

Department on Disability Services FY2019

Agency Department on Disability Services

Agency Code JMO

Fiscal Year 2019

Mission The mission of the Department on Disability Services (DDS) is to provide innovative high quality services that enable people with disabilities to lead meaningful and productive lives as vital members of their families, schools, workplaces and communities in every neighborhood in the District of Columbia.

Summary of Services The Department on Disability Services (DDS) is composed of two Administrations that oversee and coordinate services for residents with disabilities through a network of private and not-for-profit providers. The Developmental Disabilities Administration (DDA) ensures that residents with intellectual disabilities receive the services and supports they need to lead self-determined and valued lives in the community. DDA achieves this through the delivery of outreach and service coordination services; the development and management of a provider network delivering community residential, day, vocational, employment and individual and family support services; and the operation of a comprehensive quality management program. The Rehabilitation Services Administration (RSA) delivers vocational rehabilitation services focusing on employment and training activities that allow persons with disabilities to experience a greater quality of life by obtaining and sustaining employment, economic self-sufficiency and independence. RSA provides employment marketing and placement services, vocational rehabilitation, and inclusive business enterprises. The Department on Disability Services also serves as the state agency for Social Security Disability Insurance Determinations under the direction of the Social Security Administration.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
DC Learners and Earners participated in the development, recruitment, and execution of the first Direct Support Professional (DSP) Academy. This partnership included Rehabilitation Services Administration (RSA) and RCM of Washington. The DSP Academy trains youth and young with disabilities to become DSPs and support other people with disabilities. The DSP Academy has now launched a VR cohort and is developing a school-based model with River Terrace Education Campus. DC Learners and Earners staff have presented at the following conferences on the DSP Academy: HCBS, APSE, and TASH.		
(2) DC Learners and Earners expanded the reach of People Planning Together for Employment and partnered with St. Coletta of Greater Washington to launch the school-based version of the training. We trained seven (7) students and have plans to continue the partnership in 2020. People Planning Together for Employment is a training on person centered thinking for people who receive disability services facilitated by people with intellectual disabilities. In the training, people will learn what is important "to" and important "for" them, what they like and dislike for work, what supports they might need to be successful, identify their dreams and goals, and builds expectations of person centered supports. This training was adapted from the Learning Community for Person Centered Practices to include Employment.		
The District of Columbia's Department on Disability Services (DDS), in collaboration with the Developmental Disabilities Council (DDC), the Mayor's Office on Latino Affairs (MOLA), Quality Trust, the Office of Disability Rights (ODR), and the District of Columbia's Office of Human Resources (DCHR) hosted the first annual Latino Conference for people with disabilities and their families. The conference was designed to provide Spanish speaking people with disabilities and their family members with access to information, support, and resources in their native language and assist District agencies to better understand the experiences and needs of Latinos within the disability community. The conference was held on September 30th at St. Stephen and the Incarnation Episcopal Church. During the day, conference participants provided feedback as part of a listening session, and attended workshops on the following topics: <ul style="list-style-type: none"> • Transition to Employment • Coordination of Services • Financial Literacy/Education At the end of the conference, fifteen District agencies and community service providers hosted a resource fair and provided information and resources to conference participants. This conference is a culmination of the efforts from the last two years of DDS's participation in the National Community of Practice on Cultural and Linguistic Competence and was a goal of the District's No Wrong Door initiative. The feedback received from the listening session will be used by District agencies to inform practices to better engage this community.		

