

**Ohio Department of Mental Retardation  
and Developmental Disabilities**

**PRIMER**

**Priority Goals,  
Strategies,  
Division Functions**

**January 2009**



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**Ohio Department of Mental Retardation and Developmental Disabilities  
(ODMRDD)**

**PRIMER: Priority Goals, Strategies**

**DEPARTMENT'S PURPOSE**

*The ODMRDD is responsible for overseeing a statewide system of supports and services for nearly 80,000 Ohioans with mental retardation or other developmental disabilities and their families.*

**MISSION**

The mission of ODMRDD is continuous improvement of the quality of life for Ohio's citizens with developmental disabilities and their families.

**VISION**

Ohio citizens with mental retardation and other developmental disabilities will experience lifestyles that provide opportunities for personal security, physical and emotional well-being, full community participation, productivity, and equal rights.

**VALUES**

- Lead the development of public policy that supports the self-determination principles of freedom, support, authority, responsibility and confirmation
- Conduct business in an ethical manner and within a formally structured quality management system
- Develop sustainable resources that are consistently and equitably distributed and administered
- Increase the capacity of state and local systems to support individuals and families
- Work collaboratively with partners and stakeholders to positively affect the day-to-day lives of individuals and their families
- Communicate and promote, throughout the MRDD system, an environment of open dialogue about system issues and changes as they are developed and implemented.

**THE FIVE GOALS**

*The ODMRDD will strive to provide:*

1. Less complex service delivery, with fair and logical payment systems
2. Good stewardship of limited resources
3. Quality outcomes, through a combination of people and processes
4. Service delivery models designed in response to choices made by the people served, in alliance with community supports
5. A system-wide vision developed with stakeholders

## **Ohio Department of Mental Retardation and Developmental Disabilities**

### **Primer: Division Functions**

*Information organized by Division*

- 1. Audits**
  - 2. Community Services**
  - 3. Fiscal**
  - 4. Human Resources**
  - 5. Information Technology Services**
  - 6. Legal and Major Unusual Incident (MUI) Services**
  - 7. Medicaid Development and Administration**
  - 8. Office of Policy and Constituent Support**
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#### **1.** **AUDITS**

The Division of Audits performs reviews and audits to validate and ensure that management objectives are being met and to determine if regulatory compliance is being followed. The two types of audits the Division of Audits is charged to perform consist of:

##### **AUDITS OF COUNTY BOARD OF MRDD COST REPORTS**

Audits required by the Application for a §1915(c) HCBS Waiver and the Interagency Agreement the ODMRDD has with the Department of Job and Family Services.

Audits of cost reports are performed in order to validate County Board of MRDD costs presented for reimbursement under a cost-based reimbursement methodology. These audits involve on-site review and validation of supporting documentation and records prepared by the County Boards of MRDD.

##### **WAIVER TRANSACTION AUDITS**

Waiver Transaction Audits are required by the Application for a §1915(c) HCBS Waiver. The audits are performed in order to determine and validate compliance with service documentation requirements and approval of the services as specified in the Individual Service Plan (ISP) and determine if the services authorized in the ISP agree with the Payment Authorization for Waiver Services (PAWS) system to assure a clear audit trail.

The waiver transaction audit procedures ensure that: service documentation exists that fully discloses the extent of services delivered; the information contained in the PAWS system agrees with the ISP; correct 'staff to individual acuity ratios' were maintained; patient liability was properly reported to reduce the cost of waiver services reimbursed; correct eligibility determinations were made and properly used; and, correct funding levels and ranges based on the Ohio Developmental Determination Protocol (ODDP) determinations were used to calculate staffing levels and reimbursements.

## **2.** **COMMUNITY SERVICES**

The mission of the ODMRDD Division of Community Services is to provide a coordinated system of services and supports that are important to an individual and family, and that lead to the achievement of their desired outcomes.

### **RESPONSIBILITIES**

The Division of Community Services is responsible for the following major areas:

- Coordination of Quality Management and Strategic Planning;
- Quality assurance, focused on quality outcomes for individuals and families;
- Coordination of training and other assistance to support County Board of MRDD functions and provider services;
- Coordination and application of protocols for Provider Compliance with Certification standards for Waiver Services and Supported Living, Licensure, and County Board Accreditation;
- Compliance reviews of statewide programs and services delivered by County Boards of MRDD and providers;
- Establishment of accreditation standards, and conducting surveys to monitor compliance by County Boards of MRDD with those standards;
- Oversight and management of ten Developmental Centers (DC's), each certified as Intermediate Care Facilities for the Mentally Retarded (ICFMR);
- Facilities Development -- a resource to County Boards of MRDD, housing corporations, community providers, and Developmental Centers, specific to the continued development of housing options and the management of [Capital Housing](#) dollars and projects.

