In the five years I have been Commissioner of this department, I have been proud of how our dedicated employees work tirelessly to support people with intellectual and developmental disabilities every day. Every year, I've been surprised at how much we've been able to accomplish.

This past year was an incredibly important year for DIDD, as the state was finally able to exit more than a quarter century of litigation surrounding how it cares for people with intellectual disabilities. To be one of only 14 states without a large, congregate state institution is certainly something to be proud of, and even more so that the present DIDD service-delivery system has been hailed as “one of the best community services in the nation, providing services and support in a rich array of programs” by the attorney of People First of Tennessee.

Furthermore, the department continues to look for innovative methods to support people with intellectual disabilities in a person-centered manner. Whether it is bringing much-needed seating and positioning services on the road for people with extreme physical complexities who can't travel or allowing people who desire independence to achieve their goals with enabling technology, every day the department strives to improve its supports with the sole purpose of improving every person's quality of life.

As we near the end of the Governor Haslam's administration, I look forward to watching DIDD continue its leadership in areas that matter most to people with disabilities: rights, employment, health and safety, independence and self-advocacy. I'm confident we are on the right path, and that DIDD's work will continue to be a model for the nation.

Sincerely,

Debra K. Payne
Commissioner, Department of Intellectual & Developmental Disabilities
INTRODUCTION

The Department of Intellectual and Developmental Disabilities (DIDD) is the state department responsible for administration and oversight of community-based services for Tennesseans with intellectual and developmental disabilities. The department operates with more than 1,400 state employees and 400 community providers to serve approximately 7,800 people with intellectual disabilities through its Home and Community Based Waivers and 4,500 people through the Family Support Program. It also operates 38 Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) program including the Harold Jordan Center, and three seating and positioning clinics across Tennessee.

DIDD strives to support people with disabilities to live fulfilling and rewarding lives and become the nation’s most person-centered and cost-effective state support system for people with intellectual and developmental disabilities.

The department continues to lead with its rich array of programs and nationally recognized models of best practice. It was the first state in the country to receive Person-Centered Excellence Network Accreditation from the Council on Quality and Leadership to help Tennesseans live the lives they choose. It is also recognized as a national leader both in its efforts to increase competitive, integrated employment opportunities for people with disabilities as well as its development and implementation of Protection from Harm strategies, for which DIDD has recently been selected to assist in the development of a national best practice model for disability services.

The department oversees three 1915(c) Home and Community Based (HCBS) waivers for operation: the Statewide Waiver, the Self-Determination Waiver, and the Comprehensive Aggregate Cap (CAC) Waiver, which includes but is not limited to:

- Self-Determination Waiver Case Management
- Quality Management
- Protection from Harm
- Service Authorization
- Provider Development and Training
- Outreach
- Complaint Resolution
- Person-Centered Practices
- Provider Supports
The 2017-2018 fiscal year was paramount for DIDD with the department seeing the end to a decades-long litigation for the state after the final people moved into community homes in East Tennessee from a large, segregated institution. It also championed an Enabling Technology test project to explore technology solutions as support for Tennesseans with disabilities to live their lives more independently. The department held its inaugural Enabling Technology Summit in August 2017 and saw the first person participating in the project move into his own home in spring of 2018.

DIDD also acquired a new way of providing services to people with significant physical complexities this year with the mobile seating and positioning clinic and expanded tools to help people supported maintain good dental health.

In the coming year, it will continue its work to pioneer and promote best practices for excellent service-delivery systems for people with disabilities. It plans to advance its efforts to expand meaningful job outcomes for Tennesseans with disabilities through a new provider mentorship program called the Tennessee Employment First Leadership Initiative, or TEFLI. It will also see the continuation of the development of the four-year Accreditation plan, and discover new ways to utilize enabling technology to support people with disabilities to reach their independence goals.