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measures)											
Number of people placed by RSA that remained employed for 90 calendar days or more	Quarterly	600	610	675	62	106	118	260	546	Unmet	1) A number of Staff Retirements and Attrition contributed to not attaining the closure goal. 2) Continued challenges with getting providers to actually place work ready clients and having our staff monitor this consistently to insure providers are actually getting consumers placed.
Average entry level wages for people whose cases are closed successfully	Quarterly	14.6	15.8	14	14.5	16.6	16.2	16.3	16.07	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent increase in the number of people in supported or competitive employment supported by DDA over prior year	Annually	9.5%	11%	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2.7%	Unmet	With the percentage increase of people receiving supportive/competitive employment in FY17 (9.5%) and FY18 (11%), outreach strategies to identify those interested in employment opportunities and ways to become gainfully employed may have effectively identified those interested to a degree that will impact the percentage increase in subsequent years. Service authorization and employment data will be reviewed to determine necessary changes to the measure goal based on current service and support needs.
Percent decrease in number of people receiving supports from DDA in facility-based day programs (determined by the number of authorized units)	Annually	6.3%	4.6%	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42.7%	Met	
Percentage of students ages 16-22 with disabilities who receive at least one pre-employment transition service each school year.	Annually	49%	77.8%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	72.5%	Nearly Met	1) The pre-ETS metric was not met due in part to staff turnover in the transition unit, at the counselor, supervisor, and manager level. Counselors in transition were down one supervisor and one program manager for approximately half of the school year where the bulk of service delivery for pre-ETS occurs. 2) There were complicating factors at schools, where counselors were met with communication barriers that prevented them from delivering pre-ETS sessions.
Percent variance in HCBS expenditures versus budget forecast	Annually	10.2%	6.8%	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	Met	
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (5 Measures)											
Percent of People with a Level of Need (LON) assessment completed before the ISP meeting date	Quarterly	89.8%	90.4%	86%	97.5%	98.1%	95.3%	93.6%	96%	Met	
Percent of ISPs that are completed before the ISP effective date	Quarterly	96.4%	98.6%	86%	99.4%	99.8%	99.1%	99.8%	99.5%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Median Number of Days to Complete the Initial ISP	Quarterly	62	39	90	38	36	33	34	36	Met	
Percent of NCI measures for which DDS is at or above the national average	Annually	44.7%	55.2%	55%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50%	Nearly Met	While the performance goal was not met for the year, across the majority of indicators identified in the final report there was an increase in performance (as reported by sampled respondents) regarding areas of Choice and Decision Making, Community Inclusion Participation and Leisure and Relationships. Accounting for the sampling methodology and length of time needed to accurately reflect any service outcomes (as a result of policy changes informed by NCI data) the reporting structure for this measure will be revised for next year to adequately reflect our performance in the context of national standards.
Percent of cases that demonstrate compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)	Quarterly	23%	87.1%	85%	89.6%	84.9%	91%	91%	88.4%	Met	
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (2 Measures)											
Percentage of Healthcare Management Plans that meet published standards	Annually	91.6%	83.5%	86%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90.1%	Met	
Percentage of settings that meet HCBS settings requirements	Annually	91.1%	94.1%	86%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
4 - Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. (5 Measures)											
Percent of Investigations that are completed within required timelines	Quarterly	89.3%	96.9%	86%	99.4%	99.6%	100%	99.3%	99.6%	Met	
Percent of applicable waiver providers currently receiving an annual certification	Quarterly	96.7%	92%	86%	100%	100%	100%	100%	100%	Met	
Percent of reported issues that are resolved on-time	Quarterly	84.3%	89.4%	86%	90.8%	90.5%	90.9%	89.3%	90.4%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of people with restrictive interventions who have an approved Behavior Support Plan (BSP)	Quarterly	91.6%	97.7%	86%	96.9%	95.3%	99.3%	86%	95%	Met	
Percent of Community Rehabilitation Programs (CRP) that meet HCA standards	Quarterly	100%	98.1%	85%	84.6%	84.6%	88.5%	95.8%	88.2%	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.6%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Consumer Resources (1 Measure)							
DDA Prior Authorizations processed	10,039	10,650	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8523
1 - VR, SE, and IL Services (3 Measures)							
RSA Clients Served	7276	6594	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5268
RSA Transition Referrals	796	725	Annual Measure	Annual Measure	Annual Measure	Annual Measure	713
RSA Referrals	3124	2500	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4191
2 - DDA Service Planning and Coordination (2 Measures)							
DDA Clients Served	2367	2450	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2491
DDA Applications for Services	163	175	Annual Measure	Annual Measure	Annual Measure	Annual Measure	207
2 - Disability Determination Services (1 Measure)							
DDD Determinations	625	595	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26,286
4 - Quality Assurance (DDS) (2 Measures)							
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	1237	1307	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1229
DDA Provider Certification Reviews (PCR) Conducted	92	106	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96

