

Department on Disability Services FY2023

Agency Department on Disability Services

Agency Code JMO

Fiscal Year 2023

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District.
2	Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction.
3	Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction.
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	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Provide high quality direct services and supports leading to the full inclusion of people with disabilities in the District. (6 Measure records)						
Percentage of high school students ages 16-22 with disabilities who receive at least one pre-employment transition service each school year.	Up is Better	88.2%	80.1%	75%	86.9%	75%
Average entry level wage for District of Columbia residents with disabilities successfully employed.	Up is Better	17.6	17.34	16.5	18.2	\$16.5
Percentage decrease in the number of people sent to the ER in response to a perceived health need over prior year	Down is Better	New in 2022	New in 2022	New in 2022	New in 2023	5
Percentage of participants who obtain a recognized postsecondary credential or employment as a result of participating in an education or training program during a program year	Up is Better	New in 2022	New in 2022	New in 2022	New in 2023	46%
Percent difference between actual and budgeted HCBS expenditures	Neutral	12%	1%	10%	Not Available	10%
Percentage decrease in the number of people subsequently admitted to Hospital after initial ER visit	Down is Better	New in 2022	New in 2022	New in 2022	New in 2023	No Target Set
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Measure records)						
Percentage of Individual Support Plans (ISP) that are completed before the Individual Support Plan effective date	Up is Better	99.7%	99.7%	86%	99.4%	86%
Percentage of People with a Level of Need (LON) assessment completed before the Individual Support Plan meeting date	Up is Better	95.5%	97.2%	86%	95.7%	86%
Percentage of indicators that demonstrate compliance with vocational rehabilitation (VR) regulations and policies (based on monthly case reviews)	Up is Better	86.3%	86%	86%	78.1%	86%
Median Number of Calendar Days to Complete the Initial Individual Support Plan	Down is Better	45	36	90	49	90
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (1 Measure)						
Percentage of Healthcare Management Plans that meet published standards	Up is Better	86.7%	89.5%	86%	92.5%	86%
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. (4 Measure records)						
Percentage of Investigations that are completed within 45 Days	Up is Better	99.2%	100%	86%	99.6%	86%
Percentage of people with restrictive interventions who have an approved Behavior Support Plan (BSP)	Up is Better	95.2%	96.9%	86%	96%	86%
Percentage of reported issues that are resolved on-time	Up is Better	91.7%	90.6%	86%	86.2%	86%
Percentage of applicable waiver providers currently passing certification	Up is Better	100%	94.8%	86%	97.8%	86%

Operations

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 Activity records)		
Advancing Employment	Provide supports to assist people with disabilities to prepare for, secure, regain, retain, 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).	Key Project
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
Technology First	Implement next stage of the Tech First Initiative for DC which includes (1) Securing a subject matter expert to train staff on how to implement tech first and expand access to technology, and (2) provide support so that people can have access to technology.	Key Project
Building a Culture of Quality	The Culture of Quality Workgroup will leverage information collected during the FY22 implementation to further inform areas of improvement and quality alignment through the designated subgroups. The sub-groups will continue to meet monthly and report aggregated findings to the full Culture of Quality Committee.	Key Project
Equity in Service Delivery and Desired Outcomes	With a focus on the equity in service availability and outcomes made available to D.C. Residents through the passing of the Racial Equity Achieves Results Act, DDS will continue to ensure that all aspects of the service delivery system are designed and implemented in ways that allow for equality amongst all those seeking services. In FY23, DDS will develop the agency specific Racial Equity Action Plan (REAP) which will identify specific goals with target outcomes relating to this initiative.	Daily Service
2 - Improve the quality of service planning and responsiveness of service coordination and advocacy to improve personal outcomes and customer satisfaction. (4 Activity records)		
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
Disability Determination Services	The District's Disability Determination Division processes claims for Social Security Disability Insurance determinations.	Daily Service
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
New case management system	Work with DHCF and DCOA to implement a new intake case management system for DDA.	Key Project
3 - Improve the performance of DDS and provider community operations aligned with best practice to lead to improved personal outcomes and satisfaction. (4 Activity records)		
DDS Transition Plan	Department on Disability Services will continue to implement the District's approved Statewide Transition Plan for the Medicaid Home and Community Based Services Intellectual and Developmental Disability waiver to achieve and sustain compliance with the federal Home and Community Based Services Settings Rule. This is required by Centers for Medicare and 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.	Key Project
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
Operations	Responsible for provider relations, contract monitoring and processing of payments for all DDS services.	Daily Service
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
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 (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 policies, and provisions in contracts with agency. Develop and update policies and procedures and ensure timely submission of all federal reports.	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Advancing Employment (1 Measure)			
Number of people placed by Rehabilitation Services Administration that remained employed for 90 calendar days or more	Not Available	Not Available	649
1 - Building a Culture of Quality (3 Measure records)			
Rehabilitation Services Administration Clients Served	6069	5943	5834

