified as having high intensity needs
- ▶ Tracks and monitors individuals with high intensity needs to prevent development of crisis situation through consultation and supports
- ▶ Assists individuals with re-integration back into their communities after acute care psychiatric hospitalization or brief crisis respite at a habilitation center or when discharged from long term placement at a habilitation center

REGIONAL QUALITY ENHANCEMENT TEAM

- ▶ Responsible for reviewing, tracking, trending and reporting of contracted service provider and regional office performance based on current standards
- ▶ Function and role supervised by Director of Quality Enhancement in Central Office
- ▶ Works closely with the Director, Assistant Director and Provider Relations Coordinator
- ▶ Addresses federal health and safety quality assurances

PROVIDER RELATIONS COORDINATOR

- ▶ Responsible for provider development that enhances existing supports and services
- ▶ Explores new services and works to increase provider capacity to address unmet needs
- ▶ Develops, executes and reviews approved provider contracts
- ▶ Provides technical assistance and training to contracted service providers
- ▶ Works with providers in regard to Improvement and Critical Status Plans
- ▶ Completes budgets with contracted service providers and allocates resources
- ▶ Supervises Vendor Services Coordinator, Placement Coordinator

UTILIZATION REVIEW COORDINATOR

- ▶ Coordinates and reviews all individual service plans (ISP) and changes to plans at regular meetings
- ▶ Ensures ISPs reflect current needs of individuals and families
- ▶ Ensures service(s) are specific to the individual's needs and are documented in the action steps of the plan
- ▶ Ensures ISPs meet all local, state and federal requirements
- ▶ Maintains service wait list regarding new/increased services and reviews Priority of Need (PON) scores supported in ISPs
- ▶ Reviews budgets and ensures accuracy
- ▶ Ensures service usage matches service(s) requested

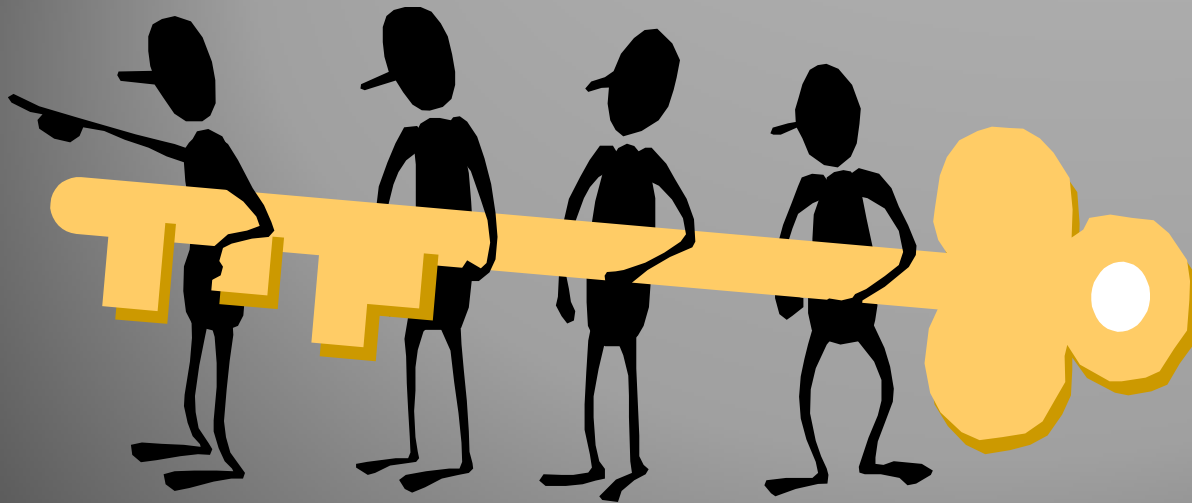
INQUIRY COORDINATOR

- ▶ Reviews significant event reports (EMTs) in regard to individuals served and complaints of abuse/neglect
- ▶ Meets with contracted service provider agencies and individuals to resolve concerns at a local level
- ▶ Completes interviews, when there are complaints of abuse/neglect/misuse of funds, compiles information and sends to Central Office Investigation Unit when warranted
- ▶ Coordinates with Director, Assistant Director and Provider Relations Coordinator for resolution of investigations, inquiries and complaints

ASSISTANT DIRECTOR ADMINISTRATION

- ▶ Responsible for preparation of annual budget for the region
- ▶ Supervises business office personnel
- ▶ Ensures applicable rules, policies and procedures are followed in the day to day operations of the business office
- ▶ Provides oversight and technical assistance on fiscal reviews
- ▶ Works with other members of management
- ▶ Works with providers in regard to fiscal matters

