

MEORC

Mid East Ohio Regional Council

MEORC...
leading in
Innovation,
VISION,
Accountability,
AGILITY
and Valued as a
high performing,
customer-focused
agency
inspiring the
PURSUIT of
excellence.

PRODUCT DIRECTORY

**Serving County Boards of MRDD:
Belmont, Carroll, Coshocton, Fairfield,
Guernsey, Harrison, Hocking, Holmes,
Jefferson, Knox, Licking, Monroe, Morgan,
Muskingum, Noble, Perry, Tuscarawas &
Washington**

MEORC Comprehensive Directory of Products

Table of Contents

Introduction to Mid East Ohio Regional Council of Government (MEORC)	3
MEORC Mission Statement and Goals	4
MEORC Products Defined	5
MEORC New Product Development Process	6
Business Products	8
Authorized Representative Payee	9
Business Management Service	12
Billing Services	16
Payment Processing	19
Special Enterprise Investment Fund	23
Waiver Management	25
Quality Products	32
Accreditation Readiness	33
Behavior Support Services	37
Medication Administration & HRA Training and Certification	41
Nursing Quality Assessment Review	45
PATHS	48
Provider Compliance Review	52
Medicaid Waiver Review	54
Quality Assurance Review	56
Quality Service System	59
Investigative Services Products	63
Investigative Services	64

Introduction

We are pleased to present the Mid-East Ohio Regional Council of Government (MEORC) Product Directory for publication to our customers. The MEORC Product Directory is an important document that describes how we strive to accomplish our mission:

“MEORC EXISTS TO IMPROVE THE QUALITY OF LIFE FOR INDIVIDUALS WITH DISABILITIES”.

Our customers include eighteen county boards of mental retardation and developmental disabilities in southeastern Ohio located in Belmont, Carroll, Coshocton, Fairfield, Guernsey, Harrison, Hocking, Holmes, Jefferson, Knox, Licking, Monroe, Morgan, Muskingum, Noble, Perry, Tuscarawas and Washington counties. Our Board of Directors is representative of the Superintendents of these eighteen boards. They provide the leadership and direction for our agency to accomplish its mission.

The Product Directory defines concepts of core products, bundling, value-added benefits and a la carte participation for our customers. The directory also describes the process used for new product development. Most importantly, the directory includes an exhaustive list and description of the diverse array of services and products we provide to our customer county boards that ultimately improve the lives of individuals with disabilities.

As part of our dedication to quality systems we update our MEORC Product Directory annually, reflecting a commitment to improving our products and adding new ones that help us better meet our customers needs each day.

Please contact us at Mt. Vernon 740-397-4733 or Cambridge 740-439-9888 if you have any questions or comments. Also, please visit our website at www.MEORC.com to learn more about MEORC and our county boards.

Thanks for your interest in MEORC and we welcome your feedback on how we can better serve you.

Our Mission:

**MEORC EXISTS TO IMPROVE THE QUALITY OF LIFE FOR
INDIVIDUALS WITH DISABILITIES**

Our Vision:

MEORC...
leading in
Innovation,
VISION,
Accountability,
AGILITY
and Valued as a
high performing,
customer-focused
agency
inspiring the
PURSUIT of
excellence.

Our Goals:

Goal 1: MEORC County Boards will obtain the highest possible outcomes as measured by external review processes.

Goal 2: MEORC will be a highly efficient and effective quality-driven agency as measured by performance excellence criteria.

Goal 3: All stakeholders will value MEORC products as measured by stakeholder satisfaction surveys.

MEORC Products Defined

I. MEORC Core Products

Core Products - Core products are those products that a segment of MEORC members have elected to support through shared funding and/or in-kind contribution to recover the MEORC cost to provide the product. The parameters of core services are distinct and defined in the comprehensive description in the service directory. The parameters of each core service enable the actual “shared cost” of the product to be identified for purposes of developing a cost proposal and ultimately the fair share for contributing members.

II. Value Added Benefits

Value Added Benefits - Nearly all core products provided at MEORC have defined value added benefits for those members purchasing them. These benefits are described in the comprehensive product description. Value added benefits are those benefits that add value beyond what may normally be expected from a vendor meeting the minimum requirements of a needed product.

III. Bundled Core Products

Bundled Core Products-Occasionally core products are bundled into a “package” of like services that results in additional savings for participants.

IV. A la Carte Participation

A la Carte Participation - A customer of MEORC purchases a core product without purchasing a larger “bundled package” of services.

A la Carte participation is always paid at a premium by the member needing the product. A premium is paid to ensure that the existing contributing members who are purchasing “packaged” or “bundled” core products will not be negatively impacted by a separate a la carte purchase.

A la Carte participation is also appropriate when a member has a need for a portion of the core product but not all the fully described features of the core product. Typically the parameters of this type of a la carte participation are outlined in an agreed to statement of work.

V. Additional Benefits for MEORC Members

Legal Services

All MEORC members benefit from MEORC's budgeted line item for legal services. The MEORC Board may deploy MEORC to utilize the legal line item funds to investigate and advise on common issues facing the sector.

Efficient Communication Options

MEORC maintains a conference line and a virtual meeting room that facilitates effective and efficient alternatives for meetings.

MEORC New Product Development Process

Step 1. Idea stage - MEORC members identify a potential new service idea for outsourcing or meeting a mandate.

Step 2. Prototype Stage - A description of the new product idea is developed by MEORC assigned staff. This description provides enough detail to enable a member to decide if they are interested in the new product.

Step 3. Interest Survey - MEORC conducts a survey to all members seeking either definite interest in the product or potential interest in the product with questions. The survey may be conducted via web-based survey tools (i.e. surveymonkey.com). Those members that may be interested are contacted to answer any questions they may have related to the potential product. Additional comments from the survey will also be included in design elements of the product.

Step 4. Level of Need Inquiry - What is the level of need among the interested members? This stage attempts to quantify the potential needs of interested members in order to determine the level of resources necessary to provide the product.

Step 5. Development of Statement of Work - In concert with the interested members, the product is designed. Details related to what the product looks like, how it is provided, parameters and scope of the product are codified into a statement of work.

Step 6. Shared cost proposal - Based on the statement of work and final draft product design, the cost of the new product is established. The total cost of the product is shared among the interested members using a fair and equitable methodology based on each member's usage of the product. Unit of measure decisions on how the product is purchased will be made at this step (i.e. per instance of service, annual payment, etc.).

Step 7. Decision to present for approval, redesign, or abort - The interested members will analyze the final product and shared cost to make a decision of whether this is a viable product that MEORC can provide at a cost that is pragmatic for the members. At this point redesign may be an option in order to lessen cost by changing some elements of product design. The idea may be aborted if it is determined to be too costly or not feasible to provide the product through utilization of MEORC.

Step 8. Interest Re-survey - If the decision is made to proceed with presentation of the product design to the MEORC Board for approval, members are re-surveyed to determine if there is any additional interest in the product by other member counties. If additional members indicate an interest in the product, the shared cost proposal may require revision.

Step 9. Approval and inclusion in the MEORC Services Directory - The new product and cost proposal will be presented to the full MEORC Board for consideration. If approved, the new product is included in the MEORC services directory as an available product for members.

Step 10. Analysis of Product - Annually all products are reviewed to determine if they must be changed, expanded or eliminated. The MEORC services directory will reflect any changes in the product and/or description.

Definitions:

Members mean any County Board of MRDD in Region V that is in good standing as a participating member of MEORC.

Product means any service, product, initiative that is available to members of MEORC under the concept of “shared cost.”

Shared Cost means a methodology of fair and equitable sharing of cost of product purchased from MEORC by members.

Unit of Measure means the base unit by which a product cost is determined or is purchased.

BUSINESS PRODUCTS

AUTHORIZED REPRESENTATIVE PAYEE

AUTHORIZED REPRESENTATIVE PAYEE

Core Product / Authorized Representative Payee:

- **Approved as an Authorized Representative Payee through the Social Security Administration**

Value Added Benefits:

- **Stability of Income for Individuals**
- **Help Protect from Financial Exploitation and Abuse**

AUTHORIZED REPRESENTATIVE PAYEE – COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / AUTHORIZED REPRESENTATIVE PAYEE:

The Authorized Representative Payee Service is designed to help adults with Mental Retardation and Developmental Disabilities who receive Social Security benefits to pay their bills; to meet basic living needs and all personal financial obligations.