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Rehabilitation Services Administration Transition Referrals	528	526	777
Rehabilitation Services Administration Referrals	1283	1132	1191
1 - Consumer Resources (1 Measure)			
DDA Prior Authorizations processed	13,663	11,380	9877
2 - DDA Service Planning and Coordination (3 Measure records)			
DDA Applications for Services	131	91	112
DDA Clients Served	2409	2414	2413
DDA Serious Reportable Incidents (SRIs) Requiring Investigation	1230	1050	1188
2 - Disability Determination Services (1 Measure)			
DDD Determinations	22,095	22,917	28,794
4 - Quality Assurance (DDS) (1 Measure)			
DDA Provider Certification Reviews (PCR) Conducted	89	97	114

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Advancing Employment (1 Strategic Initiative)		
Increase Job Placements in Wards 7 & 8	Department on Disability Services has vocational rehabilitation counselors assigned to provide Vocational Rehabilitation services five days per week at the two American Job Centers in Ward 8 and 7 one day a week until the AJCs open up to more WIOA partners at the site 5 days a week. In addition to this, in FY 2023, five DDS employment coordinators (ECs) and Business Relations specialists will coordinate to conduct outreach to businesses in wards 7 and 8 to provide appropriate candidates for vacancies and provide support to businesses regarding the employment of people with disabilities, including training and technical assistance on the requirements of the Americans with Disabilities Act and support on the provision of accommodations. In addition, the ECs will periodically provide workshops on resume development, job search assistance services, interview techniques, and job placement support for people with disabilities. T	09-30-2023
Building a Culture of Quality (1 Strategic Initiative)		
Building a Culture of Quality	The Culture of Quality Workgroup will leverage information collected during the FY22 implementation to further inform areas of improvement and quality alignment through the designated subgroups. The sub-groups will continue to meet monthly and report aggregated findings to the full Culture of Quality Committee.	09-30-2023
Consumer Resources (1 Strategic Initiative)		
Reduction in Healthcare Disparities	"Partner with a vendor providing Telehealth/Telemedicine Services that are designed for individuals with Intellectual and Developmental Disabilities (I/DD) residing in an Intermediate Care Facility, Residential Habilitation, Host Home, or Supported Living with the primary goal of providing an on-demand medical assessment to determine the best clinical course of action that limits the occurrences of unnecessary hospitalizations. This partnership strives to address the access to quality in-home healthcare disparities identified during the COVID-19 public health emergency for individuals with Intellectual and Developmental Disabilities (I/DD)."	09-30-2023
Equity in Service Delivery and Desired Outcomes (1 Strategic Initiative)		
Equity in Service Delivery and Desired Outcomes	With a focus on the equity in service availability and outcomes made available to D.C. Residents through the passing of the Racial Equity Achieves Results Act, DDS will continue to ensure that all aspects of the service delivery system are designed and implemented in ways that allow for equality amongst all those seeking services. In FY23, DDS will develop the agency-specific Racial Equity Action Plan (REAP) which will identify specific goals with target outcomes relating to this initiative.	09-30-2023
PCT Training (1 Strategic Initiative)		
Person Centered Organization	2. Person-Centered Organization Initiative Implementation efforts for FY23 include (1) Developing a Person-Centered Thinking refresher training (2) Offering the PCT refresher training to stakeholders quarterly (3) Providing opportunities for DDS Providers and DC Government employees to be PCT trainers (4); Increase the amount of PCO coaches across the agency	09-30-2023
Technology First (1 Strategic Initiative)		
Tech First	1. Tech First Initiative Implementation efforts for FY23 include (1) Enrollment of DDS employees and Providers to participate in an Enabling Technology curriculum to increase their capacity in standardized best practices to effectively support people with disabilities with enabling technology integration and (2) Tech First Consultation services to provide technical assistance for the development of guidance materials/tools, waiver service definitions, utilization measures, policies, procedures, rules, and reimbursement structures to improve tech planning, implementation, and access within DDS service delivery system (3) Host a "Tech Fest" event to raise awareness amongst key stakeholders of the available tech solutions being used by persons with disabilities as a natural support tool to reach self-determination	09-30-2023