



DHS Office of Intellectual Disability

Professional Office Park, 2020 Ardmore Blvd., Rm. 380
Forest Hills, PA 15221

412-436-2750 / 412-271-1392 (fax)
24-hour emergency service - 412-350-4457

Established in July 1996 (formerly MH/MR/D&A/H&H)

Administration

Patricia L. Valentine, DHS Executive Deputy Director for Integrated Program Services

Donald Clark, DHS Deputy Director, Office of Intellectual Disability

MH/ID Advisory Board (15 members)

Oversight

Pennsylvania Department of Public Welfare, Office of Developmental Programs

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 mental retardation to live according to the principles of self-determination.

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
 - Consolidated Waiver

Office of Intellectual Disability Overview

People Served* (2015)

- 6,332

OID filled positions (a/o 1/16)

- 5

Base-funded** agencies under contract (FY 2015-16)

- 43

Budget (FY 2015-16)

- \$11.9 million (2.0% county funds, 67.2% state, 30.7% federal, 0.1% other funds)
- 93% of total budget is distributed to contracted agencies

* All of these individuals receive Supports Coordination services. Some also received services via ID Consolidated or Person Family Directed Support (PFDS) Waivers

**Approximately 130 agencies provide ID services to Allegheny County residents are contracted directly with Pa. DHS/ODP.



2016

Allegheny County

Department of Human Services

Marc Cherna, Director

Patricia L. Valentine, Executive Deputy Director for
Integrated Program Services

Office of Intellectual Disability

Donald Clark, DHS Deputy Director, OID

Professional Office Park, 2020 Ardmore Blvd., Rm. 380

Forest Hills, PA 15221

Phone 412-436-2750 / Fax 412-271-1392

Intake/Registration 412-253-1250

412-350-4457 (24-hour emergency situations service)

Background

The Department of Human Services (DHS) Office of Intellectual Disability (OID) is the county's public office responsible for providing Allegheny County residents with a coordinated, community focused system of high-quality and cost effective services, programs and opportunities that enable those with an intellectual disability to live according to the principles of self-determination.

On July 1, 2010, the Office of Mental Retardation/Developmental Disabilities (MR/DD) became the Office of Intellectual Disability. The name change coincided with the movement to replace the term mental retardation with intellectual disability.

OID has two office locations:

2020 Ardmore Blvd.
Suite 380
Forest Hills, PA 15221

110 Roessler Road
Suite 300 D
Green Tree, PA 15220

For more information on eligibility and how to register for intellectual disability (formerly mental retardation) services with the OID, visit the DHS website under "[OID FactSheets.](#)"

Self-determination philosophy

Allegheny County believes that persons with an intellectual disability have the same rights and should be afforded the same opportunities to live, work, and find recreation in the same environments as other Allegheny County citizens. People with an intellectual disability need to be free to exercise these rights and to accept responsibility for their decisions.

Administration

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

Responsibilities

The Allegheny County Office of Intellectual Disability, also known as the Allegheny County

Administrative Entity, in conjunction with other Allegheny County 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 with an intellectual disability 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, community based intellectual disability services which include but are not limited to residential services, supports coordination, adult developmental training, facility-based and community-based supported employment, Lifesharing, transportation, adaptations to the home and/or vehicle, habilitation, and special therapies.
- Provides technical assistance and training to stakeholders.
- Conducts annual financial audits of provider agencies and Supports Coordination Organizations to assure compliance with state fiscal standards.
- Conducts monitoring of provider agencies to assure service delivery as authorized.
- Plans and implements new program initiatives as developed by ODP.
- Responds to requests for assistance, complaints and appeals.
- Reports and manages incidents as defined by ODP.
- Oversee waiver capacity management activities.
- Act as central intake and registration of individuals who are seeking services.
- Monitor various activities related to the quality management of both individual and system indicators.

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
 - Consolidated 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 the Pennsylvania Office of Developmental Programs (ODP) in the determination of how the Medicaid Waivers (Consolidated and Person/Family Directed Support) are to be implemented. The ODP must assure CMS that the requirements that are set forth in implementing the waiver are met so that waiver recipients will receive uninterrupted services and providers will receive prompt payment for services rendered.

• Office of Developmental Programs (ODP)

The Pennsylvania 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 the waivers and to exercise oversight over the performance of waiver functions of other agencies.

• Office of Developmental Program Communications

Office of Developmental Program Communications are formal documents that are generated by ODP that transmit information, make an announcement, transmit a regulation interpretation or issue a policy guideline to affected individuals and organizations outside PA DHS.

• Office of Developmental Program Bulletins

Bulletins are the rules and regulations for the ID system across Pennsylvania and 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 is intended to communicate with external individuals and organizations. A bulletin is a public document. The number of bulletins created each year varies and depends on the specific trends and developments throughout the state, as well as the need for statewide compliance with CMS, licensing, and Targeted Service Management.

For more information on ODP communications and bulletins, visit the DHS website at [Web sites of interest - Intellectual disability](#). For viewing specific ODP Bulletins, visit the [PA. Department of Human Services \(DHS\)](#) or [Pennsylvania Training Partnership for People with Disabilities and Families](#) website.

- **Administrative Entity Operating Agreement** is a business agreement between the 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 for individuals with intellectual disability. ODP assumes, through this agreement that the Administrative Entities will agree to continue their participation in the Consolidated and Person/Family Directed Support Waivers (P/FDS) for that fiscal year. Each fiscal year, a new AE Operating Agreement is developed and signed, which replaces the agreement of the previous fiscal year. The fiscal year is July 1 through June 30.
- **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.