As described by the Social Security Administration, an Authorized Representative Payee is an individual or organization that receives Social Security payments for someone who cannot manage or direct someone else to manage his or her money.

Authorized Representative Payee

The main responsibility of an Authorized Representative Payee is to use the Social Security funds to pay for the current and foreseeable needs of the individual.

Qualifying individuals are referred by the county board and enroll in this service. As the Authorized Representative Payee, MEORC receives the Social Security checks directly and ensures that basic needs such as rent, utilities, food and clothing are paid as a priority. Individuals are then assisted to designate spending money for other items.

This service will not involve providing skill development plans or developing money skills.

VALUE ADDED BENEFITS:

Stability of Income for Individuals

Provides assurance that rent, food, and other necessary expenses will be paid regularly. Improves individuals' credit and prevents late fees or duplication of services. Provides opportunity for increased savings for larger, special purchases. Ensures that financial

entitlements do not lapse, and that money is spent appropriately. Increases the chance of achieving future life goals, such as sustained independent living.

Help to Protect from Financial Exploitation and Abuse

MEORC participates in the following reviews with the Social Security Administration: (1) 6- month site visits, (2) Site reviews-at least once every 3 years, (3) Face-to-face interviews and (4) Sample random records reviews.

MEORC will provide to participating members, guardians when applicable, and County Boards an accounting record of activities on a routine basis.

MEORC will be responsible to notify the Social Security Administration and the local Department of Job and Family Service office of changes in fiscal circumstances

When individuals require annual income tax filing MEORC will complete the Internal Revenue Service (IRS) forms.

BUSINESS MANAGEMENT SERVICES

Final 2009 Version
2-17-09

Business Management Services

Core Product / Business Management Service:

- **County Integrated Projection Analysis**
- **Strategic Planning of Business Practices**
- **Participation on County Finance and Board Committee Meetings**
- **Consultation and Management Support for County Board Fiscal Operations**
- **Agency Measurement, Analysis and Knowledge Management**
- **County Board Cost Report Preparation**

Value Added Benefits:

- **Collaborative Measurement, Analysis and Knowledge Management**
- **External Reviews**
- **Policy and Procedure Development**
- **Facilitation to Support Resource Collaboration and Coordination**
- **Liaison**
- **Training and Technical Assistance**

Business Management Service Product-Comprehensive Product Description:

CORE PRODUCT / BUSINESS MANAGEMENT SERVICE:

MEORC coordinates with the point of contact from the member board to ensure the provisions of ORC 5126.054 (3)(d) are met. This product fulfills the following requirements: County Boards of MR/DD shall comply with the requirement to employ a business manager who has earned at least a bachelor's degree in business administration or a current employee who has the equivalent experience of the bachelor's degree in business administration. In addition, County Boards will employ or contract with a Medicaid services manager who has earned at least a bachelor's degree.

In addition to the requirements in rule for employment of a Business Manager and a Medicaid services manager, measurement, analysis and knowledge management serve as a systems foundation for high performing agencies. This product is designed to provide this critical component for effective management and fact-based knowledge driven systems for improving performance of member county boards.

County Integrated Projection Analysis

MEORC ensures accuracy of member boards projections tools. MEORC assists member boards with the review and analysis of an integrated budget for all agency programs and funding sources.

Strategic Planning of Business Practices

MEORC supports member board data driven decision making with quality tools that could include scenario analysis, breakeven analysis, SWOT analysis and other applicable tools.

Participation on County Finance and Board Committee Meetings

MEORC prepares reports and analysis for county finance and board meetings decision making. As member board fiscal operations require, MEORC attends county finance and board committee meetings.

Consultation and Management Support for County Board Fiscal Operations

MEORC supports the fiscal aspects of operations on an on-going and interim basis driven by customer needs member boards. This component includes preparation and submission of required reports to ensure the continuation and initiation of applicable funding streams.

Agency Measurement, Analysis and Knowledge Management

MEORC provides the critical component for effective management and fact-based knowledge driven systems for improving performance of member county boards. This component could include examining trends, comparisons, cause and effect relationships, correlations, root cause analysis and resource prioritization.

County Board Cost Report Preparation

MEORC prepares member board annual ODMRDD cost reports in compliance with the ODMRDD Guide to Preparing Income and Expenditure Report, the criteria of OMB Circular A-87, Attachment A, Section C; and the Provider Reimbursement Manual, CMS Publication 15-1.

VALUE ADDED BENEFITS:

Collaborative Measurement, Analysis and Knowledge Management

With the current participation of members, MEORC represents over 20% of the 88 counties in the State, which additionally provides access to and value in the comparative data for agency decision making, benchmarking and analyzing outcomes. The fiscal analysis involves various tiers of information, countywide, MEORC-wide and statewide.

External Reviews

MEORC serves as an external control mechanism for member boards. MEORC maintains the ability to remain one-step removed from the member boards to ensure that quality, impartial information is available for data-driven decision-making.

Policy and Procedure Development

MEORC assists with the development of updated policy and procedures. MEORC advises member boards on pending rules and their predicted impact on local delivery systems and applicable policy and procedures.

Facilitation to Support Resource Collaboration and Coordination

MEORC facilitates routine meetings for stakeholders to assist with fiscal and human resource collaboration. These meetings also provide an avenue for networking and coordinating operations with other MEORC member boards.

Liaison

With current participation of members, MEORC represents over 20% of the 88 counties in the State, which additionally provides a combined voice to assist with change at the State level. MEORC leadership staff members serve as representatives on State level workgroups.

MEORC communicates on behalf of the members with providers, ODMRDD, ODJFS and OACBMRDD.

Training and Technical Assistance

MEORC coordinates and conducts training for stakeholders in an effort to assist members with successful fiscal management.

BILLING SERVICES

BILLING SERVICES

Core Product / Billing Uploads to ODMRDD:

- **Adult Day Array Services**
- **Targeted Case Management (TCM)**
- **Waiver Provider Services**

Value Added Benefits:

- **Technical Assistance**
- **Training**
- **Liaison Functions**
- **Quality Outcomes and Statistical Analysis**

BILLING SERVICES – COMPREHENSIVE PRODUCT DESCRIPTION:
--

CORE PRODUCT / BILLING UP-LOADS TO ODMRDD:

On an as needed or requested basis, MEORC will provide, through the member collaborative database, upload billing functions for county board direct services.

Adult Day Array Services

MEORC creates billing files based on electronic or hard copy documentation submitted by the member and validates billing files through use of the collaborative database software. MEORC works with the billing contact person from the county board to resolve documentation questions and invalid billing records. MEORC will upload all properly documented and validated billing files to the, ODMRDD web based, Medicaid Billing System. ODMRDD payments are made directly to the county boards.

Targeted Case Management (TCM)

MEORC creates billing files based on electronic or hard copy documentation, submitted by the member and validates the billing files through use of the collaborative database software. MEORC works with the billing contact person from the county board to resolve documentation questions and invalid billing records. MEORC uploads all properly documented and validated billing files to the, ODMRDD web based, Medicaid Billing System. ODMRDD payments are made directly to the county boards.

Waiver Provider Services

MEORC creates billing files based on electronic or hard copy documentation, submitted by the private waiver providers and validates the billing files through use of the collaborative database software. MEORC works with the waiver providers to resolve

documentation questions and invalid billing records. MEORC uploads all properly documented and validated billing files to the, ODMRDD web based, Medicaid Billing System. ODMRDD payments are made directly to the providers.

VALUE ADDED BENEFITS:

Technical Assistance

Stakeholders receive the benefits of MEORC staff specialization and expertise through assistance in regards to diverse perspectives of other members. Availability of technical assistance is on a daily basis.

Stakeholders receive updated information regarding changes that occur in the system and assistance in making changes in processes in accordance with mandates.

Training

MEORC coordinates and conducts training in to assist members to connect with neighboring county boards to share information in regarding successful procedures.

