

II-A Philadelphia IDS - Who Are We?

Created under the Pennsylvania MH/ID Act of 1966, Philadelphia Intellectual disAbility Services (IDS) is a component of the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). Under contract to the PA Department of Public Welfare (DPW), IDS is responsible for administering the Office of Childhood Development and Early Learning (OCDEL) Early Intervention Program in Philadelphia (birth to age three); and the Office of Developmental Programs (ODP) intellectual disAbility service system for children ages three and above and adults of all ages.

IDS is responsible for planning, administering, monitoring and coordinating Early Intervention services and services for people with an intellectual disAbility. Each year, service providers support more than 6,000 infants and toddlers and 7,000 children and adults. These services are reimbursed primarily through state and federal programs known as Infant/Toddler/Family (ITF) Waiver, Medicaid Waivers, Medical Assistance, and through a smaller state grants program requiring a local match.

OCDEL is under the PA Departments of Education and Public Welfare and provides policy and procedural oversight for programs for children and families, with a focus on early education and care programs, and provides cross-departmental leadership for the Administration's early education and care priorities. Under OCDEL, the IDS Early Intervention (EI) Program supports families in meeting the developmental needs of their children. It assists families to use community services and supports to help their children, and works together with the family to address their concerns. Early Intervention serves children from birth to three years of age who have a developmental delay. This program is a state and federal entitlement for eligible children, and is provided at no cost to families in PA. As of September 2012, IDS is responsible for Early Intervention Intake Referral. The Unit receives more than 500 calls per month. Children age three to five are referred to Elwyn SEEDS Preschool Early Intervention.

Under ODP, IDS administers the intellectual disAbility service system in Philadelphia. IDS works with individuals, families, supports coordination organizations, service providers, government agencies and others to offer quality supports and services. All eligible individuals receive supports coordination services at no cost. There is a waiting list for Waiver services.

In recent years, the Commonwealth has changed from a county-managed system to a standardized statewide system; by implementing these changes, the primary benefits to individuals and families is that OCDEL and ODP have established standard policies and practices across the Commonwealth promoting individual choice, consistency of operations, access to services and accountability for quality service outcomes.

The Mission of Intellectual disAbility Services is to create, promote, and enhance the supports and services available to individuals with an intellectual disAbility. Individuals will have access to quality supports and services that foster:

- Choices in their everyday lives,
- Meaningful personal relationships with friends, family, neighbors,
- Presence and participation in their communities, and
- Dignity and respect as valued citizens of Philadelphia.

Service providers offer a broad range of supports and services that include supports coordination, early intervention services, in-home supports and respite services, employment and adult day services, and community living and Lifesharing services. Through quality services and supports, the goal of IDS and its service providers is to support individuals with an intellectual disAbility to find jobs of their choosing; access quality medical care; have an appropriate educational program; enjoy Philadelphia's many cultural opportunities; join with neighbors in town watch and other community organizations; be welcomed by faith communities; learn computer skills; take classes at local colleges; use assistive technology; and vote. In other words, the goal is to support each individual to be a valued, contributing member of their community, leading an Everyday Life.

IDS Today – An Administrative Entity

DBHIDS signed an operating agreement with OCDEL and ODP, and is considered to be an 'Administrative Entity' (AE), under contract with the Commonwealth to conduct the "business" of the service system in Philadelphia. Among our significant OCDEL responsibilities are Early Intervention Intake and Referral, and using the PELICAN electronic data system (PA's Enterprise to Link Information for Children Across Networks) to monitor, evaluate and improve services. Significant ODP responsibilities include approving all individual support plans annually and authorizing services in a statewide electronic system known as HCSIS (Home and Community Services Information System), and assisting to resolve providers' billing issues which may occur in PROMISE, the State Medicaid reimbursement system. As an Administrative Entity, IDS is obligated to comply with ODP and OCDEL requirements.

Activities of the office include working in partnership with individuals and their families to assist in supporting individuals to have the services they need.

As of December 2013, services are provided through contract agencies to:

- 6,118 children receiving early intervention services in FY13;
- 3,777 people using non-waiver services such as employment services, supports coordination, family support services, respite care, and community resources;
- 1,421 people supported through the Person/Family Directed Support Waiver (P/FDSW) to live at home and receive employment, vocational or adult day training services, respite, home and community habilitation;
- 2,386 people supported through the Consolidated Waiver to live in community homes, Lifesharing or in their own home in the community.

IDS collaborates with:

- Education, health, and child welfare systems to serve children from birth to 21 years.
- Vocational rehabilitation, aging and health service systems to serve adults.

For a more detailed description of IDS and its responsibilities, please see the IDS Unit Descriptions that follow.

