

**FY 2023 PERFORMANCE PLAN**

<b>DS Support Coordination</b>		ADSD/DS	Vacant Lauren Goodman x1162
Program Purpose	Maximize chosen outcomes for individuals with developmental disabilities through Support Coordination and implementation of services in the least restrictive and most integrated community settings.		
Program Information	<ul style="list-style-type: none"> <li>• Active Support Coordination is a best practice for helping individuals with developmental disabilities thrive in the community in the least restrictive setting.</li> <li>• Active Support Coordination comprises developing, implementing, and monitoring a comprehensive Person-Centered Plan (PCP), also referred to as an Individual Service Plan (ISP) for individuals open to DD Medicaid Waiver or local funded services or receiving Permanent Supportive Housing (PSH) or behavioral health services (i.e., therapy or medication management). Ongoing activities encompass the implementation of the PCP, as well as ensuring the individual’s safety and well-being in the least restricted and most integrated setting.</li> <li>• Prior to September 2016, local Community Services Boards were only mandated to serve individuals with an Intellectual Disability (ID). Beginning in September 2016, CSBs became the front door for all individuals with a Developmental Disability (DD) such as Autism Spectrum Disorder, Spina Bifida, and Cerebral Palsy.</li> <li>• Active Support Coordination is required, without exception, for individuals with a Developmental Disability (DD) Medicaid Waiver. Other reasons for which an individual may receive Active Support Coordination include (1) receiving behavioral health services under the Senior Adult Mental Health (SAMH) program, (2) receiving a local-funded services, or (3) open to Permanent Supportive Housing.</li> <li>• Active Support Coordination requires in-person, face-to-face contact with the individual every 90 days and monthly case management activities that are relevant to the individual’s need.</li> <li>• Enhanced Case Management (ECM) is a subset of Targeted Case Management (i.e., Active Support Coordination) with a key distinction that the in-person, face-to-face contact is required every 30 days with every other visit occurring in the individual’s primary residential (home) setting. Enhanced Case Management was mandated as part of the 2012 Settlement Agreement between the Commonwealth of Virginia and the U.S. Department of Justice (DOJ). Enhanced Case Management is intended to closely monitor individuals with high medical and/or behavioral risks.</li> <li>• The DOJ Settlement Agreement dictates that services provided to individuals with developmental disabilities be person-centered and delivered in the most integrated community setting.</li> <li>• Exit from the DOJ Settlement Agreement was extended by the Supreme Court of Virginia from June 30, 2022 to December 31, 2023.</li> <li>• In alignment with person-centered services, the Virginia’s Department of Behavioral Health and Developmental Services (DBHDS), beginning in 2014, closed four of five Training Centers. The Southeastern Virginia Training Center (SEVTC), located in Chesapeake, VA, remains open</li> </ul>		

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	<p>pursuant to the Settlement Agreement. Arlington continues to have two individuals residing in this facility, by choice of the parents or Authorized Representatives. Since the inception of the DOJ Settlement Agreement, Arlington Developmental Services (DSS) supported 32 individuals in exiting Virginia’s Training Centers and integrating into community-based residential settings (i.e., group homes and own apartments with supports).</p> <ul style="list-style-type: none"> <li>• Employment First requires Community Services Boards (CSBs) to assist individuals in obtaining competitive integrated employment. Competitive integrated employment means that the individual works alongside non-disabled individuals performing the same or similar tasks; are paid minimum wage or higher; and have the same opportunities for advancement and development as their non-disabled co-workers.</li> <li>• Unlike most other localities, the Arlington CSB provides local funding for day support and employment services for individuals not eligible for a DD Medicaid Waiver or on the DD Medicaid Waiver waitlist.</li> <li>• Partners include Arlington Public Schools, Virginia Department of Behavioral Health and Developmental Services (DBHDS), Virginia Department of Medical Assistance Services, Virginia Hospital Center, Virginia Department for Aging and Rehabilitative Services (DARS), City of Alexandria Community Services and Fairfax/Falls Church Community Services Boards, community based residential providers, Employment Service Organizations (ESOs), Arlington County Attorney’s Office, and the Arc of Northern Virginia (private DD Case Management provider).</li> </ul>																				
<p>Service Delivery Model</p>	<ul style="list-style-type: none"> <li>• In FY 2023 all 90-day, 30-day, annual planning meetings, and VIDES assessments were required by DBHDS and DMAS to be completed as in-person, face-to-face contacts. Support Coordinators may opt to use Teams or Zoom for all other contacts. Additionally, members of an individual’s planning team may opt out of the in-person meeting and instead participate using Teams or Zoom with the exception of the Support Coordination and individual receiving services.</li> <li>• The DS Leadership Team will continue to support remote access for indirect services.</li> </ul>																				
<p><b>PM1: How much did we do?</b></p>																					
<p>Staff</p>	<p>Total 18.25 FTEs:</p> <ul style="list-style-type: none"> <li>• 17.0 FTEs Support Coordinators providing Active Support Coordination</li> <li>• 1.2 FTEs Developmental Disability Program Managers and DS Bureau Director</li> </ul>																				
<p>Customers and Service Data</p>	<table border="1"> <thead> <tr> <th></th> <th><b>FY 2020</b></th> <th><b>FY 2021</b></th> <th><b>FY 2022</b></th> <th><b>FY 2023</b></th> </tr> </thead> <tbody> <tr> <td>Total number of individuals receiving active or enhanced Support Coordination</td> <td align="center">261</td> <td align="center">267</td> <td align="center">277</td> <td align="center">291</td> </tr> <tr> <td>    Adults</td> <td align="center">236</td> <td align="center">242</td> <td align="center">234</td> <td align="center">267</td> </tr> <tr> <td>    Children</td> <td align="center">25</td> <td align="center">25</td> <td align="center">43</td> <td align="center">24</td> </tr> </tbody> </table>		<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	Total number of individuals receiving active or enhanced Support Coordination	261	267	277	291	Adults	236	242	234	267	Children	25	25	43	24
	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>																	
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	Program staff also provide Consumer Monitoring support to individuals.				
		<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>
	Total number of individuals receiving Consumer Monitored Support	229	250	275	341
	Adults	66	87	90	132
	Children	163	163	185	209