### DIDD by the numbers

<table>
<thead>
<tr>
<th>Waiver Population</th>
<th>SD</th>
<th>CAC</th>
<th>STATEWIDE</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,155</td>
<td>1,610</td>
<td>4,825</td>
<td>7,590</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Time Employees</th>
<th>1,454</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Family Support Population</th>
<th>4,473</th>
</tr>
</thead>
</table>

Total Budget (non-waiver and waiver) $856,574,400
LAWSUIT EXIT UPDATE

On September 8, 2017, Commissioner Debra K. Payne and Governor Bill Haslam announced the dismissal of the longstanding Clover Bottom lawsuit, ending a quarter century of litigation and court oversight of intellectual disabilities services in the state of Tennessee.

In 1995, People First of Tennessee filed the lawsuit and it was later consolidated with a case filed by the federal government concerning the conditions at three state developmental centers: Clover Bottom Developmental Center in Nashville; Greene Valley Developmental Center in Greeneville; and Nat T. Winston Developmental Center in Bolivar. After six months of mediation, all parties agreed to an exit plan in January 2015.

The closure of Greene Valley Developmental Center was the final item to be completed in the exit plan and occurred in May 2017, after five decades of operation. Approximately 60 people transitioned out of the developmental center and into new four-bedroom ICF/IID facilities. It has been more than a year since ribbons were cut on the homes constructed by private providers in East Tennessee. Now, the people who live there are among thousands of people across the state who have successfully moved out of institutional care and into their own homes where they live, work, and thrive in their communities.

Satisfaction survey result

One year after the people left Greene Valley, surveys were sent to conservators and persons supported, from June 2016 through May 2018, to evaluate their new community homes, staff, and daily lives. The results reflect a high level of satisfaction from conservators with a 93% average overall satisfaction score and highlight exemplary efforts to provide inclusion, comfort, cleanliness, and accessibility within the homes. Of the surveys received, there were two which noted satisfaction scores below 80%. In those two cases, Transition Unit staff contacted the conservator to get additional information about their concerns, conducted follow-up post-placement visits with the person and their provider agency, and worked to resolve any outstanding concerns. These results continue to demonstrate the importance of community-based services and the positive impact of true community inclusion on the lives of persons with all levels of ability.
**FY ’17-’18 Achievements:**

The department kick-started an Enabling Technology test project in FY 2017-2018 with the goal of discovering how newly available technologies could support people with disabilities to increase their self-reliance, engage with their communities, and ultimately fulfill their life goals. Through the program, DIDD established a roster of enabling technology companies with a depth of experience to participate in our Enabling Technology Projects throughout the state. These companies are:

**Home-Based Enabling Technology Supports**
- SimplyHome
- Rest Assured
- Sengistix
- Night Owl Support Systems

**Mobile Enabling Technology Supports**
- Ablelink Technologies
- Oneder

**Enabling Tech Summit**

Five of the above companies presented at our First Annual Enabling Technology Summit in August 2017 to educate the provider community on current available technology options for people with intellectual and developmental disabilities. About 200 provider staff, department employees, and other stakeholders attended and heard presentations from five different vendors and a state official from Ohio on the benefits and processes of utilizing enabling technology supports.

The Department developed guidance documents, program oversight, Protection from Harm strategies, and Internal Operating Guidelines to govern the overall process, expectations, and safeguards for these projects prior to implementation. Due to the extensive education needs associated with these new projects, DIDD retained SimplyHome to create an online curriculum, a requirement for all participants.

There are currently four providers participating in these enabling technology projects:
- St. John's Community Services
- Core Services of Northeast Tennessee
- Sertoma Center
- The Orange Grove Center
Enabling Technology Advisory Council

An Enabling Technology Advisory Council was created with members made up of families, advocates, ISC Directors, Providers, Managed Care Organizations, and DIDD Staff. This council offers advice and feedback to DIDD from numerous perspectives to support the growth and success of enabling technology statewide.