Philadelphia Intellectual disAbility Services – Unit Descriptions

For complete contact information for all IDS staff, see Section VII – Appendix.

Administration and Operations

Denise Taylor Patterson, Director, denise.t.patterson@phila.gov, 215-685-5914

Larry F. Pace, Director of Operations, larry.pace@phila.gov, 215-685-5916

Philadelphia Intellectual disAbility Services (IDS) is a component of the City’s Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) and functions as an Administrative Entity (AE), under contract to the Department of Public Welfare (DPW).

This office is responsible for administering services according to the policies of OCDEL and ODP. Among the duties and responsibilities of the office are city-wide registration for services, early intervention intake and referral, incident management, risk management, quality management, Individual Support Plan (ISP) approval and service authorization, provider qualification, provider monitoring, initial and ongoing eligibility determination for waiver services, enrollment into the waiver, management of waiver capacity, and related functions affecting the office and the entire service delivery system.

Responsibilities also include planning, public awareness and public information, and clerical support. Staff ensures that the direction of the office incorporates the goals, mission and values necessary to support individual access to quality supports and services. A major initiative, over the past ten years, has been changing the processes of the office and service providers to incorporate and reflect the changing business practices of OCDEL and ODP. These changes include full implementation and use of the Home and Community Services Information System (HCSIS) and PA Enterprise for Linking Information for Children Across Networks (PELICAN) and PROMISE, the Commonwealth’s automated Medicaid billing and claims resolution system for reimbursement for services.

In recent years, “initiative” funding has sometimes been included in the PA budget to serve individuals on the Waiting List. No initiative funding was available in FY11 or FY12, but in FY13, funding for a waiting list initiative was included as a result of the advocacy of individuals and families. This funding serves 104 individuals aging out of high school as well as 56 individuals living at home with elderly caregivers.

ODP Registration and Infant Toddler Early Intervention Intake Referral

Teresa Myers-Thompson, Manager, teresa.myers@phila.gov, 215-685-5924

Leslie Harmon-Coker, Supv., EI Intake, leslie.harmon-coker@phila.gov, 215-685-4681

The **ODP Registration Unit** was established in September 2003 to provide eligibility determination and centralized city-wide registration for Philadelphians with an intellectual disAbility. Registration is completed for individuals three years of age or older who qualify for services (See Section II-D.) The Registration Specialists offer resource information to families at intake appointments and during telephone inquiries. Upon registration, individuals are referred to one of eight supports coordination organizations, based on their choice or individual service needs. In FY13, IDS completed registration for 232 individuals.

The Registration Unit also assists in registration of individuals in emergency situations such as homelessness due to parent or caregiver death and also initiates the preliminary paperwork for individuals needing nursing home care who also are eligible for services.

The **Infant Toddler Early Intervention Intake Referral Unit** at IDS was established in September 2012; previously this service was provided by a contract agency. The Unit is responsible for registration of children ages birth to three years who are experiencing or are at risk for experiencing a developmental delay; families register directly with the Unit via telephone. The unit refers the child and family to the Service Coordination entity. Early Intervention services are an entitlement for those who qualify. In FY13, over 6,000 children were referred for early intervention services.

Individual Supports Unit and Emergency Management Unit

Connie Falcone, Manager, connie.e.falcone@phila.gov, 215-685-5998

Todd Handler, ISU Supervisor, todd.handler@phila.gov, 215-685-5952

Kathy Harte, EMU Supervisor, kathy.harte@phila.gov, 215-685-5947

The **Individual Supports Unit** coordinates and collaborates with the Supports Coordination Organizations (SCO) to ensure that services to individuals are provided in a timely, respectful and competent manner. The Unit monitors and provides technical assistance to the SCOs related to individual, systemic and compliance issues. The Unit provides information and assistance to individuals, parents, guardians and caregivers who are concerned about types and quality of services. The members of the Unit can assist the team in resolving issues, thus enhancing the lives of individuals being served. The Unit responds to individual service inquiries and Fair Hearing requests for in-home services and newly registered individuals. The Unit participates in the Capacity Management process and Emergency Management process by coordinating the acquisition of all necessary documentation to ensure that individuals with emergent needs are considered as priority for available waiver capacity.

The Unit reviews and organizes service delivery and priority review documentation and monitors the SCOs related to AE Oversight standards of performance. The Unit assists in the development, approval and authorization of ISPs for waiver and non-waiver services and participates in related training. The unit coordinates services with other government entities, creates and disseminates new resources and policies, and works closely with individuals, family members and family advisory committees.