**PM2: How well did we do it?**

2.1	Customer Satisfaction
2.2	Mandatory Face-to-Face Contact Completion Rate
2.3	Annual Integrated Community-Based Employment Conversation

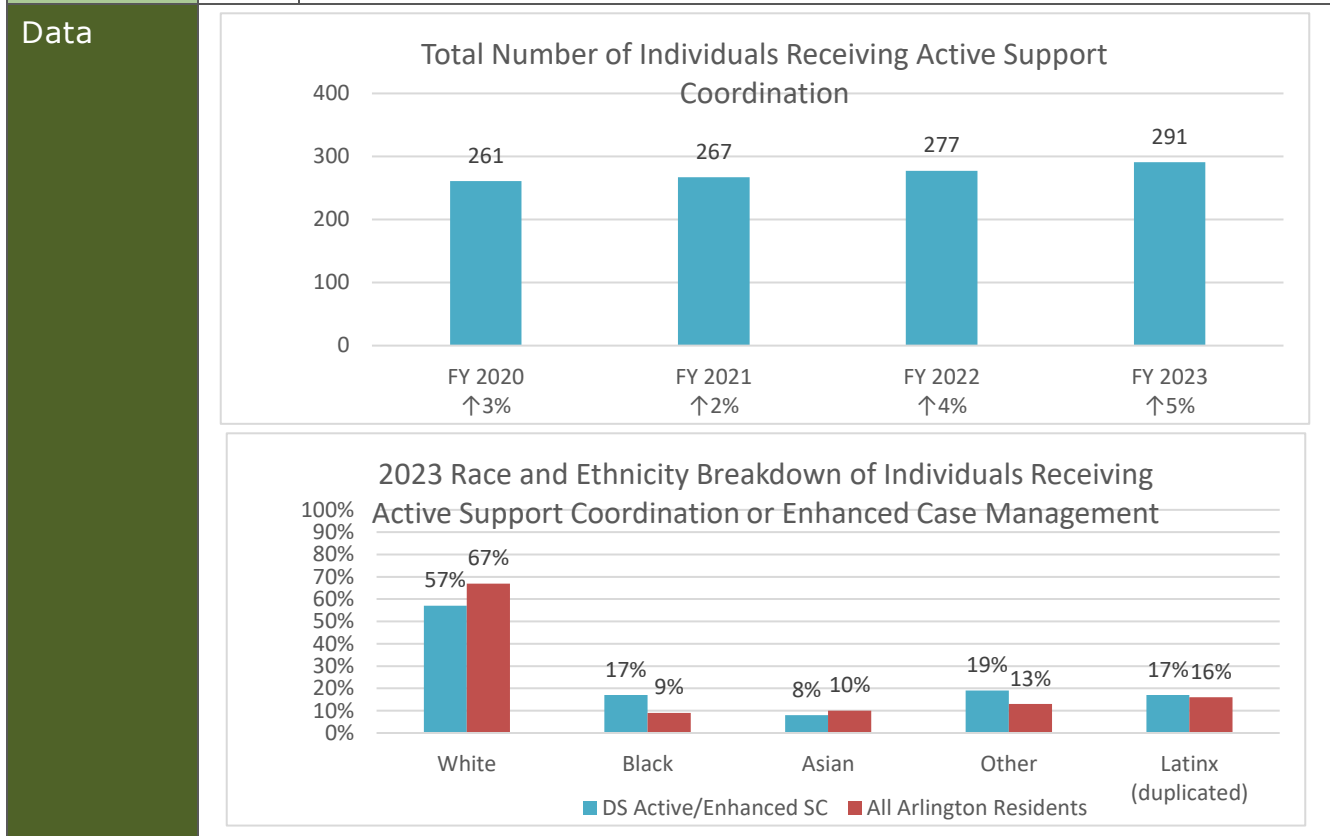
**PM3: Is anyone better off?**

3.1	Individuals in Competitive, Integrated Employment
3.2	Individuals Maintained in Non-Institutional Community Settings

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**DS Active Support Coordination**

<b>Measure</b>	<b>1</b>	<b>Total Number of Individuals Receiving Active Support Coordination, including Enhanced Case Management</b>
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• Since Waiver Redesign in FY 2016, Developmental Services continues to experience rapid increases in individuals referred and accepted for services and subsequently assigned to Active Support Coordination.</li> <li>• The racial breakdown of those individuals served in DS, including Active Support Coordination, has kept pace with the County’s overall racial demographics with a slight increase in “Other.”</li> </ul>
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**What is the story behind the data?**