### **OFFICE OF PROVIDER STANDARDS AND REVIEW**

The Office of Provider Standards and Review (OPSR) conducts licensure reviews of providers and accreditation reviews of County Boards of MRDD. This group also assures that service providers know what standards they must adhere to, and assists them in doing so through staff representatives, technical assistance and training.

### **OFFICE OF SPECIAL INVESTIGATIONS AND ENFORCEMENT**

In this group, staff work in partnership with reviewers from OPSR to assure that County Boards of MRDD and providers who are experiencing challenges that may jeopardize their accreditation, receive the information and support they need.

### **SYSTEM INNOVATION AND TECHNICAL ASSISTANCE**

This group coordinates policy regarding children, autism, employment, and early intervention, and houses the Certification Unit that coordinates certification of Waiver Providers and County Board staff. In addition, SITA provides other operational policy support to County Boards of MRDD and Providers.

### **FACILITIES DEVELOPMENT**

This group plans, develops, and oversees ODMRDD's Developmental Center Capital projects ensuring an efficient and cost-effective use of the Department's Capital Funds. They also are responsible for leases, easements, and property disposition. Additionally, Facilities staff manage the Department's Community Capital Assistance program, through which money is provided to counties and non-profit agencies to be used for the purchase, construction and/or renovation of homes, Early Childhood Centers, and Adult Services facilities.

### **DEVELOPMENTAL CENTERS**

Developmental Centers (DC's) staff support individuals who require comprehensive program, medical, behavioral and residential services, and assure that an array of choices ensure that each resident may experience a life of increasing capabilities and independence. DC's provide all Ohio counties with regional resources to assist individuals if they wish to remain in their community homes, and may provide short-term admissions to assist in the stabilization of behavioral and medical events to help individuals return to their community homes as soon as possible.

## **3. FISCAL**

The Division of Fiscal Administration is responsible for requesting, assigning, and monitoring all incoming and outgoing ODMRDD funds. Included in the Division's purview are all Medicaid support and payment activities to providers, planning and monitoring budget-related activities, payroll, purchasing, accounts payable, accounts receivable, and inventory. The division also staffs the provider support help line where providers can call if they are having problems getting paid. The division also receives and reviews the payment authorization for waiver services (PAWS).

This Division also is responsible for administering the Medicaid Administrative Claiming (MAC) program for the Department and the County Boards of MRDD. This program enables the Department and County Boards to receive federal reimbursement for time spent on certain activities.

## **4. HUMAN RESOURCES**

The Division of Human Resources provides professional and technical human resources programs and services to the ODMRDD Central Office and Developmental Centers. These programs and services involve the following key areas: human resources planning and oversight; policy development; classification and compensation; employee benefits; civil service recruitment; labor and employee relations; equal employment opportunity; health and safety; employee training and

development; and, compliance with federal and state employment laws, rules, and regulations.

## **5.** **INFORMATION TECHNOLOGY SERVICES**

The Division of Information Technology Services is comprised of four components:

### **INFORMATION SECURITY**

Information Security is responsible for creating and implementing IT security policy for the agency.

### **APPLICATION DEVELOPMENT**

Staff in this area design, develop and maintain application systems used by a variety of stakeholders. This group also provides support for business intelligence decision-making. It designs, develops, and maintains data warehousing structures for all applications, and creates reporting structures based on customer requirements.

### **INFRASTRUCTURE**

This group is responsible for the computer network, hardware, Support Center, Developmental Center IT, and servers used by ODMRDD staff.

### **PROCESS & CONTROL**

This team focuses on IT Project Management, Change Management, End User Training, Processes and Procedures and Business Area linkage.

## **6.** **LEGAL and MAJOR UNUSUAL INCIDENT (MUI) SERVICES**

The ODMRDD Legal unit represents the ODMRDD in legal matters, and provides assistance and counsel as needed. The Major Unusual Incident (MUI) and Abuser Registry Unit, as a part of this team, provides oversight and technical assistance to County Boards of MRDD and providers to monitor the health and safety of individuals receiving services in Ohio.