The **Emergency Management** team is responsible for managing all referrals for individuals aging out of DHS, RTFs, EPSDT and community referrals as well as the referrals for individuals requesting alternative living arrangements. Residential vacancies are monitored to manage waiver capacity and to respond to identified needs in cooperation with residential providers. This team works with SCOs to identify individuals who need services through PUNS and the Emergency Assessment Form. The team works collaboratively with other IDS units to offer support to residential providers and to expand the provider system in order to meet ongoing need for residential supports in the community.

Infant Toddler Early Intervention Unit

Sharon Burke, Manager, sharon.burke@phila.gov, 215-685-5941

Lisa Zeigler, Supervisor, lisa.zeigler@phila.gov, 215-685-5949

The Early Intervention Unit oversees and coordinates all services in the Part C Early Intervention entitlement program for Infants and Toddlers who are birth to three years of age. The unit monitors 40 provider agencies and the service coordination entity to ensure that the Individual Family Support Plan (IFSP) services are delivered according to the Commonwealth's regulations. OCDEL has implemented new business practices which require similar processes to ODP; including authorization of services in PELICAN and direct billing to PROMISE for all services, with direct payment to providers from Treasury for Waiver and Service Coordination services.

Community Services Management Unit

Lynette McMillan, Manager, lynette.mcmillan@phila.gov, 215-685-5929

Tiffany Davison, Supv., Provider Qualification, tiffany.davison@phila.gov, 215-685-5913

Joseph Treegoob, Supv., Provider Monitoring, joseph.treegoob@phila.gov, 215-685-5938

This Unit includes the Provider Qualification and Provider Monitoring units. The work of these units continues to evolve as ODP identifies responsibilities and requirements of providers. Provider Qualification is a responsibility delegated by ODP to the AE and consists of a process in which each provider must meet the Provider Qualification criteria in order to continue as a service provider eligible for reimbursement by ODP. Presently the unit is the lead AE responsible for qualifying and monitoring 92 provider agencies, and also monitors additional providers.

The Unit has ongoing responsibility for using the ODP monitoring protocol to monitor service provision by any of the providers operating in Philadelphia. IDS continues to monitor services on a two-year cycle. The Unit participates in orientation sessions with new providers and conducts agency site visits. The Unit collaborates with other IDS units such as Emergency Management and the SCOs to ensure that agencies are responsive and quality services are provided.

Risk Management Unit - Risk Management, Incident Management, Quality Management

Deborah Cackowski, Manager, deborah.cackowski@phila.gov, 215-685-5940

Karen Kenny, Supervisor, Compliance/POC, karen.kenny@phila.gov, 215-685-5977

Wanda Sabb, Supv., Incident Reports/Investigations, wanda.sabb@phila.gov, 215-685-5981

The primary purpose of the **Risk Management Unit (RMU)** is to identify risk factors and verify that safeguards are in place to protect the health and safety of individuals in the service system. The objective of this unit is to achieve systemic risk management and quality improvement. All service providers are responsible for reporting incidents, investigating incidents and documenting their findings in HCSIS. Incidents including abuse, neglect and deaths are reported into HCSIS and reviewed by the AE and ODP. As required, an RMU investigator conducts independent investigations according to a standard protocol including interviews, collection and analysis of evidence, and collaboration with other government entities including Police and Fire departments and the Medical Examiner's Office.

The **Incident Management Unit** reviews incident reports to determine the need for corrective action to reduce the likelihood of similar incidents and promotes practices that result in an

overall decrease in the use of restraints. Staff works with providers and other stakeholders to conduct root cause analyses to identify issues and develop plans of correction. These systemic plans of correction may include financial audits, review of medication administration, development/revision of policies and training, depending on the deficiency. Staff distributes approved systemic plans of correction to stakeholders and monitors implementation and effectiveness of the plans in addressing the underlying issues and achieving quality improvement objectives. The unit generates and analyzes data to identify systemic issues requiring corrective action, and designs and conducts incident management and data analysis training.

Quality Management Unit - IDS, as an AE, is required to have a written Quality Management (QM) Plan that implements the DPW/ODP strategies and is expected to collaborate with ODP to implement, monitor and evaluate changes designed to achieve system improvements. As a part of the IDS Quality Management Framework, Independent Monitoring for Quality (IM4Q) collects information designed to improve the quality of people's lives. The unit reviews all considerations generated through IM4Q and shares the information with the SCOs. The unit evaluates the quality of the responses and verifies follow-up to unresolved issues.

Service Approval and Authorization Unit

For information about ISP approval and authorization, please contact the assigned Supports Coordination Organization (SCO). A listing of SCOs is located in Section II-E.