- In FY 2023, Developmental Services experienced an unprecedented number of referrals during the first quarter (July – September). This is significant considering that a primary referral source, Arlington Public Schools, was on summer break. The program saw an increase in community-based referrals, partly for individuals new to Arlington County from other parts of the region and state.
- Developmental Services did not experience any Support Coordination vacancies during FY 2023 and thus was able to readily absorb the increased individuals open to services. Developmental Disability Services was fully staffed, less a Program Manager, at the close of FY 2023.
- Individuals are open to Active Support Coordination if they have a DD Medicaid Waiver, receive a local-funded service, are open to Permanent Supported Housing, or are open to the Senior Adult Mental Healthy (SAMH) program for behavioral

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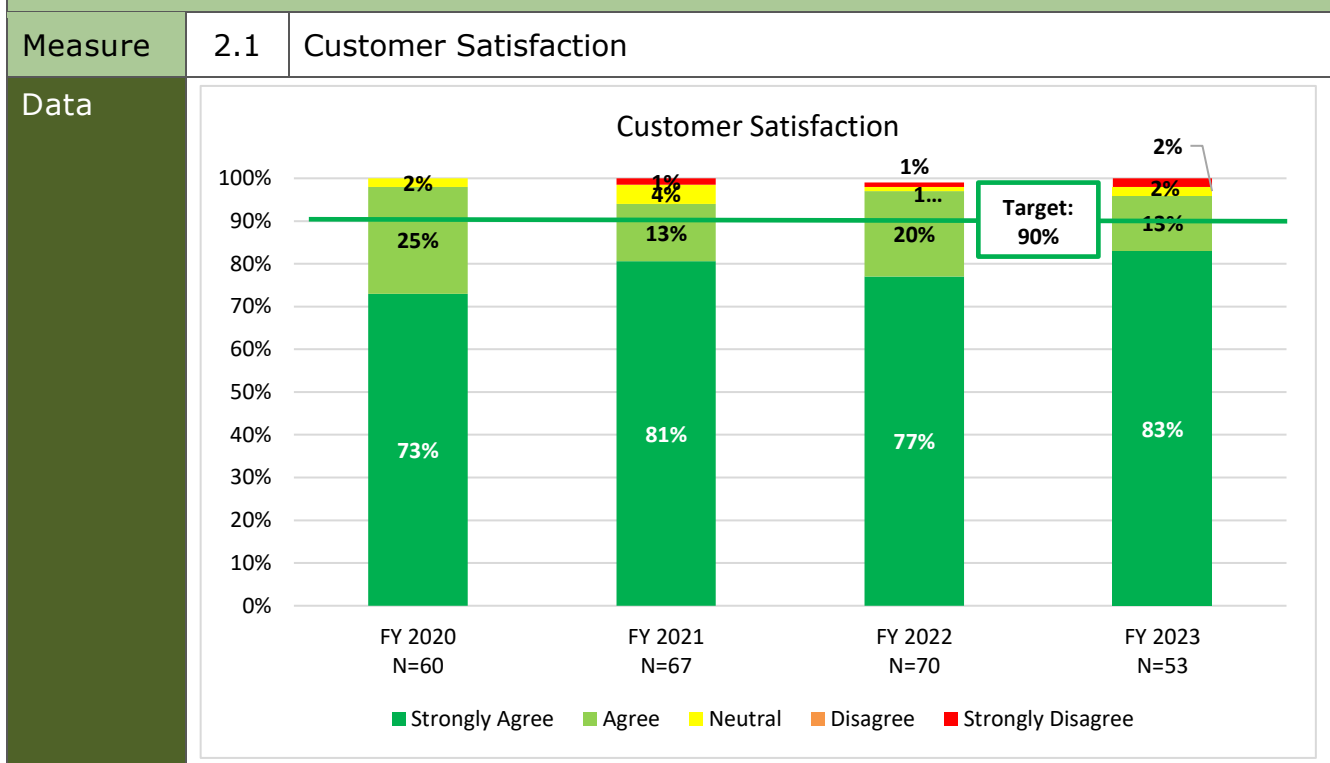
health services. Additionally, developmental Services is required by DBHDS to monitor individuals on the DD Medicaid Waiver list regardless of whether they fall into any of these categories. There is a small percentage of individuals that do not fit into any of the above categories (i.e., do not receive or want service or do not require any services from DS). These individuals can falsely elevate caseload sizes and give the appearance of being served because they are open in the electronic health record.