A major unusual incident (MUI Rule [OAC 5123:2-17-02](#)) is defined as any alleged, suspected, or actual occurrence of an incident that adversely affects the health and safety of an individual. There are nineteen types of incidents defined in the rule that are considered MUIs. All of the incidents require that immediate action is taken to protect individuals from further harm, that an investigation is conducted to determine the cause of the incident and contributing factors, and that a prevention plan is developed to reduce the likelihood of future occurrences.

The Major Unusual Incident (MUI) Unit is comprised of three entities including Intake, Regional Managers and Investigators.

The Intake function assures that all Major Unusual Incidents (MUI's) are entered correctly into the on line Incident Tracking System (ITS). Intake assures that incidents include effective immediate actions, appropriate notifications have been made and incidents are classified accurately according to rule. Intake reviews each incident entered into ITS by the county board.

Regional Managers oversee the health and safety systems dedicated to Major Unusual Incident (MUI) management in all 88 counties, and are responsible for the following functions: incident management through the ITS; conducting site visits to County Boards and other providers of service to improve the quality of health and safety systems; training and technical assistance; and, hotline calls.

Abuser Registry investigators have the following functions within the MUI Unit: conducting department directed investigations; conducting site visits as required to maintain and improve the quality of MUI investigations; providing training and technical assistance, mentoring investigative agents and others; and management of the Abuser Registry system for the State of Ohio.

In addition, the MUI Unit performs statewide functions to assist County Boards and other providers including Health and Safety Alerts, Information Notices, Mortality Review Information, and Pattern/Trend identification.

## **7.** **MEDICAID DEVELOPMENT AND ADMINISTRATION**

### **GENERAL MEDICAID WAIVER INFORMATION**

Medicaid Waivers make services available so that an individual may remain at home instead of living in an institutionalized residential setting, such as a nursing home or other congregate setting. Medicaid is the funding stream for the waiver services. Medicaid does not pay money to a person; instead, it pays a provider that delivers services to the person.

Currently, the ODMRDD administers two Medicaid waivers: the *Individual Options (I/O) Waiver* and the *Level I Waiver*.

The Level I Waiver is for people with mental retardation or other developmental disabilities who require the care given in an Intermediate Care Facility for the Mentally Retarded (ICFMR) but want to live at home and have a network of families, friends, neighbors, and professionals who can safely and effectively provide the needed care. The cost for this help cannot be more than the Level I Waiver allows. The Level 1 Waiver offers different services with set spending limits, but some of the limits can be changed with approval from the local County Board of MRDD.

With the I/O waiver, Medicaid will allow people to stay in their homes and get support, rather than require them to live in an ICFMR. The I/O Waiver pays for:

- Homemaker/personal Care
- Home Modifications and adaptations
- Transportation
- Respite Care

- Social Work
- Home-delivered meals
- Nutrition
- Interpreter Services
- Specialized Adaptive or Assistive Medical Equipment and Supplies
- Supported Employment
- Day Habilitation
- Adult Day Services

### **WAIVER ADMINISTRATION**

ODMRDD's Medicaid Waiver Administration manages waiver eligibility and related issues, and the Waiver Management System.

### **DRA/2020**

Medicaid Administration provides manages technical support for day-to-day questions pertaining to the operation of the Daily Rate Application (DRA), and cost projection tools such as the 20/20.

### **PRIOR AUTHORIZATION**

Prior Authorization deals with Technical Assistance and case-specific questions related to the Prior Authorization system and possible improvement suggestions, as well as questions related to statewide Autism issues.

### **MEDICAID HEARINGS**

Medicaid deals with state Medicaid Hearing issues and due process.

### **MEDICAID POLICY**

Medicaid Policy handles questions concerning waiver transition; Medicaid Buy-In; policy or rule issues surrounding Prior Authorization; Day Array, and other related topics. They also deal with questions related to the Adult Foster Care rule, HOME Choice, and other general Medicaid rule questions associated with Medicaid-funded waivers, and self-determination.

### **PASRR**

Pre-Admission Screening Resident Review (PASRR) is the process that ensures that all individuals with MRDD are appropriately evaluated to determine if they require nursing facility placement on a temporary or permanent basis, in accordance with federal and state regulations.

