Hello all:

I am appreciative of the positive reception to our first weekly last Sunday. We will continue these on a weekly basis with more and varied topics included in each. I would, however, like to continue last week’s mention of our Department’s priorities.

As shared we will be focusing on the delivery of care and case management. In doing so we have established four primary areas of focus. It is our hope that we will be working collaboratively with all system stakeholders to continually improve in these areas:

1. Direct care staff should deliver services according to the individual plan
2. Direct care staff should administer medications and perform medical tasks as prescribed
3. Provide the best case management possible consistent across all 88 counties
4. Design and implement a single assessment and individual plan with a focus on direct care implementation

If these seem basic, indeed they are. Yet they are foundational to our system and will drive our efforts.

**Office of System Support and Standards**

As one of our first steps the following represents the Department’s vision for a soon to be newly named ‘***Office of System Support & Standards’***, formerly known as the 'Office of Provider Standards & Review’.  Our primary objective is three-fold in that we aim to ensure providers have access to the resources they need to better serve our constituents, transform the service and support administration function in a manner that will drive performance toward person-centered outcomes and ensure quality standards and accountability.  The ***Office of System Support & Standards*** will consist of three independent, yet interwoven, areas of focus:  *Provider Suppor*t; *System Standards*; and *Service & Support Administration*.

***Provider Support***

**Purpose**:  To provide resources and support to our community of providers with the intention of increasing the quality of our provider network, while also focusing on the retention of good providers.

**Goal:** To provide information to our provider network in an efficient, friendly manner that is easy to understand, support and drive to positive outcomes.

* Provider Recruitment & Retention
* Onboarding
  + Welcome packet
  + Newly certified providers
  + New licensed settings
* Training & Technical Assistance
* Regional Support Centers
  + Resource Centers (space)
  + Kiosk for providers for certification assistance

***System Standards***

**Purpose:**  To ensure the consistent application of standards across County Boards of Developmental Disabilities and all Provider Types

**Goal:**  To ensure CBDDs achieve a consistency statewide and to develop/maintain a qualified pool of service providers.

* Mandatory training for all department reviewers on a quarterly basis
  + More frequent training for new reviewers and poor performers
* Analyzing department review instruments and revising as necessary to help us achieve desired outcomes
* Increased focus on direct supports and case management
* Quarterly release of OSASS data (i.e., top issued citations); release of this information tied to training resources
  + Open and transparent communication with CBDDs and our Provider Network

***Service & Support Administration***

**Purpose:**  Transformation of the Service & Support Administration (SSA) function.

**Goal:**  Development of a regional system of support that will drive change and establish consistency across the system.

* Development of on-boarding and ongoing training initiatives for SSAs and SSA Supervisors
  + Emphasis on person-centered planning and self-direction
* Implement regional support teams empowered to drive change at the SSA-level
* Develop and implement a single Assessment and Individual Service Plan

We look quite forward to working with all of you to continually improve our system.

Thank you,

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