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 CMS and ODP. For the most part, guidelines are developed as a result of finalized bulletins distributed from ODP (see Developmental Program Bulletins section above). However, guidelines can be developed without the introduction of a new bulletin, for instance when any AE process changes.

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

Service Delivery

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

- **Supports Coordination**

Any Allegheny County resident in need of services or supports for themselves or for a family

member with an intellectual disability can contact the OID Intake/Registration Team at 412-253-1250. After the Intake/Registration Team verifies the person's eligibility and the registration process is complete they can begin receiving supports coordination through the ID service system. There are three supports coordination organizations (SCO) in Allegheny County:

- Mon Valley Supports Coordination
- FamilyLinks
- Staunton Clinic

The main roles of supports coordinators are to locate, coordinate, and monitor supports and services for the individual. The supports coordinator, known as the SC, will meet with the individual at least annually.

Based on the important values and desired outcomes expressed by the person and their family, an Individual Support Plan (ISP) is developed. The supports coordinator, through a person-centered process, assists the person and their family in prioritizing their needs and identifying the supports that are necessary to meet those needs.

More about registration, eligibility, supports coordination, the ISP, and other system and services related information can be found on the DHS website under "[OID FactSheets.](#)"

- **Home and Community Based Services (HCBS)**

HCBS are provided in a person's home and community in order to assist a person in acquiring, retaining, and improving self-help, socialization and adaptive skills. These services are typically accessed through a Home and Community Based Waiver, such as the Consolidated or Person/Family Directed Support Waiver. Services may be delivered through traditional ID 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 of the [Home and Community Services Information System \(HCSIS\) homepage](#). Information on participant-directed services can be found on the [ODP Consulting website](#).

Funding Sources

- **Targeted Service Management (TSM)**

People who have registered through OID are eligible for targeted service management (TSM), or supports coordination, that helps them to locate, coordinate and monitor services. Providers of TSM are not permitted to provide direct ID services, such as residential services, habilitation, transportation or adult development training.

- **Base funding**

People who have registered through OID may be eligible for services through base funding. Base funding is made up of state dollars. Base funding continues to decrease within the overall ID service system budget.

- **Waiver Services**

In 1981, congress authorized the "waiver" of certain federal requirements to allow a state to provide home and community based services to a person who might otherwise require an institutional

setting. This program is the Medicaid alternative to providing comprehensive long-term services in institutional settings.

Pennsylvania operates several waivers. However, there are only two waiver programs within the ID system: Consolidated Waiver and Person/Family Directed Support Waiver. These are considered Home and Community Based Waivers and are federal and state funded.

More about intellectual disability waiver services and other system and services related information can be found on the DHS website under "[OID FactSheets.](#)"

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 Pennsylvania Department of Human Services (PA DHS) program offices that support the Home and Community Based Services Programs and Medicaid waivers. It includes the application of quality, client, financial and reporting functionalities.

Supports coordinators, providers, OID, and ODP are the only entities that have access to specific client information, and these entities only have access to clients who are directly linked to their programs. Public portions of HCSIS include the ID Supports and Services Directory (SSD).

For more information, visit the DHS website under [Web sites of interest - Intellectual disability](#) or the [HCSIS website](#).

• The Individual Support Plan (ISP)

The ISP is an individual's summary of their planned services and supports, identified as a result of the individual, family, provider and supports coordinator's review of preferences, outcomes, health and safety information and medical information. 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 following dynamic values of the ID system 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 and ideals
- Providing a consistent response toward the individual based on their desires
- Striving for improved financial accountability

For more information on the ISP, visit the DHS website under "[OID FactSheets](#)".

• Prioritization of Urgency of Need for Services (PUNS)

The PUNS is the tool used to understand the needs of people waiting for ID 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.

The PUNS was originally developed to have a way to systematically monitor people awaiting ID 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 budget request.

For more information on the PUNS, visit the DHS website under "[OID FactSheets](#)".

- **Supports Intensity Scale (SIS)**

CMS required that Pennsylvania establish a standardized universal screening process for individuals receiving the Consolidated or Person/Family Directed Support Waivers. In 2007, ODP contracted with an independent vendor, Ascend LLC, to be 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 the [AAIDD](#) website.

- **Quality Customer Service**

- The Allegheny County Administrative Entity (AE)/OID provides quality customer service to people with an intellectual disability, family members, service providers and the community by responding 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 the individual is registered for assistance or information.

- **Director's Action Line**

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 program offices or contracted providers.

Eligibility and Registration

The first step in accessing supports coordination services in Allegheny County is to call the OID Intake and Registration Team at 412-253-1250. As a general rule, an individual is eligible for supports coordination services if their standardized intelligence test reflects an IQ score of approximately 70 or below. Also needed is adaptive testing and a diagnosis of intellectual disability (including a mild, moderate, severe or profound level of intellectual disability) with onset prior to age 22 years. Intellectual disability (ID) was formerly known as mental retardation (MR). Documentation may reflect either ID or MR.

Please visit the Allegheny County DHS website under "[OID FactSheets](#)" for more information on eligibility.

If the individual is eligible for services, an intake meeting is scheduled with the individual and/or family. At this meeting a supports coordination organization is chosen so that the individual can then begin receiving supports coordination services.

For more information on eligibility and how to register for intellectual disability services, visit the DHS website under "[OID FactSheets](#)."

More Information

For additional Allegheny County OID or intellectual disability service system information and resources, please visit [the Allegheny County DHS website](#) where you will find additional FactSheets not mentioned in this document, links to important websites and resources for information.

The Allegheny County DHS website also provides the opportunity to be added to the OID [Key Communicator](#) e-mail distribution list. Key Communicators receive emails from OID that include information about resources, workshops, informational materials, special education and community events. The Key Communicator form provides instructions on how to be added to the distribution list.