MEORC coordinates and conducts training to assist members with successful administration of billed services.

Liaison

With current participation of members, MEORC represents over 20% of the 88 counties in the State which provides a combined voice to assist with change at the State level.

MEORC, as an entity, is involved with 18 County Boards with varying opportunities and resources. Through this long-term involvement with County Boards, MEORC is able to share diverse options and perspectives.

MEORC leadership staff serves as representatives on State level workgroups.

MEORC communicates on behalf of the membership with providers, ODMRDD, ODJFS and OACBMRDD.

Quality Outcomes and Statistical Analysis

Provides routine updated information and statistical analysis, via a collaborative database system, related to county board billed services to assist stakeholders with the monitoring and measuring of outcomes based services and the improvement of the delivery of services.

PAYMENT PROCESSING

PAYMENT PROCESSING

Core Product / Payment Processing:

- **Complete Payment Cycles for Non-Waiver Funds**
- **Contract Development and Management**

Value Added Benefits:

- **Liaison**
- **Staff Specialization and Expertise**
- **Specialized Debit Card System**
- **Supporting Documentation**
- **Voucher Preparation**
- **Vendor Communications**
- **W-9s and 1099s**
- **File Management**
- **Accountant Communications**
- **Documentation Reviews**

PAYMENT PROCESSING – COMPREHENSIVE PRODUCT DESCRIPTION:
--

CORE PRODUCT / PAYMENT OF NON-WAIVER FUNDS:

MEORC processes payment of supported living allocations in accordance with 5123:2-12-04 and 5126.40 to 5126.45. In addition, MEORC processes payment of other state and local funding as authorized by the members.

Distribute Funds

MEORC distributes funds provided by or on behalf of County Boards, in accordance with ISPs, for: Supported Living, Homemaker Personal Care, Non-waiver subsidies, Room and Board in licensed setting, one time or General Revenue Funds. MEORC distributes payments and remittance advices for the payments processed under this description. MEORC maintains a tax exemption certificate.

Contract Development and Management

MEORC staff members prepare Supported Living, Non-Waiver contracts and addendums based on ISPs, negotiations or other relevant information. MEORC maintains a systematic process for mailing, tracking and distribution of prepared contracts to providers. The systematic process ensures proper contract signatures and coordination with payments.

VALUE ADDED BENEFITS:

Liaison

MEORC staff members communicate on behalf of the member counties with: providers, vendors, individuals, families, guardians, ODMRDD, ODJFS and OACBMRDD.

Staff Specialization and Expertise

MEORC fiscal staff focuses on providing professional, quality and consistent service to member counties. This specific focus on fiscal functions results in specialization and enhanced expertise in the financial arena.

Specialized Debit Card System

MEORC establishes specialized debit cards in accordance with ISPs. Specialized debit cards are available for cost of living subsidies, as identified in the ISPs. The debit cards have specialized restrictions on usage and dollar limitations.

Supporting Documentation

MEORC is responsible for the maintenance of supporting documents on all payments processed under this product description.

Voucher Preparation

MEORC prepares and distributes vouchers to members, providers, vendors or individuals, as applicable, for approval of purchases prior to payment.

Vendor Communications

MEORC works with vendors (providers and merchants) to coordinate payments and to settle any payment issues that may arise.

W-9s and 1099s

MEORC gathers W-9s from vendors for tax identification purposes. MEORC contracts with an outside accounting firm to prepare the year-end 1099's. As required, MEORC annually distributes 1099s to vendors.

File Management

MEORC manages files to ensure timely availability of payment and invoice data and compliance with governmental auditing standards.

Accountant Communications

MEORC transfers fiscal data monthly to an outside contractor accounting firm. MEORC communicates effectively with the accounting firm to ensure accurate and timely preparation of financial statements.

Documentation Reviews

MEORC conducts random reviews of Supported Living provider documentation to ensure that payment for services is in accordance with documentation of services.

SPECIAL ENTERPRISE INVESTMENT FUND

Final 2009 Version
2-17-09

SPECIAL ENTERPRISE INVESTMENT FUND

Core Product / Special Enterprise Investments:

- **Investment Services**

Value Added Benefits:

- **Interest Retention**

SPECIAL ENTERPRISE INVESTMENT FUND – COMPREHENSIVE PRODUCT DESCRIPTION:
--

CORE PRODUCT / SPECIAL ENTERPRISE INVESTMENTS:

MEORC establishes investments on behalf of member boards to enhance the authorization by ORC 5126.05 of county boards to coordinate, monitor, and evaluate existing services and facilities available to individuals. Member boards pursuant to various ORC sections have responsibilities and authority concerning the development of supported living, and other services.

Investment Services

MEORC invests county board funds in accordance with MEORC policies and applicable laws. Minimum participation is \$10,000.00 for the initial establishment of the enterprise investment. Interest earnings on such investments are available for use at the discretion of the member board.

MEORC provides investment status reports to members. MEORC will work with Merrill Lynch to invest within parameters of public funds laws.

MEORC employs a certified public funds investment manager as required for current investment opportunities.

VALUE ADDED BENEFITS:

Interest Retention

Enterprise funds provided by a member board, including any interest earned on such funds, shall be obligated and expended by MEORC with the prior approval of that member board.

WAIVER MANAGEMENT

WAIVER MANAGEMENT (See Diagram #1)

Core Product / Waiver Management:

- **Packet Review**
- **ISP Fiscal Analysis**
- **PAWS Development**
- **PAWS Upload to ODMRDD**
- **Utilization Review**

Value Added Benefits:

- **File Management**
- **Provider Selection Assistance**
- **Technology Support**
- **Website Updates**
- **Countywide Fiscal Analysis**
- **Patient Liability Administration**
- **External Reviewers**
- **Policy and Procedure Development**
- **County Contact and Business Manager Meetings**
- **Liaison**
- **Training and Technical Assistance**

WAIVER MANAGEMENT - COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / WAIVER MANAGEMENT CYCLE:

MEORC implements a system of waiver management services to assist member boards with the administration and coordination of Medicaid local administrative authority in accordance with 5126.05.5 (ORC).

Packet Review

MEORC staff members conduct external quality reviews of every referral packet submitted by member boards. MEORC staff members work with member board staff to resolve issues uncovered during the packet review. This quality review ensures consistency of assessments, plans and service levels, as well as, compliance with rules and regulations.

Upon completion of the review on referral packets, MEORC staff members submit, track and monitor the required documents to ODMRDD for eligibility processing.

ISP Fiscal Analysis

MEORC staff members conduct external fiscal analysis on every referral packet submitted by member boards. MEORC staff members work with member board staff to resolve issues uncovered during the fiscal analysis. The fiscal review ensures ISP service levels, cost information and Payment for Authorization of Waivers Services (PAWS), as well as, compliance with rules and regulations.

Upon completion of the fiscal analysis on referral packets, MEORC staff members communicate with certified providers to confirm rates, service levels (i.e. ratios), and terms of service contracts.

PAWS Development

MEORC staff members perform calculation and data entry of PAWS for referral packets submitted by member boards.

MEORC prepares and submits PAWS and notification of change in status forms (NICS), to ODMRDD, as applicable, in accordance with NICS guidelines from ODMRDD.

PAWS Management

MEORC staff members submit PAWS to ODMRDD for referral packets from member boards. MEORC staff members coordinate and track the receipt of PAWS confirmations from ODMRDD.

In accordance with rules and regulations requirements, MEORC maintains a routine and systematic approach for distributing PAWS confirmations to providers and individuals receiving services.

MEORC maintains a routine and systematic approach to ensure consistency between ODMRDD confirmations and PAWS submissions.

MEORC serves as the waiver contact for member boards in relations with the PAWS and waiver units at ODMRDD. Aligned with this function are the follow-up, communication and analysis of PAWS issues and discrepancies to ensure the expedited processing of PAWS for individual receiving services.

Utilization Review

MEORC distributes utilization reports from the database that alert SSAs of discrepancies. The use of the collaborative database allows for additional analysis as requested by customers. This analysis does not involve an examination of provider documentation. The technology review process compares units, rates and ratios billed to ISP authorized services.