These projects began in spring 2018 with six part-time Tech Champions, two per region, to support and guide providers through the entire implementation process. Recognizing the immediate demand and potential impact of this program for those receiving services, DIDD has recently created full-time positions in each region to ensure the availability of trained support for these innovative projects. Regular meetings are held with key DIDD staff to review the enabling technology projects’ processes based on feedback from the field, the Enabling Technology Advisory Council and participating providers in recognition of the need for adjustment as the projects mature.

Carl’s New Home

On May 1st, the first person to participate in the DIDD Enabling Technology Test Program transitioned from a home where he lived with two other people and had around-the-clock staffing to a home of his own with personalized enabling technologies and only approximately 22 hours of in-person support a week.

Carl Lipford is supported by Core Services of Northeast Tennessee. Through person-centered planning with his staff last year, they began identifying ways they could help him achieve his personal goals for independence. Carl had always dreamed of having a home to call his own and already had a full-time job at a battery charger manufacturing company called Diversified Power International that could support the lifestyle he wanted.

Once Core Services helped Carl find a house he liked, they procured SimplyHome of Asheville, North Carolina to install unobtrusive, assistive technology, including a doorbell with an app and a camera to alert Carl and his staff of visitors, a sensor on the refrigerator to monitor diet, and an alarm that would remind Lipford to turn off the stove.

Months later, Carl is now comfortably living on his own, preparing his own meals, getting himself ready for work, and going on outings with friends to movies and concerts. Carl and the people closest to him agree that he has never been happier.
What's Ahead: This Fiscal Year’s Enabling Tech Projects

In the FY19 budget, DIDD received a recurring appropriation from the General Assembly to expand its Enabling Technology program with a number of new endeavors already underway.

New projects will include:
• Agency Transformation Projects, conceived as a multi-phased cultural and organizational design process, focused on equipping providers with the tools and knowledge to more broadly carry the Technology Now agenda into the Tennessee HCBS Waiver service market.
• Opportunities for current participating providers to offer enabling technology options for more individuals receiving services from their organizations, without pursuing a full transformation effort.
• Start-up support for provider agencies interested in pursuing enabling technology to help the people they support reach their goals for independence and community living.

Agency Transformation

Supported by DIDD Tech Champions and two nationally recognized industry leaders, these projects support a full immersion into the establishment of enabling technology as a viable support to all persons and a first option to consider during support planning. These options allow persons to effectively pursue greater independence and reduce reliance on in-person support. This also presumes that enabling technology can be used to support people not only at home but also in the community and at work. The transformation to become a Technology Now Provider comes with certain expectations:

a. To become an Enabling Technology mentor for other providers within the provider’s region
b. To develop a corps of Technology Self-Advocates/Peer Mentors, ensuring that enabling technology opportunities are communicated person-to-person.
c. To develop a plan for these enabling technologies to be self-sustaining and increase provider capacity.

DIDD has engaged The Arc to conduct a review and rating system of evidence-based apps called The ARC-Vanderbilt Research Project, with feedback from people with cognitive disabilities, as a means to expand access to viable enabling technologies.

DIDD is also in the process of creating Enabling Technology Model Homes for all stakeholders to visit, including families, persons supported, support coordinators and providers; to allow all interested parties to actually see what these technologies look like and how they work.
ACCREDITATION

DIDD continues its work on developing a four-year Accreditation Plan to guarantee the entire service-delivery system fully adopts accreditation principles in supporting people to exercise their rights and maintain good health. It is the first state department in the country to receive Person-Centered Excellence Network Accreditation from the Council on Quality and Leadership (CQL) and remains a national model for person-centered practices.

This year, 15 Personal Outcome Measures Workshops were completed from July 1, 2017, to June 30, 2018. Thirty-seven Basic Assurance Reviews were also completed during that same period.