- In FY 2023, Developmental Services welcomed a new (FTE) position, a Workforce and Community Development Specialist. The staff in this position has minimal (client) contact and thus the role does not impact data contained in this Performance Measurement Plan (PMP). The primary focus of the position is on implementation of the wide array of recommendations from the FY 2022 day support and employment study conducted by Public Consulting Group (PCG) and has been instrumental in raising community awareness about individuals with developmental disabilities and their contributions to society; targeting barriers in the employment workforce, in Arlington; and identifying community-based and employment resources for individuals supported by Developmental Services.
- In FY2020 – FY2022, the program did not have a data collection plan for disaggregating the ethnicity data from the race data. In planning for the FY2023 PMP, the program worked collaboratively with the CSB Quality Assurance Manager to collect this data.
- The ethnicity (Latinx) data is duplicative from data collected for the race demographics.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Continue to adjust staffing, as needed, to accommodate new admissions.</li> <li>• Evaluate individuals admitted to Developmental Services but not receiving any services (unless they are open to the DD Medicaid Waiver waitlist). Consider closing to DS. Continue to disaggregate data for ethnicity.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• FY 2024 Q1 – Q4</li> </ul>
<b>Forecast</b>	
<ul style="list-style-type: none"> <li>• It is projected that Active Support Coordination will increase by 5% in FY 2024, from 291 to 306 individuals.</li> </ul>	

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DS Active Support Coordination



**Data Summary**

- Two hundred seventy-eight surveys were mailed. Fifty three surveys were returned (19%) for which all individuals responded to the overall Support Coordination satisfaction question.
- Of those responding, 96% either strongly agreed (44) or agreed (7) to overall satisfaction with Support Coordination services. One individual (2%) was neutral and one individual (2%) strongly disagreed.

**What is the story behind the data?**

- Annual assessment of Support Coordination provides an opportunity to gauge what is working and what are areas for development, as well as to address global concerns that could lead to broad dissatisfaction.
- The survey is provided in English only. Respondents were advised in multiple languages that the survey could be translated upon request; there were zero such requests.
- Comments suggest that, overall, individuals and/or parents and legal guardians were pleased with Support Coordination.
- To the question: "Share at least one thing you like about your Support Coordinator," several responses conveyed appreciation for timely follow through; being kind and cordial towards the individual being supported; resourceful in finding services; and good problem solving; and returning phone calls.
- To the question: "Share at least one thing you would like to see improved about your Support Coordinator's services," most respondents indicated they "would not change a thing." One respondent, however, commented about a lack of coordination amongst the various service providers (e.g., Day Support and residential, for example) while another communicated, "there's too much paperwork."

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<ul style="list-style-type: none"> <li>• A policy addressing the annual satisfaction survey was final approved in FY 2022 and will be reviewed in FY 2024.</li> <li>• Pursuant to a FY 2022 recommendation, consideration was given to an option to mail the survey based on preferred language indicators as identified in Welligent.</li> </ul>	
<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Discuss with LEP Committee potential methods for obtaining feedback from individuals and caregivers whose preferred language is not English.</li> <li>• Explore options in the new Electronic Health Record to identify and send surveys in the preferred language for each recipient. Options include using the feature in Welligent for capturing family/contact’s preferred language, integrating language question into annual service planning process, or making multilingual survey available electronically (i.e., using a QR code).</li> <li>• Explore alternative options for increasing the survey response rate.</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024, 3rd Quarter</li> <li>• FY 2024, 2<sup>nd</sup> Quarter</li> <li>• FY 2024, 3<sup>rd</sup> Quarter</li> </ul>
<b>Forecast</b>	
<ul style="list-style-type: none"> <li>• In FY 2024, anticipate overall satisfaction with Support Coordination at a rate of 90% or higher.</li> </ul>	

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<b>DS Active Support Coordination</b>																	
<b>Measure</b>	2.2	Face-to-Face Contacts for Individuals Receiving Active Support Coordination															
<b>Data</b>	<div style="text-align: center;"> <p><b>Completion of Face-to-Face Contacts</b></p> <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <caption>Completion of Face-to-Face Contacts Data</caption> <thead> <tr> <th>Fiscal Year</th> <th>30 Day Contact (%)</th> <th>90 Day Contact (%)</th> </tr> </thead> <tbody> <tr> <td>FY 2020</td> <td>95%</td> <td>92%</td> </tr> <tr> <td>FY 2021</td> <td>98%</td> <td>96%</td> </tr> <tr> <td>FY 2022</td> <td>91%</td> <td>89%</td> </tr> <tr> <td>FY 2023</td> <td>84%</td> <td>91%</td> </tr> </tbody> </table> <p><b>Target: 95%</b></p> </div>		Fiscal Year	30 Day Contact (%)	90 Day Contact (%)	FY 2020	95%	92%	FY 2021	98%	96%	FY 2022	91%	89%	FY 2023	84%	91%
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• In FY 2023, 84% of the DOJ/30-day contacts met the compliance standard.</li> <li>• 91% of the 90-day contacts were in compliance.</li> <li>• Data was obtained from Service Reports generated in Welligent (Electronic Health Record).</li> </ul>																
<b>What is the story behind the data?</b>																	
<ul style="list-style-type: none"> <li>• Per the DOJ Settlement Agreement, individuals receiving Enhanced Case Management (ECM) are required to receive a “DOJ” visit (aka 30-day face to face visit) once every 30 days. The Support Coordinator is required to complete this visit in the individual's home setting at least once every other month. All other active individuals are to receive a visit at least once every 90 days. The Support Coordinator is required to complete at least one visit per year in the individual’s home setting.</li> <li>• Face-to-face visits were captured in the EHR using specific location codes and session note templates. Support Coordinators were also required to complete specific assessment forms as part of the 30-day or 90-day face-to-face visits. Through November 2022, Support Coordinators were required to complete a separate DOJ/30-day Assessment form for those receiving ECM.</li> <li>• 30-day contacts that were not in compliance were either late (more than 40 calendar days between visits) or did not occur in the home at least once every other month.</li> </ul>																	