2019 Operations

--

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (5 Activities)			
IFS Waiver	Waiver	In FY19, DDS will work with stakeholders and DHCF on a waiver amendment application for our Home and Community Based Services waiver (HCBS IDD waiver) that supports more than 1,800 District residents with intellectual disabilities to live as independently as possible in the community, with supports. The waiver amendment will allow us to implement self-directed services, which supports people to have greater choice and control. We will also submit to CMS a new waiver application that is targeted to support people who live at home with their families.	Key Project
Employment First	Employment First	DDS will continue to lead interagency efforts to support opportunities for competitive integrated employment for people with disabilities, including applying for federal technical assistance, as available and participation in Communities of Practice, as appropriate.	Key Project
DDA CONSUMER RESOURCES AND OPERATIONS	Consumer Resources	The array of home and community-based services offered under the DDA HCBS waiver or local funds for people with intellectual and developmental disabilities to live, work, and lead healthy lives.	Daily Service
RSA VOCATIONAL REHABILITATION SERVICES	VR, SE, and IL Services	Provide supports to assist people with disabilities to enter, retain, regain or advance in employment and live as independently as possible in the community. This includes the provision of pre-employment transition services to high school students with disabilities (i.e., career planning, work readiness training, counseling on post-secondary options, work based learning experiences and peer mentoring).	Daily Service
RSA BLIND & VISUAL IMPAIRMENT SERVICES	Blind and Visual Impairment Services	Provide vocational rehabilitation and independent living services to people who are blind; includes provision of supports to licensed vendors in the Randolph Sheppard Blind Facilities Program, and entrepreneurial program in which people who are blind operate vending facilities in Federal and District buildings.	Daily Service
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Activities)			
DDA SERVICE PLANNING & COORDINATION	DDA Service Planning and Coordination	This division plans, coordinates and facilitates the provision of quality services; reviews the implementation and delivery of services and supports identified in the ISP and advocates for the person and his/her family.	Daily Service
DDA SERVICE PLANNING & COORDINATION	New case management system	Work with DHCF and DCOA to implement a new intake case management system for DDA.	Key Project
DISABILITY DETERMINATION SERVICES	Disability Determination Services	The District's Disability Determination Division processes claims for Social Security Disability Insurance determinations.	Daily Service
RSA VOCATIONAL REHABILITATION SERVICES	Vocational Rehabilitation Counselors	The Vocational Rehabilitation (VR) program provides vocational and rehabilitative services to individuals with disabilities to help them prepare for, secure, regain or retain employment.	Daily Service
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (4 Activities)			
DISABILITY DETERMINATION SERVICES	Operations	Responsible for provider relations, contract monitoring and processing of payments for all DDS services.	Daily Service
DDS Transition Plan	DDS Transition Plan	DDS will implement for FY 2019 the approved Statewide Transition Plan for the Medicaid HCBS IDD waiver to achieve compliance with the new federal HCBS Settings Rule. This is required by CMS to maintain funding for the waiver program and furthers DDS's vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities.	Key Project
DISABILITY DETERMINATION SERVICES	Consumer Resources and Operations	Personnel providing technical assistance and training to provider community on best practice, management of HCBS waiver operations and provision of clinical services, supports and monitoring.	Daily Service
RSA OPERATIONS	PCT Training	Person-centered thinking (PCT) is a philosophy behind service provision that supports positive control and self-direction of people's own lives. DDS is working to implement person-centered thinking through training sessions and other agency wide initiatives.	Key Project
4 - Operate effective systems of continuous quality assurance and improvement to ensure the provider network is in compliance with District policies and regulations, ensures health and safety and mitigates risks. (1 Activity)			
QUALITY ASSURANCE	Quality Assurance (DDS)	Maintain a system of quality assurance that ensures the safety and well-being of people with intellectual and developmental disabilities and identify possible barriers to service provisions within the provider community. Monitor internal and external provisions of services to ensure compliance with regulations and polices, and provisions in contracts with agency. Develop and update policies and procedures and ensure timely submission of all federal reports.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
DDS Transition Plan (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
DDS Transition Plan	Department on Disability Services will implement for FY 2019 an approved Statewide Transition Plan for the Medicaid Home and Community Based Services Intellectual and Developmental Disability waiver to achieve further compliance with the new federal Home and Community Based Services Settings Rule. This is required by Centers for Medicare & Medicaid Services to maintain funding for the waiver program and furthers Department on Disability Services' vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities.	Complete	DDS has implemented all systems level changes required to reach compliance with the HCBS Settings Rule and has a quality system that regularly identifies and remediates when individual issues are identified. DDS and DHCF will submit an update on our progress for sustainability to CMS by 9/30/2019.	
PCT Training (1 Strategic Initiative)				
Operations	Person-centered thinking (PCT) is a philosophy behind service provision that supports positive control and self-direction of people's own lives. DDS is working to implement and socialize person-centered thinking through training sessions and other agency wide initiatives. We will measure our PCT initiative through a variety of outcome-oriented indicators, including whether people are offered opportunities for self-advocacy and are supported in the community to do things that interest them.	Complete	Department on Disability Services submitted for approval for FY 2020 the Statewide Transition Plan for the Medicaid Home and Community Based Services Intellectual and Developmental Disability waiver to achieve further compliance with the new federal Home and Community Based Services Settings Rule. This is required by Centers for Medicare & Medicaid Services to maintain funding for the waiver program and furthers Department on Disability Services' vision of leading a person-centered system that supports opportunities for employment and community inclusion for all people with intellectual and developmental disabilities. All of the District's Home and Community Based Waiver providers achieved compliance and no providers were referred for heightened scrutiny	
Waiver (1 Strategic Initiative)				
IFS Waiver	In FY19, DDS will work with stakeholders and DHCF on a waiver amendment application for our Home and Community Based Services waiver (HCBS IDD waiver) that supports more than 1,800 District residents with intellectual disabilities to live as independently as possible in the community, with supports. The waiver amendment will allow us to implement self-directed services, which supports people to have greater choice and control. We will also submit to CMS a new waiver application that is targeted to support people who live at home with their families.	75-99%	Consumer Direct has been selected as the Fiscal Management entity that will provide support broker services to people who choose to self-direct their services. DDS continues to work with stakeholders, DHCF, and subject matter experts, and have drafted Appendices A-H. We are currently working with DHCF and OCFO to finalize Appendices I & J, as well as drafting amended regulations.	The proposed FY19 submission of the HCBS waiver amendment to include self-direction, alongside the new IFS waiver submission to CMS have been postponed until FY20.