The Accreditation Team’s major accomplishments of the year include but are not limited to:
• The Self-Advocate Mentors quarterly staff meetings in each region where they discuss topics like speaking up for others, practicing their skills for facilitating focus groups and identifying other opportunities to teach others about self-advocacy.
• The development of DIDD Self-Advocate Training Curriculum.
• Attending a National Self-Advocacy conference (SABE- Self-Advocates Becoming Empowered) in Birmingham.
• All 14 people trained to complete Personal Outcome Measure Interviews successfully passed the Inter-Rater Reliability with CQL.
• Of the 11 people certified to complete Basic Assurance Reviews, all 11 have participated in mentoring by CQL in order to prepare for Basic Assurance recertification.

The upcoming year will be focused on DIDD’s re-Accreditation through CQL and the development of the new Accreditation plan and regional plans with input from all stakeholders. More concentration will be present on providing education to people supported regarding Rights and Responsibilities, medical diagnosis, and more.

National Core Indicators

The department’s participation in the National Core Indicators Adult Consumer Survey continued in 2018. The state voluntarily completes the surveys to understand and track performance in key areas for the developmental disabilities service delivery systems.

In this year’s report, Tennessee leads the nation among 38 states participating and the results below reflect the tireless work the department has been doing statewide in recent years with Person-Centered Practices:

• Services and supports to help a person live a good life: 98%
• Staff come and leave when they are supposed to: 98%
• Able to get places when wants to do something outside of home: 95%
• Staff have right training to meet person’s needs: 97%
• Staff treat person with respect: 98%
• Met with case manager/service: 100%
• Case manager/service coordinator asks person what s/he wants coordinator: 98%

The survey also identifies areas where each state can improve their service delivery operations. Tennessee continues to work on improving the number of competitive, integrated employment and community group inclusion opportunities.
EMPLOYMENT FIRST

The state of Tennessee consistently leads the nation in Employment First efforts year after year, as it works to provide more competitive, integrated employment (CIE) opportunities for people with disabilities. The department is currently utilizing multiple tools, programs and working with its stakeholders in an effort to reach an ambitious goal of doubling the employment rate of persons supported in DIDD waivers by 2022.

Employment Rate Increase- Data Collection Tool

The department launched a new Data Collection tool in partnership with EconSys in April 2017 designed to provide figures at state, regional, provider, and individual levels. DIDD announced in April 2018 that the CIE rate of persons supported was 17.6 percent in October 2017, a 1% increase from the first data collection in April 2017. The next data collection period will be October 2018.

Providers gave the information on hourly wages, type of industry, and hours worked weekly on persons supported in section 1915(c) HCBS waivers, who are of working age and no longer in school. The data undergoes detailed analysis in an effort to implement new strategies and increase the overall employment rate.

Expect Employment Report Presentation

The Employment First Task Force presented the 2017 Expect Employment Report to Governor Bill Haslam at the Food City in Kingsport, Tennessee in October 2017. There the governor met current employees and former students of the Transition School to Work based program at Dobyns-Bennett High School. The report is a way for the Task Force to report annually on progress, challenges, successes, and upcoming opportunities for Tennesseans with disabilities.

Day Services Changes

DIDD in collaboration with TennCare and provider input is making changes to Employment and Day Services in the 1915(c) HCBS waivers to provide people with more flexibility in how and when they use the services, new services geared toward understanding employment options and pursuing desired employment opportunities, and empowering people to achieve greater independence. Some of the more significant changes include, but are not limited to:

- Further aligning waiver day and employment services with federal and state policy, including the HCBS Settings Rule and Governor Haslam’s Executive Order 28 on Employment First.
- Allowing persons supported to use their home as their base from which to access the community and employment opportunities.
- Eliminating the requirement to provide a total of 6-hours of service in order to bill employment or day services on a particular day.
- New pre-vocational services and variable job coaching rates to encourage independence, and incentive payments for providers who support people in working a higher number of hours.