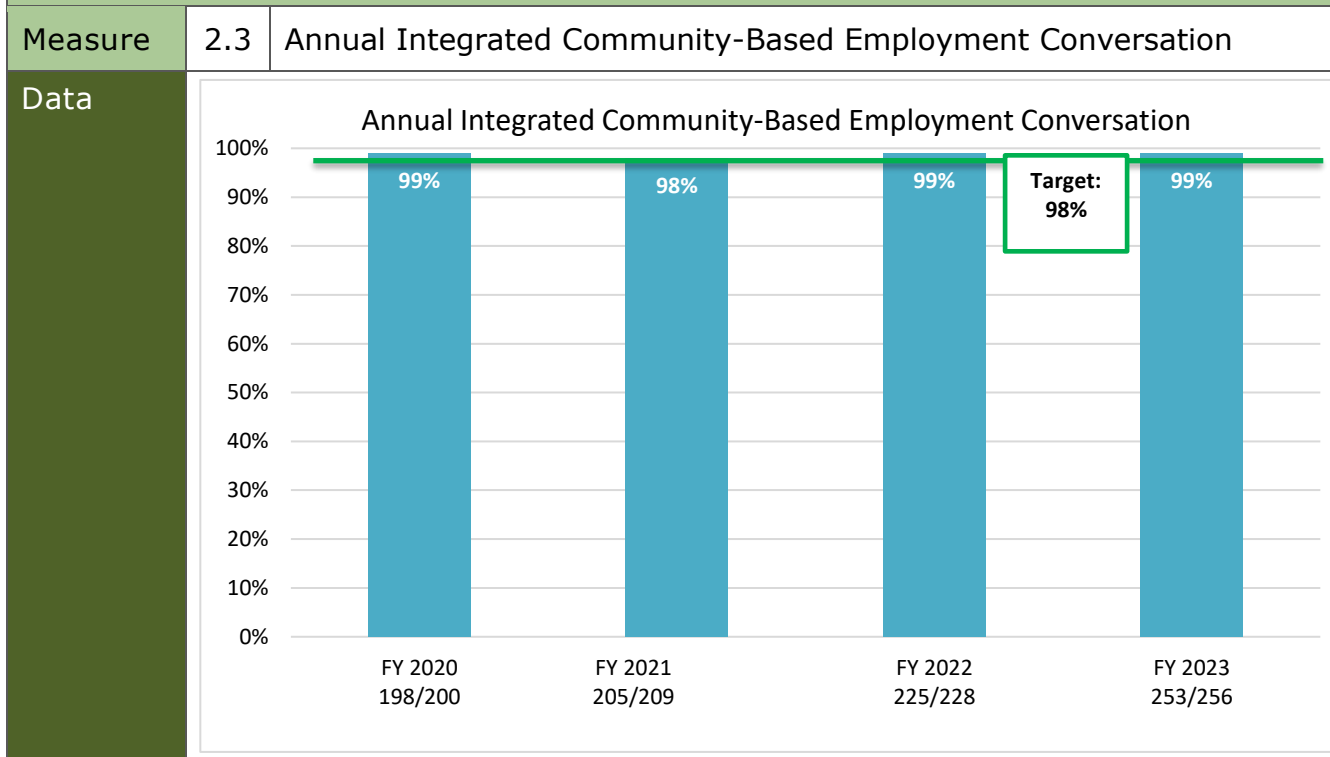
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- 90-day contacts that were not in compliance (completed more than 100 calendar days between visits) were late due to Support Coordinator scheduling the visit too close to the deadline or individuals being unavailable at the time the visit was due.
- On average, most Support Coordinators (88%) completed the 90 and 30-day visits on time and in the appropriate setting. The Clinical and Information Data Manager generates a monthly report related to billing that identifies compliance with both the 30-day and 90-day contacts. Data from this report shows a pattern of non-compliance across certain Support Coordinators compared to others.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Support Coordinators will continue to utilize a caseload tracking spreadsheet in order to aide scheduling upcoming 30-day and 90-day contacts.</li> <li>• In supervision with the Program Managers, Support Coordinators review their monthly case tracking spreadsheets, identify upcoming visits and are strongly encouraged to plan their visits at the 60-day marker instead of waiting for the end of the 90-day period. Support Coordinators will discuss any barriers to scheduling visits with Program Managers during supervision.</li> <li>• In the event that a Support Coordinator has multiple late or missed 30-day or 90-day contacts, it will be recommended by a Program Manager that they utilize the tracking spreadsheet created by Clinical Information and Data Manager and placed in a shared OneDrive folder so it can be easily accessed during supervision.</li> <li>• Program Managers started to use the 'last seen report' generated by the DHS Management Analyst as an additional tool to identify 90-day visits that may be close to or out of compliance.</li> <li>• Support Coordinators demonstrating a pattern of non-compliance in this area in FY 2023 will receive targeted training.</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024; Monthly</li> <li>• FY 2024; Monthly</li> <li>• Ongoing</li> <li>• Ongoing</li> <li>• FY 2024 Q2</li> </ul>
<b>Forecast</b>	
<ul style="list-style-type: none"> <li>• It is projected that a minimum of 95% of all 30-day and 90-day contacts will occur in a timely manner for FY 2024.</li> </ul>	