Individual and Family Supports Team



Under the direction of the Assistant Director

SELF-DIRECTED SUPPORTS COORDINATOR

- ▶ Provides training and technical support to service coordinators and other stakeholders on the implementation process for Self-Directed Supports (SDS). Ensuring each understands their roles and responsibilities.
- ▶ Coordinates or conduct reviews of SDS services to ensure SDS is implemented as written in the waiver and in compliance with Department of Labor standards.
- ▶ Authorizes enrollment with the Fiscal Management Service (FMS). Ensures FMS receives budget information and problems solves issues of concern as needed.
- ▶ Authorizes employee rates and agreement between regional office and individual/designated representative.
- ▶ Works with FMS and Service Coordinators to address over or under utilization of SDS services.
- ▶ Coordinates follow-up of APTS and EMT for individuals who receive SDS.
- ▶ Provide self-determination training to individuals and other stakeholders.

TCM TECHNICAL ASSISTANCE COORDINATOR

- ▶ Responsible for oversight and review of entities providing service coordination
- ▶ Ensures federal and state requirements are met by Targeted Case Management (TCM) Providers
- ▶ Completes regular reviews to ensure required outcomes are being implemented
- ▶ Provides technical assistance and coordinates regular informational phone calls with TCM Providers
- ▶ Ensures follow-up occurs in regards to EMTs/inquiries

FAMILY SUPPORT COORDINATOR

- ▶ The overall mission is to be the point of entry for general training inquiries and to provide or coordinate training that is relevant and up-to-date, reflecting current policies and procedures of the Division of Developmental Disabilities (DDD) and is consistent throughout all regions.
- ▶ Serve as the RO e-learning administrator.
- ▶ Coordinates efforts to educate and inform families and individuals of policies, procedures and services available through the DDD.
- ▶ Provides information specific to the region in regards to local community resources.
- ▶ Assist with developing educational materials for families and individuals through approved trainings, brochures, etc. which can be used universally throughout all regions.
- ▶ Update and make changes to the Regional web page to ensure the most current information regarding local resources and calendar of events is posted.
- ▶ Notify TCM providers of changes and updates to the Targeted Case Management Manual and training related to such.

ADVOCACY SPECIALIST

- ▶ Responsible for developing, implementing, evaluating and enhancing speakers bureau
- ▶ Provides training and mentoring to individuals within the region
- ▶ Assists with development of self-advocacy groups and training projects
- ▶ Participates in regional and statewide committees and workgroups

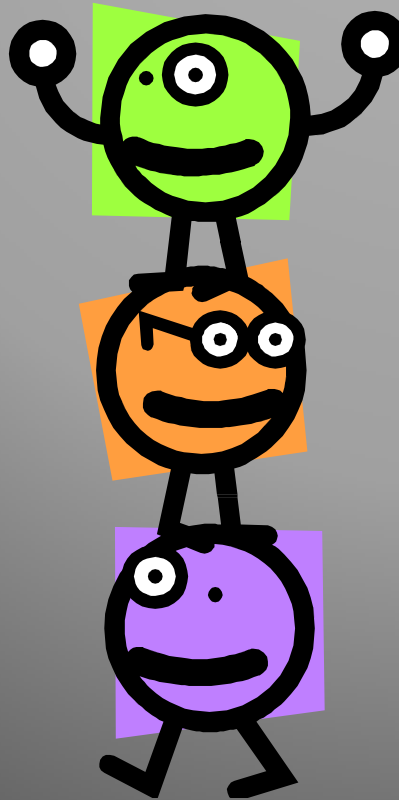
EMPLOYMENT RESOURCE/YOUTH TRANSITION COORDINATOR

- ▶ Provides training and technical support to service coordinators and other stakeholders regarding employment and employment resources
- ▶ Moves the system towards creating a culture which focuses on employment - Emphasizes the importance of employment as a priority at the individual and systems level
- ▶ Multi-system Collaboration - Building relationships with school administrators and educators, community members and service delivery partners providing expertise regarding developmental disabilities and our services system
- ▶ Training and Technical Assistance - Track complex and changing employment policies and provide tools and resources to service coordinators, individuals and other advocates who might not have this knowledge or time to do necessary research.
Provides resources to service coordinators regarding employment
- ▶ Promotes expansion of effective employment alternatives such as entrepreneurships & competitive employment in community settings

AUTISM NAVIGATOR

- ▶ Provides training and technical support to service coordinators and other stakeholders regarding autism and autism services
- ▶ Connects individuals and families to autism related supports and/or activities
- ▶ Attends monthly regional Parent Advisory Committee (PAC) meetings and shares updates and information locally
- ▶ Acts as an advocate for individuals and families affected by Autism
- ▶ Available as a speaker to present information about Autism to community groups within the region