The department is targeting an implementation date on these changes for April 2019.
Employment First State Leadership Mentor Program

DIDD once again led the effort to gain federal support and recognition of Tennessee’s leadership in providing inclusive and competitive job opportunities to people with disabilities. The U.S. Department of Labor Office of Disability Employment Policy (ODEP) named Tennessee as a Core and Community of Practice State in the Employment First State Leadership Mentoring Program (EFSLMP) for the 6th consecutive year.

The department’s focus for 2018 has been in these main areas:

• Provider Transformation: DIDD spent this year building the Tennessee Employment First Leadership Initiative (TEFLI) mentor program for providers as they transition people with disabilities from sheltered workshops to competitive integrated employment opportunities in the community. It kicked-off TEFLI training in August and will begin the selection/matching process this fall. The initial TEFLI engagement will span five years and reach approximately 1,200 people supported in DIDD programs.
• Business engagement: DIDD is facilitating a group that meets to learn from businesses about their experiences of hiring people with disabilities, including discussions with state agency representatives, businesses, and DIDD providers.

Think Employment Summit

In September 2017, TennesseeWorks’ fifth annual “Think Employment Summit” was held in cooperation with DIDD, the Council on Developmental Disabilities, Supporting Families in Tennessee, and Vanderbilt Kennedy Center for Excellence in Developmental Disabilities. The summit featured a track for self-advocates around exercising rights, meaningful day, and how to create a short-term action plan. DIDD’s self-advocate mentors took the lead on several presentations, and others were conducted by DIDD’s Accreditation and Person-Centered Practice teams.

TennesseeWorks is planning on holding regional summits in 2019 to ensure students, families and community providers in other areas of the state have the opportunity to attend.

Regional Employment Efforts

The Middle Tennessee Regional Office (MTRO) and Community Options Inc. held an employment interview fair in May to offer people with disabilities an opportunity to experience multiple real-life job interviews and help prepare them for future employment. About 22 provider agencies participated and more than 80 people interviewed with employers from Buffalo Wild Wings, Penn Station, Thorntons, Vocational Rehabilitation, and five other Professional Staff from MTRO.

The West Tennessee Regional Office is recognizing Agency Providers who obtain employment for five or more people in 2018 with a “High 5 Award”. St. Johns Community Services was identified as the recipient of the first regional award for their leadership in employment first efforts. The award derived from the Employment First committee in the West region to highlight agency achievements in employment.

The East Tennessee Regional Office initiated employment collaborations in the Upper East, Chattanooga, Athens, and Knoxville areas in 2017. The goal of these meetings is for providers to collaborate together all resources including ideas and networking for the purpose of aiding people supported in obtaining gainful and person-centered employment. The primary objectives are to bridge the gap for people with disabilities and employment by recognizing their skills and value in the workforce, focusing on proper placement and retention, and job training and coaching.
PROGRAMMATIC ACCOMPLISHMENTS

HCBS Settings Rule

Tennessee was the first state in the nation to receive final approval from the Centers for Medicare and Medicaid Services (CMS) to implement its Statewide Transition Plan for compliance with the HCBS Settings Rule. DIDD continues to assist providers in completing transition plan milestones in order to meet the deadline for full compliance with the Home and Community Based Settings Rule.

The rule clarifies the expectations for Person-Centered Planning and has defined new requirements for all residential and day service settings receiving Medicaid waiver funding to support people with intellectual and developmental disabilities. Key principles of the rule include:

1. The setting is integrated in and supports full access to the greater community;
2. Is selected by the individual from among setting options;
3. Ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint;
4. Optimizes autonomy and independence in making life choices;
5. Facilitates choice regarding services and who provides them.

There are additional requirements for provider-owned or controlled home and community based settings and those include:

1. The individual has a lease or other legally enforceable agreement providing similar protections;
2. The individual has privacy in their unit including lockable doors, choice of roommates and freedom to furnish or decorate the unit;
3. The individual controls his/her own schedule including access to food at any time;
4. The individual can have visitors at any time; and
5. The setting is physically accessible.