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**DS Active Support Coordination**



<b>Data Summary</b>	<ul style="list-style-type: none"> <li>• Two hundred fifty three out of 256 individuals (99%) had an annual employment conversation in FY 2023.</li> <li>• An annual “employment” conversation is required by DBHDS for individuals ages 14 to 64 that have a DD Medicaid Waiver. In Arlington, Support Coordinators also have the annual employment conversation with individuals receiving Active Support Coordination for reasons other than having a DD Medicaid Waiver.</li> <li>• The quarterly review, which was modified in the fall of 2021, continued to be the primary method wherein Support Coordinators documented the annual employment conversation.</li> <li>• For thirty-two out of 256 individuals, the data supporting the annual conversation was obtained by review of the annual Individual Service Plan (ISP).</li> </ul>
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**What is the story behind the data?**

- The ‘Integrated Employment Conversation’ occurs, at a minimum, once a year and most often during the annual planning meeting. It is, therefore, documented in the Individual Service Plan (ISP), which is captured in WaMS and OnBase, even though it is expected that Support Coordinators also document this information in at least one of four quarterly reviews.
- Annual training on Integrated Employment Conversations continues to be provided to all Support Coordinators covering steps for having and documenting this annual conversation. In FY 2023, this training occurred in Q1.
- Tracking of annual Integrated Employment Conversations continued to be included in the updated DD Services Quality Assurance/Quality Improvement (QA/QI) Plan, which is reviewed quarterly by the DS Leadership Team.

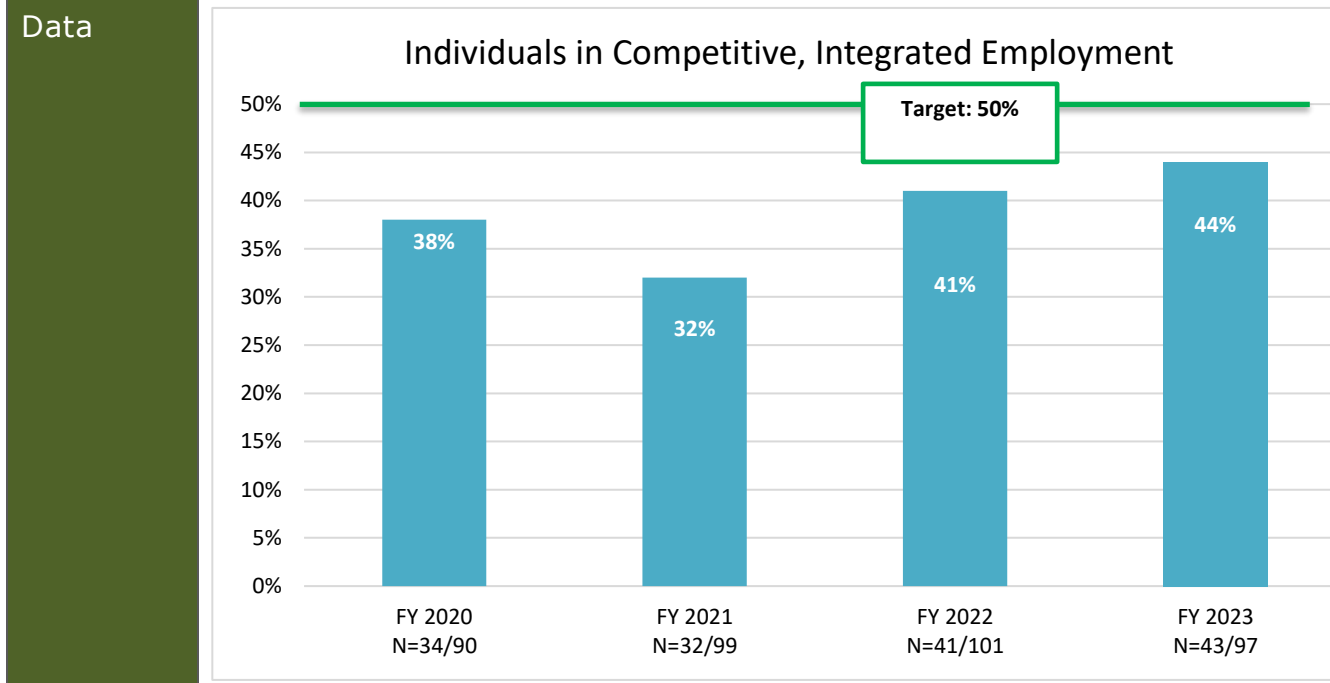
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<ul style="list-style-type: none"> <li>• Compliance with the annual Integrated Employment Conversation continued to be included in the monthly chart audit tool used by Program Managers, the Bureau Director, and the Compliance and Records Management Team.</li> <li>• The Developmental Services’ Leadership Team reviewed employment data with the DBHDS Region 2 Quality Improvement Specialist on one occasion in FY 2023. Access to this data on the DBHDS Teams channel was otherwise limited due to technical difficulties.</li> </ul>	
<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Continue to conduct an annual training on Integrated Employment Conversations for all Support Coordinators.</li> <li>• Continue to discuss quarterly data for the annual Integrated Employment Conversation twice annually at the DS LT level; schedule, in advance, quarterly review dates for the DS LT discussion to better ensure they occur.</li> <li>• Resolve technical issues with the DBHDS Teams channel for ease of access to employment and other data.</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024, Quarter 2</li> <li>• FY 2024 Quarter 2 and Quarter 4</li> <li>• FY 2023 Quarter 2</li> </ul>
<b>Forecast</b>	
<ul style="list-style-type: none"> <li>• Anticipate 98% or higher success rate for Integrated Employment Conversations during FY 2024.</li> </ul>	

