Allegheny County Department *of* Human Services

Marc Cherna, Director

Office of Intellectual Disability

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Phone: 412-436-2750
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alleghenycounty.us/dhs/oid

24-hour emergency service:
412-350-4457

Assessment and Resource Team:
412-253-1250

Administration
Patricia L. Valentine
DHS EXECUTIVE DEPUTY DIRECTOR FOR
INTEGRATED PROGRAM SERVICES

Brenda Bulkoski
DHS DEPUTY DIRECTOR FOR
OFFICE OF INTELLECTUAL DISABILITY

MH/ID Advisory Board (15 members)

Oversight:
Pennsylvania Department of Human Services, Office of Developmental Programs (Pa. DHS ODP)

Centers for Medicare and Medicaid Services (CMS)

Mission
To provide Allegheny County residents with a coordinated, community-focused system of high-quality and cost-effective services, programs and opportunities that enable those with intellectual disability and/or autism to live according to the principles of self-determination.

Background

The Allegheny County Department of Human Services (AC DHS) Office of Intellectual Disability (OID) is the county's public office responsible for providing eligible Allegheny County residents with a coordinated, community focused system of high-quality and cost effective services, programs and opportunities that support participants in living an Everyday Life in their community.

Those who are eligible to register with OID include:
- Individuals with intellectual disability
- Individuals with autism
- Children with developmental delays

Everyone must meet all PA Department of Human Services (PA DHS) Office of Developmental Programs (ODP) established criteria. OID has two office locations:

2020 Ardmore Blvd.
Suite 380
Forest Hills, PA 15221
412-436-2750

110 Roessler Road
Suite 300 D
Green Tree, PA 15220
412-253-1399

Department Overview	
Persons served* – 2019	~6,450
OID filled positions (a/o 01/2020)	5
Base-funded† ‡ agencies under contract (FY 2019–2020)	50
Total Budget (FY 2019–2020) *Of the total budget* *Federal: 31.7% County: 1.5%* *State: 66.7% Other: 0.09%*	$11.5 million

Contracted agencies account for 87.7% of the OID budget

*All of these individuals receive Supports Coordination services. Some also received services via Intellectual Disability/Autism (ID/A) Consolidated, Community Living or Person/Family Directed Support (P/FDS) Waivers.

†Approximately 115 agencies provide ID/A services to Allegheny County residents are contracted directly with Pa. DHS ODP.

‡ All clients receiving services were served by at least one contracted provider.

Legal Mandates
OID operates under authority and within the constraints of:
- **The MH/ID Act of 1966**
- **The Medicaid Home- and Community-based Services Waiver Program Section 2176**
  - **Person/Family Directed Support Waiver**
  - **Community Living Waiver**
  - **Consolidated Waiver**

Philosophy and Principles

Allegheny County OID believes that all persons have the same rights to live, love, work, play and pursue their life aspirations in their community. All people need to self-determine, to be free to exercise these rights and to accept responsibility for their decisions.

We want to help people navigate, network and access what they want and need in their communities, so they can live the good life they envision- an Everyday Life. The foundation of ODPs Everyday Lives: Values In Action is valuing what is important to people with disabilities and their families, who are striving for an everyday life and recognizing their right to an everyday life; a life that is no different than that of all other citizens.

This help can include Community of Practice (CoP) LifeCourse Planning Tools. CoP Charting the LifeCourse tools focuses on supporting families and individuals across the lifespan. CoP tools can assist families and individuals in identifying and navigating community supports and integrate an array of family/natural, community and system supports.

For more details about Everyday Lives: Values in Action and Community of Practice:
Supporting Families across the Lifespan principles visit www.MyODP.org

Administration

The OID is supervised through a series of Operational Grant Agreements by the Pennsylvania Department of Human Services Office of Developmental Programs (PA DHS ODP). The operation of OID is the responsibility of the AC DHS deputy director for OID. County advisory is providedby the 15-member Mental Health/Intellectual Disability Advisory Board. OID is under the authority of the Allegheny County DHS director and executive deputy director for integrated program services. OID is also under the authority of the Allegheny County manager and county executive.