DIDD has completed the Heightened Scrutiny Visits/Reviews and State Level Transition Plan review phase, which included review and approval by DIDD and TennCare of provider Transition Plans to address partial/non-compliance findings.

As of June 30, 2018, there are 71 providers still implementing their transition plans. The compliance data represents 931 of the 1016 sites remaining open. During the reporting period of April-June 2018 overall compliance is noted at 92%. The chart below notes overall provider compliance as reported to TennCare quarterly.
DIDD continues to be immersed in assessing compliance. Ongoing monitoring is occurring to ensure providers are complying with the settings rule. The deadline for full compliance and for providers to complete their milestones is March 2019.

**Medicaid Redetermination**

Medicaid Redeterminations are required for certain persons enrolled and are critical for persons’ continuing financial eligibility for Medicaid and continued receipt of waiver-funded services. The Department ensured the completion of 2,914 Medicaid redetermination packets for persons enrolled in 1915(c) HCBS waiver programs over the course of the fiscal year. Recent changes in the timelines for redetermination packets include the alignment and submission to TennCare within 30 days of the person’s annual ISP, to promote consistency and efficiency in the process.

**Medication Administration**

Approximately 55 Registered Nurses, certified to teach the Medication Administration for Unlicensed Personnel class, gathered at Fall Creek Falls State Park in October 2017 to discuss the curriculum for the program. Feedback from the event has been used to revise the Medication Administration written test. The new written test was implemented on February 1, 2018 and video training for medication administration was created shortly after. Changes to the curriculum and skills portion of the test were also made and implemented to make the material easier for Direct Support Staff to understand without compromising the safety of the individuals that we serve. Tools and resources are continually being revised to better demonstrate the proper techniques to use when administering medications.
EMPLOYMENT AND COMMUNITY FIRST CHOICES

The Employment and Community First Choices (ECF CHOICES) Program was launched in 2016 through TennCare. New enrollments into services for people with intellectual and developmental disabilities are taken through this program, effectively closing new enrollment for DIDD’s three waivers. DIDD contracts with TennCare, through an interagency agreement, to perform three main functions within the ECF CHOICES program; intake and enrollment for non-Medicaid individuals, Critical Event Management, and Quality monitoring survey reviews of ECF CHOICES providers.

**Intake and enrollment**

DIDD conducts intake and enrollment activities for persons without Medicaid who apply for the ECF CHOICES program. Over the past year, DIDD received 796 referrals and has assisted hundreds of other people with Medicaid to connect with their Managed Care Organization at the point of contact with our department. DIDD also provides alternative resource information to persons who contact our department, regardless of their potential eligibility for ECF CHOICES. DIDD has initiated outreach for over 2,000 non–Medicaid persons on the ECF CHOICES referral list. The outreach will be conducted on a biennial basis and will focus on obtaining the most recent information regarding the circumstances of persons with intellectual and developmental disabilities, including the age of caregivers in support of the Aging Caregiver Law.

**Critical Event Management**

DIDD Protection from Harm is responsible for the review and investigation of all Reportable Events that rise to the level of a Tier 1. Tier 1 Reportable Events include the following: all allegations or suspicion of abuse, neglect or exploitation resulting in physical harm, pain or mental anguish; all unexpected deaths, including suicide; serious injury of unknown cause; suspicious injury; vehicle accidents while transporting a person that results in an injury requiring face-to-face medical treatment beyond first aid or a serious traffic violation with significant risk of harm; medication error resulting in the need for face-to-face medical treatment based on injury or probable risk of serious harm; theft by provider personnel of more than $500; and the use of manual or mechanical restraint or protective equipment outside of the approved use in the person’s Person Centered Support Plan or Behavior Support Plan or intentionally inappropriate or in violation of guidelines specified in the person’s PCSP or BSP. The investigative process is the same as that of the HCBS waiver investigations.