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**DS Active Support Coordination**

<b>Measure</b>	3.1	Individuals in Competitive, Integrated Employment
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<b>Data Summary</b>	<ul style="list-style-type: none"> <li>In FY 2023, 97 individuals indicated that they wanted to work. Of these individuals, 43 (44%) were employed in competitive, integrated jobs.</li> <li>Data is obtained from Service Reports in the electronic health record (i.e., Welligent).</li> </ul>
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**What is the story behind the data?**

- The Department of Behavioral Health and Developmental Services has established a standard that for individuals that express an interest in working, a minimum of 50% are to be employed in competitive, integrated employment.
- In FY 2023, the number of individuals engaged in competitive, integrated employment remained stable, with a slight increase.
- As part of the annual Person-Centered Planning process, Support Coordinators document the employment conversation in the Individual Services Plan (ISP) by addressing employment interests, options, satisfaction with current services, barriers to employment and related actions. For those that are currently engaged in or have expressed an interest in employment, they have employment outcome(s) in their ISPs. Progress toward these outcome(s) is assessed at least quarterly by the Support Coordinator and related providers.
- Individuals who are currently employed may have support or services in place such as on-the-job support (i.e., a job coach) to assist in addressing barriers and establishing or maintaining natural support in the workplace.

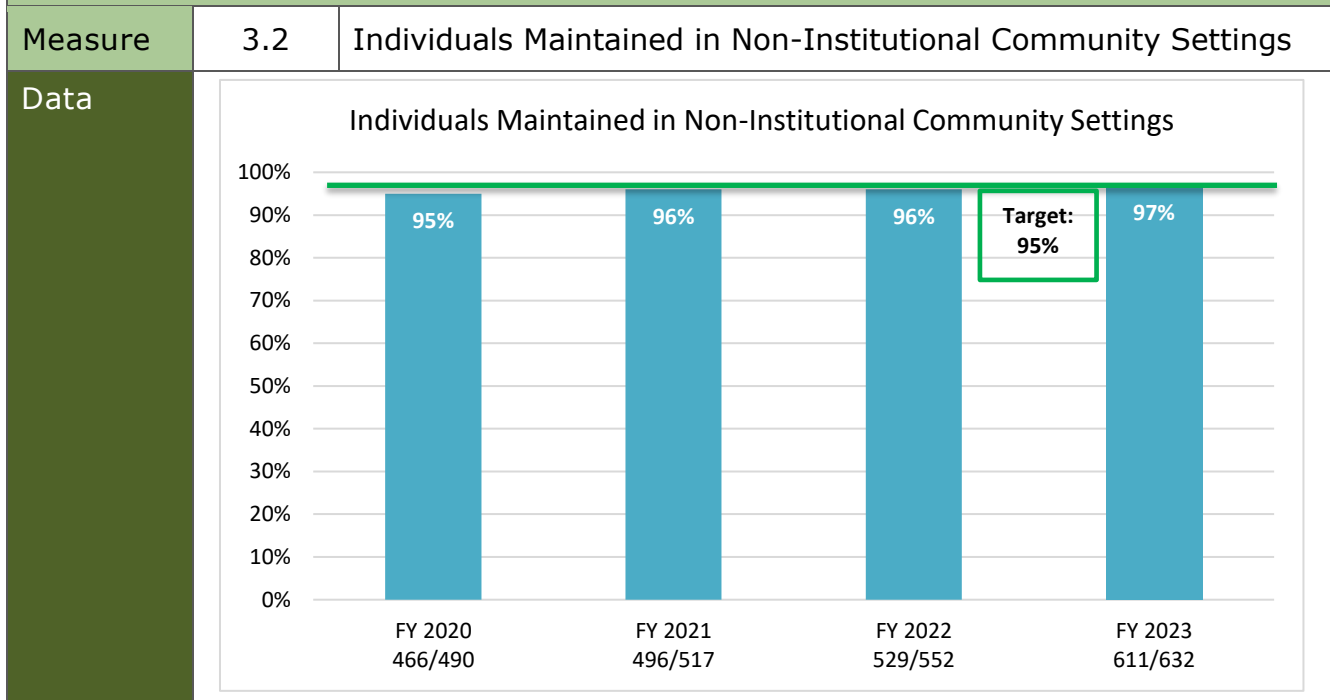
<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>Maintain target at 50%. To date, no CSB in the state has achieved this target; however, Arlington County has</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