MEORC coordinates Gatekeeper training, initial and ongoing, for applicable county staff members relative to printing utilization reports and interpretation of reports.

MEORC imports waiver provider billing information from the ODMRDD on-line Medicaid billing system. MEORC updates the utilization details from waiver providers in the collaborative database for easy access from member board locations.

VALUE ADDED BENEFITS:

File Management

MEORC maintains information for case files and fiscal files for member boards. The file development and maintenance is coordinated by MEORC in order to retain supporting documents for external review of member boards.

Provider Selection Assistance

MEORC communicates with member board staff to coordinate provider selection needs. When requested, MEORC updates the individual profile section of the agency web site to solicit needed providers.

Technology Support

MEORC reviews and grants access to OhioMRDD.com which is a communication vehicle for the service providers and the individuals that receive services. Upon request, MEORC reviews and grants security to the collaborative database applications for member boards.

MEORC maintains aspects of the collaborative database of vendors, member board staffs and service providers.

The consistent integration of member board and MEORC information is a core value that drives the need for effective technology. MEORC maintains financial responsibility for the annual database license agreement for residential modules of the collaborative database software.

MEORC utilizes technology for surveying as a method to ensure timely coordination of meetings, services, new product developments and feedback loops.

Web site Updates

MEORC develops and maintains an agency web site to facilitate information sharing among stakeholders.

Countywide Fiscal Analysis

MEORC successfully ensures compliance with audit (Federal and State) requirements. MEORC verifies the receipt and deposits of funds received on behalf of county boards.

MEORC assists member boards in the accurate tracking of residential funding allocations. MEORC assists member boards in assuring the accurate calculation of match funds for waiver services and local commitment analysis. The development and maintenance of residential projections aligns with this function.

MEORC contracts with an external CPA firm to ensure the effectiveness of internal controls. MEORC conducts analysis of financial statements as prepared by external firms to ensure consistency with communicated information.

MEORC represents over 20% of the 88 counties in the State which provides access to and influence in the fiscal analysis impact from rule changes. The fiscal analysis involves various tiers of information, countywide, MEORC-wide and statewide.

Patient Liability Administration

MEORC manages the Medicaid administrative functions related to patient liability for applicable waiver individuals. This function involves database updates, analysis and distribution of ODMRDD monthly patient liability updates to county boards and providers.

External Reviewers

MEORC serves as an external control mechanism for member boards. MEORC maintains the ability to remain one-step removed from the member boards to ensure that quality, impartial information is available in the management of waiver administration.

Policy and Procedure Development

Assist with the development of updated policy and procedures related to member board's waiver administration in the residential service arena. MEORC advises member boards regarding pending rules and their predicted impact on local delivery systems and on applicable policy and procedures.

County Contact and Business Manager Meetings

Coordinates and facilitates routine, update, and training meetings for stakeholders to assist with the successful administration of residential waiver management. These meetings also provide an avenue for networking with other MEORC member boards. MEORC arranges for CEU availability for staff attendance to assist in maintaining certification as ODMRDD approved growth credits.

Liaison

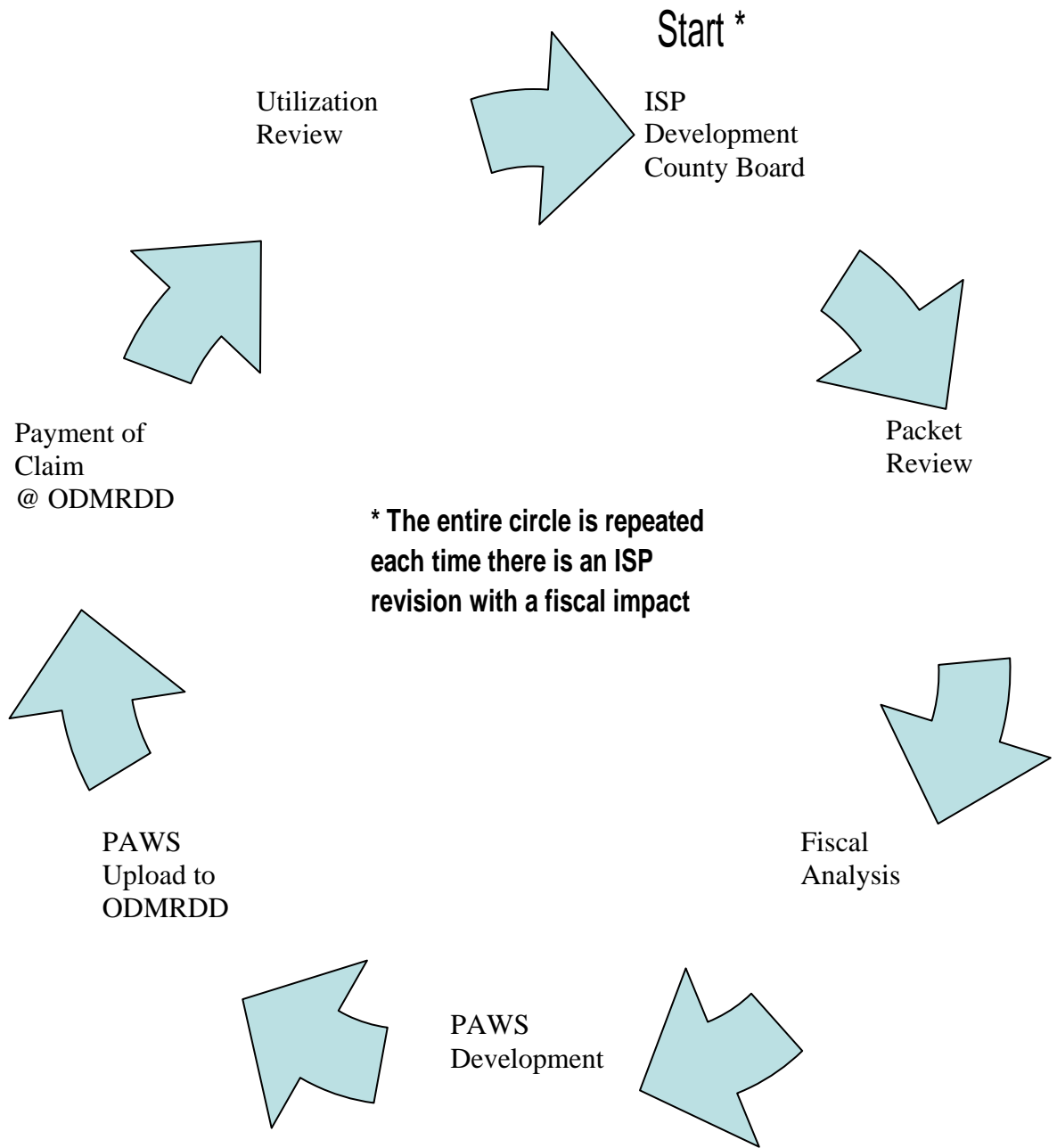
With current participation of members, MEORC represents over 20% of the 88 counties in the State, which additionally provides a combined voice to assist with change at the State level. MEORC leadership staff serves as representatives on State level workgroups.

MEORC communicates on behalf of the members with providers, ODMRDD, ODJFS and OACBMRDD.

Training and Technical Assistance

MEORC coordinates and conducts training for stakeholders in an effort to assist members with the successful management of residential waiver administration. Some areas of training include, but are not limited to, billing, provider requirements, documentation, waivers, fiscal impacts and rule changes.

Diagram #1



QUALITY PRODUCTS

ACCREDITATION READINESS

ACCREDITATION READINESS

Core Product / Review Preparation:

- **Update on Accreditation Process Changes and Standards**
- **Self Review Guidance**
- **Findings & Problem Solving**
- **Staff Training: Accreditation Process & Specific Program Areas**
- **Document Organization and Preparation**
- **Document Review: Policy, Procedure, Written Descriptions**
- **On-Site Review Support**
- **Plan of Correction Technical Assistance**

Value Added Benefits:

- **Liaison (ODMRDD, ODJFS and OACBMRDD)**
- **Research**
- **Development / Revision of Policy and Procedure**
- **Mock Review of Program Areas**
- **Staff / Board Training: Accreditation Process**
- **Technical Assistance**
- **Law and Rule Notification**

ACCREDITATION READINESS – COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / REVIEW PREPARATION:

The MEORC Office of Quality provides Accreditation Readiness, which supports customers in preparing for and participating in Accreditation reviews conducted by ODMRDD. The following features are part of the core and may be purchased separately a la carte. Value added benefits are available to any county purchasing the core.