Quality Enhancement Team



Under the direction of the Regional QE Coordinator

Quality Enhancement Specialist

- ▶ Tracks and trends data related to incident, injury and integrated quality functions
- ▶ Prepares and presents data analysis reports
- ▶ Conducts QE Reviews
- ▶ Conducts surveys and interviews for NCI process
- ▶ Facilitates Human Rights Committee
- ▶ Resource for regional office and providers regarding quality improvement best practices
- ▶ Participates on Mortality Review Committee

RN III

- ▶ Coordinates and oversees processes associated with the Health Identification & Planning System (HIPS)
- ▶ Coordinates and reviews processes associated with the Medication Aide training and certification
- ▶ Coordinates and reviews the Community RN Program for contracted residential service providers
- ▶ Conducts mortality reviews and participates on Mortality Review Committee
- ▶ Conducts Level II screenings required by Nursing Home Reform
- ▶ Provides consultation to regional office and providers for health issues and health best practices

Provider Relations Team



Under the direction of the Provider Relations Coordinator

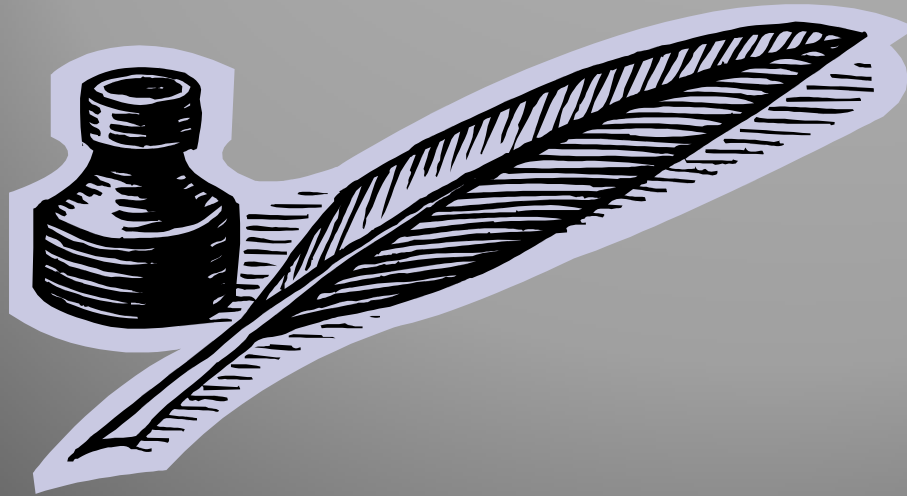
VENDOR SERVICES COORDINATOR

- ▶ Completes regular reviews of contracted service providers and supports providers to meet necessary requirements
- ▶ Reviews agency performance and compiles information from service monitoring, nursing reviews and other quality enhancement sources to review agency performance
- ▶ Coordinates and chairs planning meetings as needed with contracted service providers to review information and develop goals with the provider for the upcoming year
- ▶ Provides training and technical assistance for contracted service providers

COMMUNITY LIVING COORDINATOR

- ▶ Assists Habilitation Center (HC) transition coordinator in transitions from HC and short term admissions back to their home/community.
- ▶ Assists service coordinators with other community transitions (RO to RO, nursing facilities placement, hospital discharges).
- ▶ Enters placement requests into Consumer Referral System and coordinates with interested contracted service providers, the service coordinator and the individual/family/guardian
- ▶ Develops and expands access to services by being knowledgeable of contracted service provider specialties and availability
- ▶ Coordinates and chairs pre-placement meetings to ensure smooth transition into new placement and does follow-up after a move for a minimum of 3 months

Business Office



Under the direction of the Assistant Director of Administration

ACCOUNTANT

- ▶ Provides technical oversight and assistance with Waiver, Self-Directed and POS billings
- ▶ Conducts onsite fiscal reviews
- ▶ Manages payments made by the Regional Office
- ▶ Helps oversee individual banking accounts for individuals who have the Regional Office as a payee for their Social Security or other benefits
- ▶ Helps coordinate approval, management and discharge of Medicaid Waiver Slots
- ▶ Develops interdivisional agreements with other state agencies for individuals served by more than one agency to avoid duplication of services
- ▶ Maintains room & board authorizations and billing for individuals in residential placement
- ▶ Oversees maintenance and upkeep of Regional Office assets

REIMBURSEMENT OFFICER

- ▶ Maintains accounts for individuals who have the Regional Office as payee for Social Security or other benefits
- ▶ Works with outside agencies to ensure all benefits are maintained for individuals
- ▶ Administers the Standard Means Test (SMT) which helps determine the ability of families/individuals to pay for some or all of their services
- ▶ Evaluates earnings for individuals in residential placement to help determine an ability to pay for some of their services
- ▶ Assists individuals in residential placement with Medicaid Reinvestigations