Responsibilities

OID, also known as the Allegheny County Administrative Entity (AE), in conjunction with other AC DHS offices and through more than 115 community-based agencies, provides the following services:

- monitors and helps to insure the availability of services designed to meet the immediate needs of individuals registered with OID and, utilizing the strengths of individuals and the community,
- empowers these individuals to become more self-sufficient in choosing the supports and services they need,
- authorizes and oversees state and federally funded, home and community-based services which may include but are not limited to community participation supports, employment services, residential services, Life Sharing, transportation, adaptations to the home and/or vehicle, habilitation, and special therapies. All individuals receive supports coordination,
- provides technical assistance, community resources and training to stakeholders. This includes individuals, families, human services and education professionals, Supports Coordination Organizations (SCO) and provider agencies,
- conducts annual financial audits of provider agencies and SCOs to assure compliance with state fiscal standards,
- conducts monitoring of provider agencies to assure service delivery as authorized for each individual,
- plans and implements new program initiatives as developed by ODP,
- responds to requests for assistance, complaints and appeals from stakeholders,
- reports and manages incidents as defined by ODP,
- oversees waiver capacity management activities,
- acts as central intake and registration of individuals who are seeking supports coordination and services,
- develops and maintains a Human Rights Committee (HRC),
- collaborate with the local Health Care Quality Unit (HCQU), KEPRO HCQU (https://hcqu.kepro.com/),
- develops and maintains an employment protocol that complies with the Employment First Act and
   monitors various activities related to the quality management of both individual and system indicators.

For more details about OID functions and activities refer to the current Administrative Entity Operating Agreement available at www.myODP.org

Mandates
OID operates under authority and within the constraints of:
The MH/ID Act of 1966
The Medicaid Home and Community-based Services Waiver Program Section 2176

- Consolidated Waiver
- Community Living Waiver
- Person/Family Directed Support (P/FDS) Waiver

Oversight of OID

Centers for Medicare and Medicaid Services (CMS)
The Centers for Medicare and Medicaid Services (CMS) is the agency within the U.S. Department of Health and Human Services that is responsible for administering Medicaid, Medicare and State Children's Health Programs. CMS works with ODP in the determination of how Medicaid Waivers (including the Consolidated, Community Living and P/FDS) are to be implemented. ODP must assure CMS that the requirements that are set forth in implementing the waiver are met.

Office of Developmental Programs (ODP)
ODP is the state agency, within the PA Department of Human Services (PA DHS) that is designated to retain ultimate authority and responsibility for the operation of some PA waivers and to exercise oversight over the performance of waiver functions of other agencies. Their mission is to "support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives. The office seeks to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered." Learn more at http://www.dhs.pa.gov/learnaboutdhs/dhsorganization/officeofdevelopmentalprograms/index.htm

Office of Developmental Program Communications
ODP generates communications, formal documents that transmit information, make an announcement, transmit a regulation interpretation or issue a policy guideline, to affected individuals and organizations outside PA DHS. To access ODP communications or to receive ODP Communications directly visit www.MyODP.org and click on *Communications* in the top bar.

Office of Developmental Program Bulletins
Bulletins are the rules and regulations that provide information on specific topics relating to the management of daily activities that stakeholders engage in. A bulletin is not a means to communicate within the department, but rather with external individuals and organizations. A bulletin is a public document. To search for and access bulletins visit www.dhs.pa.gov/index.htm

Administrative Entity Operating Agreement is a business agreement between ODP and Administrative Entities (AE). The AE Operating Agreement gives specific guidelines as to how waiver services must be provided in order to maintain compliance with ODP's approved waiver applications to CMS. ODP assumes, through this agreement, that AEs will agree to continue their participation in the Consolidated, Community Living and Person/Family DirectedSupport Waivers (P/FDS). In Allegheny County OID is the AE.

Administrative Entity Oversight Monitoring of OID is conducted annually by ODP regional offices through the AE Oversight Monitoring Tool. The AE Oversight Monitoring tool is a direct reflection of the assurances in the AE Operating Agreement.

AC DHS OID (Allegheny County Administrative Entity) Guidelines
Guidelines are step-by-step instructions and descriptions of a specific topic related to the activity needed to efficiently and effectively manage the requirements set forth by CMSand ODP. For the most part, guidelines are developed as a result of finalized ODP bulletins. However, guidelines can be developed without the introduction of a new bulletin, for instance when any AE (OID) process changes.

Many times, workgroups are established to update or create processes, and the guideline is the end result. Guidelines have a standardized format, numbering sequence, issue and effective date, scope (target audience), and refer to related AE information or ODP bulletins. Guidelines are distributed to the targeted audience as they are finalized.

Intellectual Disability/Autism (ID/A) Service System

Allegheny County OID assists eligible individuals and their families with accessing supports and services. OID also provides oversight of AC DHS-contracted service providers. OID does not provide direct services or financial support to pay for services.