Update on Accreditation Process Changes and Standards

In preparation for the review, MEORC informs the CB Superintendent and administration of Accreditation's process and procedure changes since the last review and will inform all staff, as needed, of the same.

MEORC reviews the requirements of applicable rule or other requirements for a given standard with assigned county board staff in the program areas. The MEORC staff person will provide information about new rule requirements, training key staff on the requirements and acceptable evidence for the Accreditation review. County Boards will be assisted with determining whether their county processes allow them to meet requirements and with developing strategies for adjustment / correction to their processes as needed.

Final 2009 Version
2-17-09

Self - Review Guidance

MEORC evaluates the most recent completed Self-Review for all standards. MEORC will provide feedback to the County Board regarding completion of the Self-Review to ensure accurate and meaningful responses.

Findings / Problem Solving

MEORC identifies compliance issues and informs the Superintendent and department managers of areas of possible citation. MEORC will work with county board staff to develop adjustments and corrections to systems and processes in order to ensure future compliance.

Staff Training: Accreditation Process / Specific Program Areas

MEORC prepares County Board employees for the Accreditation Review. Information will be provided on an overview of the process, reviewer areas of expertise, interview preparation, time lines, and current standards. Key County Board staff will be identified and their efforts will be supported.

Document Organization and Preparation

MEORC advises and assists the County Board regarding ODMRDD requests to develop the review sample. In addition, MEORC assists with document collection and preparation, reviewing key document sections before submission as needed. MEORC collaborates with key staff to complete the interview and observation schedule.

Document Review: Policy, Procedure, Written Descriptions

MEORC reviews documents requested by ODMRDD prior to submission to the Department including; policies, procedures and written descriptions. Detected problem areas are conveyed to the County Board staff.

On-Site Review Support

MEORC provides consultation and problem solving services at the County Board offices during the on-site review.

Plan of Correction Technical Assistance

Provides guidance, as requested, to develop the Plan of Correction in response to citations received by the County Board.

VALUE ADDED BENEFITS:

Liaison functions

MEORC communicates on behalf of the members with: ODMRDD, ODJFS and OACBMRDD. MEORC staff consults ODMRDD and ODJFS on an on-going basis regarding the review process, rule changes, interpretation and clarification.

Research

MEORC conducts on-going research related to requirements and “best practices” and then reports this information to Accreditation participants. In addition, staff will research answers to questions posed by county contacts or participating county boards.

Development / Revision of Policy and Procedure

MEORC assists with writing and editing policies and procedures to meet rule requirements. Proven example policies and procedures will be provided when available.

Mock Review of Program Areas

MEORC conducts reviews of selected program areas using the Accreditation Data Collection Instrument. MEORC provides information regarding selected individual cases and a systems analysis of the program area with regard to minimum compliance.

Staff / Board Training on Accreditation Process

MEORC staff is available to provide training to board members and designated staff upon request.

Technical Assistance

Customers receive the benefits of MEORC staff specialization and expertise as requested.

Law and Rule Notification

MEORC staff informs appropriate customers of rule and statute changes as well as Department interpretations.

BEHAVIOR SUPPORT SERVICES

Final 2009 Version
2-17-09

BEHAVIOR SUPPORT SERVICES

Core Product / Full Array of Behavior Support Services for MEORC member boards:

- **Flexible and timely response to the behavior support service needs of county boards**

Value Added Benefits:

- **MEORC maintains contractor of record relationship**

BEHAVIOR SUPPORT SERVICES – COMPREHENSIVE PRODUCT DESCRIPTION:

County Boards of Mental Retardation and Developmental Disabilities provide a vast array of services and supports from birth to death for eligible individuals. In the provision of those services, behavior supports are available to assist individuals and the need is detailed on individualized service plans. Individual service plans are uniquely designed and outline the agreed to services provided by the Board or other contracted providers. Those individuals assessed as requiring behavior support services are evaluated and a specific plan is composed in the provision of receiving behavior supports.

Behavior support plans may be created as positive or aversive. The Ohio Administrative Code details rules for the provision of behavior support services in county boards of MR/DD. These rules entitled Behavior Support Policies and Procedures can be found in OAC 5123:2-1-2 (J). In addition, each County Board of MR/DD has unique policies and procedures that outline the philosophy of the board in the provision of behavior support services. The MEORC vendor demonstrates the capability to provide service in accordance with the OAC rules and in conjunction with the county board of MR/DD philosophy of providing behavior supports.

The Ohio Department of Mental Retardation and Developmental Disabilities (ODMRDD) periodically conducts program audits of county board to ensure services and supports are provided in compliance with applicable statutes and rules. Behavior support services are one of the focus areas of these program audits.

This service is for providing consultation and assistance in the provision of behavior support services specific to aversive behavior support plans on an as needed basis in county boards electing to obtain this service from MEORC.

Member boards access this service via an agreement with MEORC that outlines their intent to utilize the service. Participating boards are required to submit payment for 20 upfront hours that are kept in a county-specific account. Once the agreement is executed, the participating county is linked with the approved behavior support vendor for meeting the required needs in the county. Counties may use the approved vendor for any of the services identified in the product description. The level of behavior support services is determined by the county. Participating counties verify the services invoiced

by the vendor, MEORC pays the vendor and MEORC is reimbursed for the payment made for services rendered. A small percentage is applied to the hourly rate for the service in order for MEORC to recover administrative costs.

The hourly rate for service and vendor is approved by the MEORC board and subject to annual review.

CORE PRODUCT / FLEXIBLE AND TIMELY RESPONSE TO THE BEHAVIOR SUPPORT SERVICE NEEDS OF COUNTY BOARDS:

The selected MEORC vendor is able to provide flexible and timely response to the behavior support service needs of county boards to include the following:

1. Collecting behavior assessment data. Any individual referred for services must be assessed to determine the least restrictive strategy to be deployed for the purposes of replacing the undesirable behavior with a more appropriate one. A standardized assessment tool will be used to collect the assessment data.
2. Writing behavior support plans. Produce individualized behavior support plans based on the assessment results. Regular reviews of behavior support plans shall be conducted to ensure strategies are still appropriate. These reviews shall be completed no less than annually. Behavior support plans shall focus on the least restrictive or least intrusive approach possible to assist the individual with modifying their behavior. All aversive plans must be in compliance with administrative rules governing behavior supports. The behavior support plans may be implemented at any setting including the place of residence and/or day program (School or adult facilities) where the individual receives services and supports.
3. Training staff on behavior support plans. The selected vendor is expected to demonstrate the ability to train staff on the strategies outlined in the individualized behavior support plans.
4. Overseeing data collection and producing status reports. The MEORC vendor must have the ability to oversee data collection as outlined in behavior support plans and produce required monthly status reports for the county board to distribute per requirements in the OAC.
5. Annual/Quarterly Staff Physical Intervention Training - The MEORC vendor must have the capability to provide annual and/or quarterly staff training in the MEORC county board's methodology of choice for physical interventions. Potential physical intervention training may include, but not be limited to, Conflict and Crisis Resolution, TAPS, MANDT or COPE. As part of their proposal vendors shall outline any specific physical intervention training they currently are licensed or authorized to provide.
6. Attending ISP meetings. Occasionally there may be a need to attend individual planning meetings as requested by the county board staff. Attendance at these meetings would be

in a consultative capacity to provide input to planning teams specific to the individuals being served.