### **MEDICAID STAFF**

ODMRDD's Medicaid Staff deals with a variety of other technical systems issues. For more information, please visit <http://www.mrdd.ohio.gov/medicaid/medicaid.htm>

## 8.

### **OFFICE OF POLICY AND CONSTITUENT SUPPORT**

The Office of Policy and Constituent Support (OPCS) assists in the development of departmental policy, including administrative rules and legislation, and is a part of the Director's Office. OPCS also oversees the areas of communications, and family and constituent support for ODMRDD. The following specific types of advice and assistance are provided:

- Advice on interpretation of and compliance with statutes and rules;
- Development and review of policy, legislation, rules and procedures, including the Administrative Rules process;
- Publication of *Pipeline* and *Pipeline Quarterly* newsletters;
- Response to media calls related to ODMRDD;
- Response to constituent concerns related to ODMRDD; and,
- Liaison to the General Assembly and Governor's office.

#### **FAMILY AND CONSTITUENT SUPPORT**

ODMRDD's Family and Constituent Support team travels throughout the state to meet personally with advocate groups, and work with County Boards of MRDD and other professionals on behalf of individuals and families, to seek solutions to various challenges. They also provide policy guidance and strategic planning support to ODMRDD regarding parent/family and advocacy issues, and develop handbooks and other materials specifically written for individuals and families, to help them understand the system.

Family and Constituent Support also oversees the ODMRDD Family Advisory Council (FAC), which meets every two months and offers speakers on topics that families and self-advocates have requested. The purpose of this Council is for the members to take back the information to their counties, and share it with other families, locally. Currently, there are approximately 300 Family Advisory Council members who represent about 40 counties in Ohio. More information is available at <http://mrdd.ohio.gov/families/>

#### **RULES COORDINATION**

Administrative rules govern the actions, roles, and requirements of state agencies such as the ODMRDD, and the agencies that provide services in Ohio's MRDD system. Once rules are adopted, they become part of the Ohio Administrative Code (OAC) -- a compilation of the rules adopted by state agencies. The rules are reviewed and revised as necessary on an ongoing basis, to ensure that agencies meet the needs of their constituents and adhere to law and best practice standards. The Administrative Rules Coordinator supports department activities regarding rule development, review, and revision, and serves as the liaison between the ODMRDD and the State's Joint Committee on Agency Rule Review (JCARR).

For more information about administrative rules, contact Becky Phillips, Administrative Rules Coordinator, at [Becky.Phillips@dmr.state.oh.us](mailto:Becky.Phillips@dmr.state.oh.us) or by phone at (614) 644-7393.

## **LEGISLATIVE AFFAIRS**

The Legislative Liaison acts as a vital link between the ODMRDD and the Ohio General Assembly, offering support to members of the legislature, as well as all areas of the Department. The Liaison's primary responsibility is to work on issues that impact the MRDD community through the law-making processes, and answer constituent inquiries. Enacted laws are codified in the Ohio Revised Code (ORC). The legislative function includes the following activities:

- Crafting laws to address system needs;
- Monitoring progress of bills through the legislature;
- Briefing the ODMRDD leadership team on legislation, including analyses of bills and their potential impact;
- Working with other divisions within the ODMRDD to develop a position on legislation;
- Testifying before and lobbying legislators;
- Negotiating changes and coordinating with advocacy groups;
- Assisting with the resolution of problems or concerns raised by constituents;
- Acting as a key contact for legislators and their staff.

For more information about legislation, contact Mark Seifarth, Legislative Liaison, via e-mail at [Mark.Seifarth@dmr.state.oh.us](mailto:Mark.Seifarth@dmr.state.oh.us) or by phone at (614) 752-4676.

## **PUBLIC INFORMATION AND COMMUNICATIONS**

The Communications team serves as the Public Information Office of ODMRDD, and handles all media inquiries and issues for the Department. Communications also publishes the *Pipeline* family of news publications; creates audio-visual presentations for ODMRDD staff on various subjects; oversees the content of the ODMRDD website at [www.mrdd.ohio.gov](http://www.mrdd.ohio.gov); and, develops a plan of communication for significant media issues and events.

For more information about this functional area, contact Sherry Steinman via e-mail at [Sherry.Steinman@dmr.state.oh.us](mailto:Sherry.Steinman@dmr.state.oh.us) (614) 644-0262 or Aaron Powell Jr. at [Aaron.Powell@dmr.state.oh.us](mailto:Aaron.Powell@dmr.state.oh.us) or by phone at (614) 644-0263.

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End ODMRDD PRIMER  
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