Communicating with the community

Through OID community outreach they are committed to sharing information regarding subjects of particular interest to individuals with disabilities, their family members and caregivers and professionals who support them. OID staff is available to provide presentations or host information tables at various events. More information is available from the OID Community Liaison.

The Allegheny County DHS website also provides the opportunity learn more about OID and ID/A services and to be added to the OID Key Communicator e-mail distribution list. Key communicators receive announcements from OID that include information about resources, workshops, informational materials, special education and community events. These announcements are also available on the AC DHS OID webpage and the AC DHS Facebook page.

Accessing services and supports

The first step in accessing the Allegheny County ID/A System is to call the OID Assessment and Resource Team at 412-253-1250. A Community and System Resource Navigator will guide the interested participant through the registration process. After eligibility is verified a meeting is scheduled with the individual and/or family. At this meeting a supports coordination organization (SCO) is chosen so that supports coordination services can begin. More information at AC DHS OID webpage, www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx

Targeted Service Management (TSM), also known as Supports Coordination

All those registered through OID are eligible for supports coordination. A supports coordinator (SC) helps to locate, coordinate and monitor services. Providers of Supports Coordination (Supports Coordination Organizations) are not permitted to provide direct services or to transport individuals or families. There are several SCOs in Allegheny County. Find the list on the AC DHS OID webpage, www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx

The Individual Support Plan (ISP)

Based on the important values and desired outcomes expressed by the person, their family, and the people that support them, an Individual Support Plan (ISP) is developed. The supports coordinator (SC), through a person-centered process, assists to prioritize needs and identify the supports that are necessary to meet those needs. The ISP is used to ensure that publicly funded services and supports meet assessed needs and are in keeping with the individual's preferences.

The ISP is a summary of planned services and supports, identified through dialogue with the individual and family along with other members of the ISP team. The team is made up of people who know and support the individual / family. The following dynamic values are most evident in the ISP process:

- promoting self-determination through the driving force of an individual's desired outcomes
- creating one coordinated service plan that integrates all aspects of an individual's life
- providing a consistent response toward the individual based on their desires and needs
- striving for improved financial accountability

Assessed needs may include home and community-based services that require funding through a waiver. The SC is responsible for documentation completion and communications with OID to assist the perspective waiver participant in acquiring funding. This documentation includes the Prioritization of Urgency of Need for Services (PUNS) form.

Prioritization of Urgency of Need for Services (PUNS)

The PUNS is the tool used to understand the needs of people waiting for waiver funded services in Pennsylvania. Anyone who either has or anticipates having unmet needs within five years should have a PUNS completed and entered in HCSIS by their supports coordinator. A prospective waiver participant may have a PUNS category of Emergency, Critical or Planning, depending on how soon the need for services are anticipated.

The PUNS was originally developed to have a way to systematically monitor people awaiting ID/A services across the state. PUNS information is used by Allegheny County to plan for county budgeting and service provision, and by ODP for statewide planning and budgeting, as well as to help develop the governor's annual budget request.

For more about eligibility, supports coordination, the ISP, PUNS and other system and services related information visit:

- AC DHS OID webpage, www.alleghenycounty.us/Human-Services/ProgramsServices/Disabilities/Intellectual-Disability.aspx
- MyODP, www.MyODP.org
- PA Department of Human Services, www.dhs.pa.gov
- ASERT, www.paautism.org

Base Funding
People who have registered through OID may be eligible for services through base funding. Base funding is made up of state dollars. The availability of base funding continues to decrease.

Waiver Services
Waiver programs are the Medicaid alternative to providing comprehensive long- term services (home and community-based services) in institutional settings. In 1981, congress authorized the "waiver" of certain federal requirements to allow a state to provide home and communitybased services to a person who might otherwise require an institutional setting.

Home and Community-based Services (HCBS)
HCBS are provided in a person's home and community in order to assist them to acquire, retain, and improve self-help, social and adaptive skills. These services are typically provided through a Home and Community-based Waiver, such as the Consolidated, Community Living or Person/Family Directed Support (P/FDS) Waiver. Services may be delivered by provider agencies or through a participant directed service model.

A listing of home and community-based services, including definitions of services that may be funded by waiver is found in the Services and Supports Directory (SSD) on the Home and Community Services Information System (HCSIS) homepage at www.hcsis.state.pa.us/hcsisssd/default.aspx.