7. Observation and consultation as behavior issues arise. At the request of the county board the vendor shall be available to conduct observation and consultation services for individual referrals. For any individual assessed a consultative summary shall be produced that outlines the recommendations of the consultant, and if appropriate, include recommendations to the individual's team if a behavior support plan is warranted. The consultation may occur at any setting including the place of residence and/or day program (School or adult facilities) where the individual receives services and supports.
8. Being available for compliance/oversight processes (i.e. accreditation, etc.). The selected vendor shall be available upon request to represent the county board during external program audits conducted by ODMRDD or other entities.
9. Consultation on County Board Policies/procedures specific to Behavior Support. The selected vendor shall have the ability to evaluate existing county board policies and/or produce standardized policies and procedures that are in compliance with all regulatory requirements in the provision of behavior support services.
10. Managing behavior support administrative processes (i.e. involvement in behavior support meetings). Each county board is required by rule to deploy oversight committees (behavior support and/or human rights committee) designed for the purposes of approving and monitoring behavior support plans in their respective county board programs. The vendor must demonstrate the ability to participate in these administrative functions at the request of each county board.
11. Meet with the MEORC Steering Committee – Meet periodically (initially quarterly, every six months thereafter) with the MEORC Steering Committee for evaluating and making recommendations for improvements related to this service.

VALUE ADDED BENEFITS:

MEORC maintains contractor of record relationship

MEORC is the contractor of record with the selected vendor. This arrangement allows for increased availability, flexibility and lower cost to member county boards.

**MEDICATION
ADMINISTRATION
&
HEALTH RELATED
ACTIVITY
TRAINING AND
CERTIFICATION**

MEDICATION ADMINISTRATION & HEALTH RELATED ACTIVITY TRAINING AND CERTIFICATION

Core Product / Initial Training and Renewal:

- **Medication Administration & Health Related Activity Initial Training and Renewal of Certification Courses**
- **Insulin and G & J tube Initial and Renewal Training**

Value Added Benefits:

- **Registration and Verification of Participant Requirements**
- **Monitoring of ODMRDD Medication Administration Database Record**
- **Curriculum Materials and Supplies Preparation**
- **Training Site, Nurse Trainer and Participant Coordination**
- **Verification of Attendance and Certification Attainment**
- **Certificate Mailing**

MEDICATION ADMINISTRATION & HRA TRAINING AND CERTIFICATION - COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / INITIAL TRAINING AND RENEWAL:

MEORC facilitates a cooperative effort among participating county boards and the MEORC Registered Nurse for the ongoing training and maintenance of MRDD personnel (provider and county board) certification in the administration of medications and the performance of health related activities, per OAC 5123:2-6-03 and 5123:2-6-06.

Medication Administration & Health Related Activity Initial Training and Renewal

MEORC provides initial and renewal training for medication administration and the performance of health related activities. This service is provided by a MEORC Registered Nurse trainer and a collaborative of participating county board nurses who utilize the ODMRDD mandated educational and testing procedures.

VALUE ADDED MEMBERSHIP BENEFITS:

Registration and Verification of Participant Requirements

MEORC receives participant applications that verify age, HS Diploma or GED, Abuser Registry Check, Nurse Aide Registry Check, and Criminal Background Check and make approval for participation.

ODMRDD Medication Administration Database Record

MEORC registers attendees in the ODMRDD Medication Administration Database prior to the class to ensure that applicants for the 14 hour course are not already certified and that no registrant's certification has been suspended or revoked.

Curriculum Materials and Supplies Preparation

MEORC prepares curriculum packets for all participants and maintains supplies. This includes production of an instructor's training booklet, tests and answer sheets.

Training Close to Home

Determines need for training based on location and needed certifications. Trainings are scheduled at times and locations as determined by assessed need.

Verification of Attendance and Certification Attainment

MEORC receives and verifies participant testing results and ensures collaboratively with participating nurses or MEORC nurse that attendees who pass the class are issued certificates.

Certificate Mailing

All certificates are mailed to attendees and if applicable, to their employers, either by MEORC or by the participating nurse trainer.

Record Keeping

MEORC maintains participant records related to course application, participant outcomes and certification requirements.

Bi-Annual Nurse Collaborative Contact Meetings

Facilitates a bi-annual nurse collaborative meeting for county board nurses to provide updated information related to rule changes, best practice, training, and health management issues. Improvement to the process will be based on identified customer needs. Participating nurses provide feedback on services and sign up to participate in the Training and Certification classes as needed.

Quality Outcomes and Statistical Analysis

MEORC provides routine updated information and statistical analysis related to training services to assist county board nurses with focus areas of medical need and information related to MRDD personnel who are currently certified.

NURSE QUALITY ASSESSMENT REVIEW

NURSE QUALITY ASSESSMENT REVIEW

Core Product / Nurse Quality Assessment Review:

- **Standardized Review Process**
- **Registered Nurse Consultation and Oversight**
- **Written Reports**

Value Added Benefits:

- **Liaison**
- **Staff Specialization and Expertise**
- **Bi-Annual Nurse Contact Meetings**
- **Quality Outcomes and Statistical Analysis**

NURSE QUALITY ASSESSMENT REVIEW – COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / NURSING QUALITY ASSESSMENT REVIEWS:

MEORC provides a registered nurse to provide quality assessment reviews at least every 3 years for each individual receiving administration of prescribed medications or performance of health-related activities by MR/DD personnel in a format prescribed by the department in accordance with OAC 5123:2-6-07.

Standardized Review Process

The MEORC Registered Nurse provides external quality assessment reviews through a protocol established by the Department. These reviews will be conducted for individuals receiving services from certified HCBS waiver and supported living providers in settings of community living arrangements that include not more than four individuals, or individuals residing in residential facilities of five or fewer beds.

Registered Nurse Consultation and Oversight

The MEORC Registered Nurse provides expertise, which is available to the county board nurses as circumstances arise with individuals who receive services from certified HCBS waiver and supported living providers.

Written Reports

Written reports are provided to the county board and the provider, including any recommended steps to improve the functioning of the trained MR/DD personnel and to maintain compliance. The Registered Nurse will maintain a copy of each quality assessment review.

VALUE ADDED BENEFITS:

Liaison

The Registered Nurse acts as a liaison with the Department, representing the MEORC customers utilizing this product.

Staff Specialization and Expertise

The Registered Nurse specializes in the area of MR/DD personnel certification in administration of medications and performance of health related activities.

Bi-annual Nurse Collaborative Meetings

MEORC facilitates a bi-annual nurse collaborative meeting for county board nurses to provide updated information related to rule changes, best practice, and health management issues. Improvement to the process will be based on identified customer needs.

Quality Outcomes and Statistical Analysis

MEORC collects and analyzes data regarding assessment results. This information will be utilized to educate the county boards and providers; and to determine future needs for product development.

PATHS

Professional Advancement through Training and Education in Human Services

PATHS Professional Advancement through Training and Education in Human Services

Core Product / Credentialing Program for DSP:

- Credentialing Program for Direct Support Professionals (DSP)
- Certificate of Initial Proficiency
- Certificate of Advanced Proficiency
- Specialized Certificates
- Cutting Edge Educational Materials
- Participation in State Wide and National Forums
- Support from State Agencies and Organizations

Value Added Benefits:

- Curriculum Materials and Supplies Preparation
- Region V Specific Focus
- Quality Outcomes and Statistical Analysis

PATHS – COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / CREDENTIALING PROGRAM FOR DSP:

MEORC facilitates a cooperative effort among County Boards, Provider Agencies, and Direct Support Professionals. MEORC staff serves as Regional Coordinator for the PATHS program in the Mideast Region.

Credentialing program for Direct Support Professionals (DSP)

PATHS offers a competency based credentialing program that is based on instruction and documentation of the candidates' skills. The PATHS Credentialing program is an education and training program designed for Direct Support Professionals working with individuals with intellectual disabilities. Students complete an extensive portfolio that documents their skills. The portfolio is a collection of examples of job-related work that is performed by the Direct Support Professional.

Certificate of Initial Proficiency (CIP)

60 hours of classroom instruction, including training in community living skills and supports, service facilitation, organizational participation, community, documentation, advocacy, and personal ethics. All courses are taught by certified PATHS instructors who have documented

expertise and extensive field experience. All instructors are certified through the Ohio Alliance of Direct Support Professionals.

Certificate of Advanced Proficiency (CAP)

116 hours of classroom instruction, including additional training in community and service networking, crisis prevention and intervention, education and self-development, vocation/educational and career support and assessment strategies.