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<p>maintained an above average percentage by comparison to most other CSBs.</p> <ul style="list-style-type: none"> <li>• Continue to provide training for Support Coordinators on how to have the employment conversation. In FY 2024, training will include a recorded role play on how to have the employment conversation with individuals at different levels of the employment process.</li> <li>• The Department of Rehabilitation Services (DARS) remains the 'front door' for Individual Supported Employment (ISE). DARS may offer a variety of employment preparation options such as targeted vocational training courses, soft-skills groups (e.g., social skills training) or behavior support based on individual needs. Individuals that are not ready for ISE may seek a less integrated option such as Group Supported Employment (GSE) or an employment readiness group day support program to develop their employment skills with more support. GSE and Day Support are not services covered by DARS, nor are they considered to be competitive, integrated employment options.</li> <li>• The ISP will continue to be amended, as needed, for individuals that lose employment and want to find another job. Individuals who have a change in status will be assessed for Enhanced Case Management with documentation of the change in status will be recorded on the Onsite Visit Tool, completed quarterly for Active Support Coordination or monthly for ECM. This will also be documented in a Welligent session note.</li> <li>• Program Managers and the Clinical Information and Data Manager will track individuals that express an interest in wanting to work.</li> <li>• In FY 2024, Arlington County will launch a new Employment Readiness Group Day Support program. This program will support 15 individuals that express a desire to work but have identified barriers documented in their ISP. In FY 2023, Support Coordinators submitted interest profiles for individuals to be referred to the program upon selection of the contracted provider.</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024</li> <li>• Referrals to DARS will be ongoing throughout FY 2024</li> <li>• Ongoing throughout FY 2024</li> <li>• Quarterly throughout FY 2024</li> <li>• Once a Contractor has been announced, the provider who will evaluate each applicant for admission. The program capacity is 15.</li> </ul>
<p><b>Forecast</b></p>	
<ul style="list-style-type: none"> <li>• Anticipate 45% success rate for individuals who want to work are employed in competitive, integrated employment settings in FY 2024.</li> </ul>	

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**DS Active Support Coordination**



**Data Summary**

- Twenty-one individuals lived in an institutional setting in FY 2023.
- Data was obtained from a Service Report generated in the electronic health records (i.e., Welligent and by direct report from Support Coordinators).

**What is the story behind the data?**

- An institutional setting includes the Southeastern Virginia Training Center (SEVTC), hospitals, nursing homes, rehabilitation centers, mental health facilities, residential treatment programs or Intermediate Care Facilities (ICF).
- The percentage of individuals served in non-institutional community settings improved by one percentage point between FY 2022 and FY 2023.
- Due to high medical and/or behavioral acuity, some individuals’ needs are better supported in institutional settings; though, the goal is always geared towards community-based living for individuals with developmental disabilities.
- All individuals in the DOJ Settlement Agreement population are offered a choice of community-based (i.e., family home, group home, supported living, etc.) versus institutional living (i.e., ICF, nursing home, Training Center). Individuals on the DD Medicaid Waiver waitlist are offered this choice, in writing, once annually up to the time they are assigned a Waiver. At any time, an individual living in an institutional setting or their legal guardian may opt to live in a community-based setting with support.
- Home and Community-Based Services (HCBS) are the opposite of institutional care and provide individuals with opportunities and access to services in their own homes and communities. These services include but are not limited to residential, group day programs, community integration and engagement, employment supports, therapeutic consultation, nursing care, and crisis support.

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- It was determined that an individual must reside in an institution for a minimum of 2/3 of the fiscal year to be considered as someone that was maintained in an institutional setting.
- Two individuals discharged from institutional settings: one from a nursing home to the family home and a second from Grafton to a community-based group home.
- Individual Person-Centered Plans, which are developed by Support Coordinators in partnership with the individual and their planning team, address areas that may put an individual at higher risk for institutional placement. Addressing areas such as healthy living, safety & security, community living, and exceptional behavior and/or exceptional medical support needs in the ISP improves outcomes for the individual and increases the probability of being maintained in their home and community-based setting.

<b>Recommendations</b>	<b>Target Dates</b>
<ul style="list-style-type: none"> <li>• Individuals residing in institutional settings will be provided with a choice of non-institutional community settings at least annually.</li> <li>• Support Coordinators will continue to complete a Crisis Risk Assessment Tool at each face-to-face visit, no more than once per calendar month. This document assesses any change that places an individual at risk for crisis or hospitalization including unstable or unusual behavior, changes in medication, or encounters with law enforcement due to challenging or dangerous behavior. If an individual is determined to be at risk, the Support Coordinator is required to make a referral to REACH. Accessing REACH services may divert some individuals from being placed in an institutional setting by providing support in their community.</li> <li>• Individuals who do not have a DD Medicaid Waiver, and who are at risk for crisis or hospitalization due to unstable medical or behavioral needs, will be assessed using the Priority Needs Screening to determine their priority level. If a DD Medicaid Waiver slot is not available to support their needs, they may be referred to DBHDS through the Emergency Slot request process, if they meet criteria specific to this process.</li> <li>• Arlington County has developed a new community-based group home that will support individuals with high medical or behavioral acuity. The lack of providers who will support individuals in Arlington County has resulted in referrals outside of the county. Support Coordinators have submitted interest profiles for individuals who have expressed an interest in this program.</li> </ul>	<ul style="list-style-type: none"> <li>• FY 2024; Annually for individuals residing at SEVTC or in an ICF</li> <li>• FY 2024; At least quarterly; at intake</li>   <li>• Ongoing throughout FY 2024</li>   <li>• Once a provider has been announced, referrals will be given to the provider to determine who will be supported.</li> </ul>

## FY 2023 PERFORMANCE PLAN

### Forecast

- In FY 2024, anticipate maintaining 95% or greater for individuals residing in non-institutional community-based settings.