A listing of available services can also be found at www.dhs.pa.gov/citizens/healthcaremedicalassistance/homeandcommunitybasedservices/index.htm

Information on participant directed services can be found at www.MyODP.org and on the OID page at www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/IntellectualDisability.aspx

Essentials of Quality Service Delivery

Home and Community Services Information System (HCSIS)
Implemented in 2002, the Home and Community Services Information System (HCSIS) is a web-based application which serves as the operational system for all PA DHS program offices that support the Home and Community-based Services Programs and Medicaid waivers. It includes the application of quality, individual financial and reporting functionalities.

Supports coordinators, providers, OID, and ODP are the only entities that have access tospecific individual information, and these entities only have access to those who are directly linked to their programs. Public portions of HCSIS include the Supports and Services Directory (SSD). For more information visit www.hcsis.state.pa.us/hcsis-ssd/default.aspx

Supports Intensity Scale (SIS)
CMS required that Pennsylvania establish a standardized universal screening process for individuals receiving the Consolidated, Community Living or P/FDS Waivers. KEPRO HCQU is the administrator of the SIS to any individual between the ages of 16 and 72 years who receives waiver services. The SIS was developed by the American Association on Intellectual and Developmental Disabilities (AAIDD). It is designed to focus on the supports a person needs in order to be successful and live an Everyday Life. It complements the ISP planning process as it addresses what is important to and for the individual.

For more information on the SIS, visit www.MyODP.org or www.dhs.pa.gov/index.htm

Health Risk Screening Tool (HRST)
From the PA Department of Human Services ODP Announcement 19-052:
ODP is implementing the Health Risk Screening Tool (HRST) over a one-year period for individuals being served in licensed residential settings. It is ODP's expectation that implementation of the HRST will be beneficial to the individuals receiving services in licensed residential settings and will enhance the provider agencies' ability to provide support. HRST is expected to assist in creating service implementation strategies and coordinating Medicaid State Plan Services to address assessed health care needs in conjunction with what is both "important to" and "important for" the individuals you serve. Awareness and management of health risk promotes improved quality of life and enhanced community integration for individuals.

Access a video that provides an introductory overview of the HRST here https://hrstonline.com/video/index. php?id=223541240

Quality Customer Response
OID responds to calls for technical assistance or information during regular business hours (weekdays between 8:00 a.m. and 4:00 p.m.) at 412-436-2750 and on evenings, weekends and holidays at 412-350-4457. Individuals who are currently registered with OID should call the Supports Coordination Organization (SCO) with which they are registered for assistance or information.

Stakeholders may also make inquires or share information with OID through a customer contact form on the OID webpage at www.alleghenycounty.us/Human-Services/ProgramsServices/Disabilities/Intellectual-Disability.aspx

The Allegheny County Department of Human Services established the Director's Action Line (DAL) 1-800-862-6783, to empower people in Allegheny County and provide a means to share concerns about services received by Allegheny County DHS or contracted providers.

Regional Collaborative Initiative
Community of Practice: Supporting Families across the Lifespan
Allegheny County Department of Human Services Office of Intellectual Disability (OID) is one of several Pennsylvania counties that is participating in the Community of Practice initiative with the Pennsylvania Department of Human Services. OID is be part of the National Community of Practice: Supporting Families throughout the Lifespan, which provides leadership, training and technical assistance to develop a statewide strategic plan to support families of individuals with intellectual disabilities or autism.

The OID collaborative vision continues to be that of supporting participants and their families. The collaborative includes planning, exploring, problem-solving and supporting a vision for the future for the entire family. OID has developed a set of strategies targeting the family unit, but that ultimately benefits the individual with intellectual / developmental disability (I/DD). Over the last year, OID has enhanced the intake and registration process to not just focus on the individual, but the family as well through the use of the Lifecourse tools Allegheny County wants to recognize and support the strengths of families and communities, so those family members with intellectual disabilities or autism can live everyday lives that they envision for themselves.

The goal of this collaborative is to think outside of our existing service system and community resources. The Community of Practice (CoP) is at work to discover integrated, flexible, and innovative strategies for supporting the entire family, rather than solely focusing on formal services. We will build community supports for the individual/ family unit. Henceforth, the vision will foster Community of Practice by becoming more inclusive with supports instead of isolating supports for people with I/DD. For more information visit www.MyODP.org.

More Information

For Allegheny County OID information and resources, please visit the Allegheny County DHS website at www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx

My ODP, Office of Developmental Programs Resource Center, is the home for ODP's training, communications, and informational resources. This includes Community of Practice LifeCourse planning and Everyday Lives: Values in Action details. www.MyODP.org

General ODP information can also be found on the PA DHS website at www.dhs.pa.gov/

Additionally, Autism service and ODP information can be accessed at www.paautism.org