Certificate of Specialized Skills and Knowledge

Specialized training is offered by certified instructors on topics such as Front Line Supervisor, Instructing, Skill Mentoring, etc.

Cutting-edge educational materials

PATHS's curriculum is based on the best national models, such as the Community Support Skills Standards and the National Alliance of Direct Support Professionals' (NADSP) Code of Ethics. Program quality is assured through the coordination and oversight of a statewide PATHS team.

Participation in state wide and national forums

PATHS is a program of the Ohio Alliance of Direct Support Professionals (OADSP) and has received accreditation from NADSP. The Ohio Alliance of Direct Support Professionals (OADSP) is a coalition of individuals and organizations committed to recruiting, training and retaining people to support people with intellectual and other developmental disabilities.

Support from State Agencies and Organizations

- Agency providers
- Independent providers
- Ohio Provider Resource Association (OPRA)
- Ohio Department of Job and Family Services (ODJFS)
- Ohio Department of Mental Retardation and Developmental Disabilities (ODMR/DD)
- Ohio Developmental Disabilities Council (ODDC)
- National Alliance of Direct Support Professionals (NADSP)
- Ohio Association of County Boards of MR/DD (OACBMRDD)
- PAR
- People First of Ohio
- County Boards of MR/DD

VALUE ADDED BENEFITS:

Curriculum Materials and Supplies Preparation

MEORC prepares and facilitates material preparation for each PATHS module. MEORC also maintains supplies and data for the Mideast region.

Region V Specific Focus

With MEORC’s leadership, the entire 18 counties in Region V are involved, constituting the largest PATHS region. Trainings are scheduled at times and locations as determined by assessed need. Topics specific to the region and population are targeted.

Quality Outcomes and Statistical Analysis

MEORC works with the Regional Council to develop routine updated information and statistical analysis related to outcomes based on PATHS both regionally and state wide.

	PATHS
CIP.....	\$275 Tuition \$100 Skill Mentor
CAP.....	\$550 Tuition \$100 Skill Mentor
Supervisor Specialized Certificate.....	\$250
Instructor Specialized Certificate.....	\$100 (no fee for those instructors within regional council)
Skill Mentoring Specialized Certificate.....	\$125

Scholarships may be available through the PATHS Regional Council.

PROVIDER COMPLIANCE REVIEW

PROVIDER COMPLIANCE REVIEW

Core Product / Provider Compliance Review:

- **Complete Provider Compliance Reviews in Accordance with 5123:2-9-08**
- **Review each Provider within a Five Year Cycle**
- **Preliminary Report**
- **Plan of Compliance Assessment**
- **Final Report Submitted.**

Value Added Benefits:

- **Liaison**
- **Staff Specialization and Expertise**
- **Quality Outcomes and Statistical Analysis**

PROVIDER COMPLIANCE REVIEW - COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / PROVIDER COMPLIANCE REVIEW:

MEORC conducts provider compliance reviews of certified providers for the purpose of determining provider compliance with applicable requirements in order to ensure the health, safety, and welfare of the individual in accordance with 5123:2-9-08 (OAC). Each provider will be reviewed at least every five years or at least once during the term of their certification as assigned by the department annually. Special provider compliance reviews are conducted on behalf of county boards when there is a concern that results from a complaint and/or unusual or major unusual incidents.

VALUE ADDED BENEFITS:

Staff Specialization and Expertise

MEORC staff trained in ODMRDD protocol specializes in provider compliance reviews developing an expertise in this designated product.

Liaison

The Quality Department serves as a liaison with the ODMRDD Office of Provider Standards and Review to facilitate the incorporation of new rules and protocols into the review process, as well as communicate the areas that need to be addressed in the review process.

**MEDICAID
WAIVER
IO / LEVEL 1 - ADS
COMPLIANCE
REVIEW**

WAIVER IO / LEVEL 1 – ADS COMPLIANCE REVIEW

Core Product / Provider Compliance Review:

- **Complete Medicaid Waiver Compliance Reviews for IO and Level 1**
- **Complete Review of Adult Day Service Requirements**
- **Monthly Report**
- **Quarterly Aggregated Report**

Value Added Benefits:

- **Liaison**
- **Staff Specialization and Expertise**

COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / WAIVER IO / LEVEL 1 – ADS COMPLIANCE REVIEW:

MEORC conducts compliance reviews regarding the requirements of ODMRDD and ODJFS rule and the waiver assurances. ADS documentation is reviewed to determine accuracy in relationship to the ISP.

VALUE ADDED BENEFITS:

Staff Specialization and Expertise

MEORC staffs are trained in LOC protocol and ISP development and specialize in compliance reviews developing an expertise in this designated product.

Liaison

The Quality Department serves as a liaison with the ODMRDD Office of Medicaid and the Office of Standards and Review to facilitate the incorporation of new rules and protocols into the review process, as well as communicate the areas that need to be addressed in the review process.

QUALITY ASSURANCE REVIEW

QUALITY ASSURANCE REVIEW

Core Product / Quality Assurance Review:

- **Complete Quality Assurance Reviews for Individuals Receiving Supported Living Services within a Three Year Cycle**

Value Added Benefits:

- **Standardized Interview Process**
- **Targeted Documentation Review**
- **System Results Reported**

QUALITY ASSURANCE REVIEW – COMPREHENSIVE PRODUCT DESCRIPTION:
--

CORE PRODUCT / QUALITY ASSURANCE REVIEWS:

MEORC conducts quality assurance reviews in accordance with 5123:2-12-01 (OAC) to ensure that individuals receiving waiver and other supported living services are empowered to exercise choice and enhance the quality of their lives. These reviews consider selected quality indicators from the National Core Indicators Quality Framework that are cross-walked to the ODMRDD Supported Living selected quality indicators of choices and options, personal income, housing, community membership, personal satisfaction, health, and safety. Quality Assurance Reviews are completed for each individual within a 3 year cycle.

A final written summary report is provided to the individual, the guardian, the superintendent of the county board or designee, the provider, and the person responsible for coordinating the ISP development for the individuals.

VALUE ADDED BENEFITS:

Standardized Interview Process

Quality Assurance Specialists conduct standardized interviews with the individual, family members, guardian, providers, and other interested parties as identified by the individual. The purpose of these interviews is to determine the individual's involvement in the ISP development process, level of satisfaction, and receipt of services identified on the ISP. Interviews are completed by MEORC staff assuring an unbiased external review process.

Targeted Documentation Review

A review comparing the ISP to the provider documentation for areas most important for ensuring the quality of the health, safety and welfare of the individual is conducted.

Final 2009 Version
2-17-09

System Results Reported

System results of the selected indicators are reported to County Boards from aggregated data annually across individuals. This information may be used to inform process improvement efforts at the County Board and Regional levels.

QSS QUALITY SERVICE SYSTEM

QSS

QUALITY SERVICE SYSTEM

Core Product / Quality Service System:

- **Align Organizational Systems to Improve Performance**
- **Develop Core Values to Guide Decision Making and Drive Improvement**
- **Use the Learning Cycle and other Key Strategies to Improve Performance**
- **Establish System Outcomes and Indicators**
- **Measure Results; Create Value for Individuals and Families**

Value Added Benefits:

- **Products Designed to Increase Availability of Quantitative Data**
 - **Integrated Service Plan (In Development)**
 - **NCI (National Core Indicators) Quality Assurance Systems Review**
 - **Quality Assurance Review as Required for SL Service Recipients**
 - **Provider Compliance Review**
 - **Web-Based Community Survey**
 - **Electronic ISP Packet Review Results - Waiver Administration Only**
- **Accreditation / Targeted Process Improvement**
- **Liaison (ODMRDD, ODJFS and OACBMRDD)**
- **QSS Staff Research and Share Concepts Regarding Quality**
- **Members Collaborative**

QUALITY SERVICE SYSTEM – COMPREHENSIVE PRODUCT DESCRIPTION:
--

MEORC and county board participants in the **Quality Service System** are working to become high performing agencies through the use of The Performance Excellence Model. The service is designed to assist county boards with, Strategic Leadership, Execution Excellence and Organizational Learning.