The **Individual Support Plan (ISP) Approval and Service Authorization Unit** is responsible for review and approval of ISPs and authorization of all services in the more than 3,800 Waiver ISPs and 3,200 non-waiver ISPs through HCSIS, DPW/ODP's automated information system. Plans are submitted on a year-round basis following an annual review update meeting, and when there is a critical revision. The ISP includes all services to be delivered by all service providers, corresponding rates and other elements. The unit is responsible for administratively preparing plans for the Fiscal Year Renewal Process. This process ensures that service authorizations are complete and available to providers with new rates at the beginning of each fiscal year. Depending on the nature of other service changes, they will be completed by the supports coordinator or an AE representative.

Administrative Services Management Unit

Liat Richardson-Owens, Manager, liat.richardson@phila.gov, 215-685-5912
Pam Vogler, Supervisor, Financial Management, pam.vogler@phila.gov, 215-685-5945
David Lara, Supervisor, Waiver Eligibility, david.lara@phila.gov, 215-685-5974

The Administrative Services Management Unit is responsible for Waiver Capacity Management and Eligibility; Claims Resolution and Financial Management; and AE Oversight.

Philadelphia IDS/AE is responsible for **Waiver Capacity Management**, which consists of managing waiver capacity up to the allotted number of individuals who can be served in the Consolidated and P/FDS Waiver. ODP has assumed responsibility for oversight of waiver capacity in licensed residential programs throughout Pennsylvania. IDS/AE receives an allocation of waiver capacity from ODP, for both the Consolidated and P/FDS Waiver. IDS/AE is not permitted to enroll any individuals above the limit set by ODP.

Individuals in need of service are prioritized each week by the IDS Capacity Management workgroup. This Priority List of individuals is called the “Pre-Queue.” If there is available capacity to serve an individual in one of the waivers, they are placed on the Intent to Enroll List, or “Queue.” Placement on the Queue is contingent upon available capacity in the appropriate waiver and assurance the individual will be eligible for the waiver. When a service provider has an actual vacancy, the provider must submit to IDS/AE the ODP Provider Vacancy Management Notification Form; if the vacancy is in a licensed 6400 Regulations residential option, the form also should be sent to the Regional ODP. In either case, IDS is responsible for identifying a person to fill the vacancy within five days. This unit also is responsible for **AE Oversight**, an annual monitoring process including self-assessment and direct monitoring by ODP.

The **P/FDS and Consolidated Waiver Eligibility Unit** maintains eligibility documentation for over 3,800 individuals receiving waiver services. Individuals must maintain eligibility requirements to receive Medicaid funding. Requirements include financial eligibility and level of care which includes an annual physical examination by a medical professional. The Unit ensures initial applications, subsequent re-certifications, and discharges are submitted to DPW. The unit works closely with County Assistance Offices (CAO), supports coordinators and others. The unit is responsible for two waiver programs: the Person/Family Directed Support Waiver (in-home services), and the Consolidated Waiver (residential and in-home services.)

The **Claims Resolution and Financial Management Unit** has responsibilities associated with direct billing by service providers through PROMISE, the Commonwealth’s automated Medicaid billing and claims resolution system. The unit manages administrative changes to authorizations that are related to changes in service offered or provider-related changes. The unit also reviews service provider utilization and productivity data. The Unit continues to have a role in the monitoring of reimbursement for Base-funded services (State-only funding).

Training and Professional Development Unit

Karen Claiborne-Pride, Administrator, karen.claiborne@phila.gov, 215-685-5937

Wendy Williams, Supv., Public Awareness & ChildFind, wendy.williams@phila.gov, 215-685-4680

Training: The Unit is responsible for the coordination and monitoring of training and technical assistance. Unit staff collaborates with the SCOs and contracted training entities on new training initiatives. The unit developed and implemented a data reporting system for tracking required trainings and hours for the SCOs. The unit provides information and feedback to ODP Consulting. Unit staff collaborates with the DBH Transformation Training and Workforce Development Unit to assess all trainings conducted internally and externally to ensure that the content aligns with both the values and principles of the Department and its tenets of recovery, resilience and self-determination. The Unit also coordinates the training on Personal Outcome Measures, and assists in providing mentoring for the Transition Planning Project. Unit staff has primary responsibility for new initiatives that come from the Commonwealth for implementation by Counties. Currently they oversee the Lifesharing and Everyone Communicates! Initiatives.

Public Awareness and ChildFind: Unit Staff are responsible for IDS events and outreach to the community to educate the community as to the value, needs and promote community inclusion of those with intellectual disAbilities. This unit also educates and promotes awareness of the mission and vision of IDS services. This unit works with the Infant Toddler Early Intervention Unit to coordinate all EI child find activities and conduct outreach to identify Philadelphia children who may need early intervention services.