CORE PRODUCT / QUALITY SERVICE SYSTEM:

The System: Using an **aligned systems approach** QSS participants enhance their organization's ability to improve performance in the areas most important to their success; ensuring that individuals and families are better off.

A Proven **Aligned Systems Approach** is used...To Achieve **Results**. The following categories are aligned to work together to accomplish the organizations goals.

- Leadership
- Strategic Planning
- Customer Focus

- Process Management
- Workforce Focus
- Measurement, Analysis, and Knowledge Management

The Values: Participants learn about the QSS **core values** that are used to guide decision making and **drive improvement at MEORC**. Participants are supported to develop or confirm values for their own organizations for the same purpose.

The Outcomes: QSS participants **collaborate** for the purposes of **benchmarking performance** and **getting better**. Common desired system outcomes are agreed upon by the membership and measured. Strategies attributed to high performance, are shared among participants.

The Strategies: QSS participants use the learning cycle throughout the system categories and to improve key processes to become High Performing Organizations.

Key Strategies for **Improving the Performance of QSS Counties**

- Software / Technology Exploration and Advancement
- Quality Systems Training
 - The Foundation - Core Concepts and Values
 - Foundations in Strategic Planning
 - The Learning Cycle / Use of Quality Tools
- Measurement, Analysis, and Knowledge Management Training
 - Increasing Data Consumer Skills
 - Developing System Outcomes and Indicators
 - Using Data for Process Improvement
- On-Going Facilitation, Consultation, Tool Development
 - Receive Customer-Directed Support for data analysis, strategic planning, and key process improvement
 - On-Going Tool Refinement - Capturing Information and Analysis
 - Organizational Learning

The Results: QSS Participants focus on results and create value for individuals and families (their customers) and stakeholders. Agencies purchasing QSS become aligned and engage in an exciting process of continuous improvement

VALUE ADDED BENEFITS:

The Products: QSS Participants have access to diverse, complementary products and services that provide access to quantitative data about what their customers want and need and about their organization's performance. As a customer of MEORC, QSS members participate in the development of the QSS products ensuring that customer requirements are met.

- Integrated ISP - Integrated Assessment, Planning, Documentation and Monitoring (Project In Development)
- Web-Based Community Survey

- NCI (National Core Indicator) Surveys
- Quality Assurance Reviews (Individual and System Results)
- Provider Compliance Reviews

Accreditation Preparation: QSS Members receive Accreditation Readiness services focused on targeted process improvement.

Liaison: MEORC communicates on behalf of the members on an on-going basis with ODMRDD and ODJFS.

Research on Quality: MEORC conducts on-going research related to quality systems and quality tools.

On-Going Facilitation: The MEORC Quality Team supports process improvement teams at the county board level. Use of quality tools, measurement, analysis, and knowledge management is facilitated.

Members Collaborative: QSS members collaborate for the purpose of developing sources of comparative data, sharing innovative practices and developing products that allow for flexibility and innovation at the county board level.

INVESTIGATIVE SERVICE PRODUCTS

INVESTIGATIVE SERVICES

INVESTIGATIVE SERVICES

Core Product / MUI Investigations:

- **Complete Investigation of MUIs in Accordance with 5123:2-17-02**

Value Added Benefits:

- **Liaison**
- **Policy and Procedure Development**
- **County Contact Meetings**
- **Training and Technical Assistance**
- **Quality Outcomes and Statistical Analysis**
- **Participation in Review Processes**

INVESTIGATIVE SERVICES – COMPREHENSIVE PRODUCT DESCRIPTION:

CORE PRODUCT / MUI INVESTIGATIONS:

The Office of Investigations for MEORC implements a Major Unusual Incident Investigation Program utilizing consistent processes thru the use of Investigative Agents, certified in accordance with 5123:2-17-02 (OAC), which support stakeholders in responding to, assisting with and averting threats to the health, safety and welfare of the individuals served.

Investigation Program

MEORC-MUI operates a flexible and responsive unit of investigators, twenty four hours a day seven days a week, with availability and emergency contact available via cell phone.

Implements internal control and oversight procedures to ensure that quality information in regarding the investigation is completed and provided in a format to ensure that subjectivity is not a part of the report.

As the Investigative Agent, MEORC participates in any external process related to the Abuser Registry, Criminal Court Cases, Provider Certification Processes and Unemployment claims/denials as related to the Major Unusual Incident process.

MEORC-MUI assumes all responsibility associated with personnel issues related to the Investigative Agent's, thus eliminating and/or sharing the responsibility with the stakeholders.

VALUE ADDED BENEFITS:

Liaison

Successful and positive relationship with ODMR/DD and, in many instances, serves as liaison for stakeholders. Advises member county boards on pending rules and their predicted impact on the local delivery system.

Works with and provides information to the ODMR/DD's Abuser Registry staff for the review and placement of offenders on the Abuse Registry.

Develops, maintains and improves relationships and training with Children Services Bureau and Law Enforcement as well as other community agencies.

Serves on state committees as requested in order to provide a collective voice (representing 20% of the State of Ohio's 88 County Boards) to ensure that the needs/concerns of the participating County Boards are heard.

County Contact Meetings

Coordinates/conducts routine training meetings for stakeholders to assist with the successful administration of services. Assists participants to connect with neighboring County Boards to share information regarding successful procedures. These training meetings provide CEU's to assist staff in maintaining certification as ODMR/DD approved growth credit.

Policy and Procedure Development

Assists with the development of updated policy and procedures related to the Major Unusual Incident Rule and mandates associated with the process.

Advises member county boards on pending rules and their predicted impact on the local delivery system.

Provides the stakeholders with assistance and wording relative to local Policy and Procedures associated with the Major Unusual Incident Rule and its related components.

Training and Technical Assistance

Stakeholders receive the benefits of Investigative Agents from MEORC staff and the specialization and expertise in the area of health and safety.

Available on a daily basis for technical assistance to review specific details of Incidents to ensure appropriate classifications and determination as a Major Unusual Incident.

Serves as a resource to stakeholders for written forms and verbal assistance when developing processes or handling unique situations.

Provides individualized training and technical assistance to staff that is completing the Administrative duties required by rule to ensure that compliance standards are implemented and monitored.

MEORC-MUI provides individual technical assistance to ensure that stakeholders are provided with the needed tools to ensure appropriate reporting and investigating in accordance with the Major Unusual Incident Rule.

Assists with coordinating and conducting Major Unusual Incident Rule training regionally/locally to assist stakeholders in meeting the requirements of annual and ongoing Rule Training.

Provides technical assistance in regards to what customized processes appear to work best for other counties and how a process can be implemented to assist each individual stakeholder.

Provides stakeholders with updated information regarding changes, which occur in the system, and assists in making changes in processes in accordance with mandates.

Provides assistance to stakeholders regarding the prevention of similar Incidents occurring in the future based upon experience related to unique situations.

Quality Outcomes and Statistical Analysis

Provides routine updated information and statistical analysis related to the Major Unusual Incident process to assist stakeholders with the monitoring and measuring of outcome based services and the improvement of the delivery of services.

Due to the unique structure and availability of statistical data, MEORC-MUI is able to provide an analysis of trends/patterns and county to county comparisons in terms of the total of Major Unusual Incidents and types of the types of Incidents reported.

Participation in Review Processes

Provides historical information in regards to the outcomes of recent reviews, which assists in making immediate changes to internal processes, and improve the delivery of services for the future.

Prepares stakeholders for the external review processes conducted by outside entities through the implementation of a “reciprocal oversight process”. This process identifies areas which require improvement both in the investigation and Administrative processes required by rule.

Attends, participates and assists the stakeholders and ODMR/DD in all annual reviews, accreditation reviews and registry reviews conducted at the county level with hands on experience of a minimum of 18 reviews annually.

Assists stakeholders with Plans of Corrections necessary to maintain compliance with the Major Unusual Incident rule and assists with the implementation of new processes to overcome these barriers.

Assists stakeholders with input related to the completion of Accreditation, Quality Outcomes Processes, Plans of Corrections and Best Practices Standards, as well as all other external review processes.