DIDD Protection from Harm is also responsible for maintaining a statewide system for tracking and trending all reported Tier 1 and Tier 2 Reportable Events. The trending is viewed system-wide, by provider type, by provider, by type of reportable event, and by individual alleged or substantiation. This is done on a quarterly basis and submitted to TennCare for review.
Employment and Community First (ECF) CHOICES Quality Surveys:

The Division of TennCare contracted with DIDD to implement the quality monitoring process that TennCare has developed for surveys of many of the services provided under the ECF CHOICES program. Throughout the year, the surveyors conducted 47 consultative surveys of ECF providers which offered an opportunity for providers, managed care organizations and the DIDD survey staff to learn how the various quality indicators are measured as they are applied during the surveys.

Audits of DIDD contracted services under ECF

In March 2018, the Division of TennCare conducted an audit of the Department’s compliance with the Referral, Intake, and Enrollment functions outlined in the interagency agreement between TennCare and DIDD regarding Employment and Community First CHOICES. The audit results were noteworthy and indicated all cases reviewed were found to be in compliance with the Department’s contractual obligations.

In May of 2018, the Division of TennCare conducted an audit of the Department’s compliance with Reportable Events functions outlined in the interagency agreement between TennCare and DIDD regarding ECF CHOICES. The Audit reviewed a 100% sample of all Tier 1 Reportable Events that occurring between July 1-December 31, 2017. Additionally, the audit reviewed a 100% sample of all Tier 2 Reportable Events in which law enforcement was involved for ECF CHOICES members during the same time period. This audit checked for compliance in areas such as reporting, investigations, timeliness and reclassification.

Based on TennCare’s audit, DIDD received a 100% compliance regarding their review of all components of the audit. TennCare has yet to perform an audit of the quality monitoring process surveys contracted for under the Interagency Agreement.
Office of Quality Management

During FY 2017-18, the Office of Quality Management continued to conduct oversight activities of community-based providers into four program areas: Quality Assurance Surveys, Fiscal Accountability Reviews, ICF/IDD Surveys, and ECF Quality Surveys.

The Quality Assurance Unit completed a total of 235 Quality Assurance surveys of contracted providers in the 1915(c) HCBS waiver programs. Of these reviews, the following frequency of performance levels among providers was noted: 68 providers scored Exceptional Performance, 97 were Proficient, 67 providers scored Fair, and only 3 providers scored within the performance level of Significant Concerns. In addition, during this year, a total of 48 providers were recognized by DIDD as achieving Star Award status based upon their attaining standards of high performance.

The Fiscal Accountability Review (FAR) Unit conducted 150 reviews of providers for the purpose of evaluating the overall financial status of the provider network. Reviews focus on assessing provider competency in documenting the provision of services to support billing claims submitted as well as determination of Title VI compliance and follow up on other DIDD requirements.

The ICF/IID Survey Operations Unit through a subcontract with the Department of Health conducted 130 surveys for privately operated facilities through the contract that the Department of Health has with DIDD. These surveys determine a facility's compliance with federally established standards for the ICF/IID program.

SD Waiver

The Self-Determination waiver provides services and supports to eligible persons and allows for a considerable array of home and community supports within a hard cap of 36,000 dollars per year. There are 1,155 persons currently enrolled in this waiver which is administered by the Department, including the provision of state case management to persons enrolled. Of the 1,155 persons enrolled, 561 persons currently “Self-Direct” their own services. Self-Direction allows for greater flexibility in the selection, hiring and payment of staff because the person or authorized representative acts as the employer of record. Self-Direction promotes person centered services by placing more control of service provision in the hands of persons and their families.
SEATING & POSITIONING

The department operates three seating and positioning clinics in Arlington, Nashville, and Greeneville and a mobile clinic. The clinics have manufactured more than 1,143 wheelchairs and seating systems to promote comfort and function for people with complex physical disabilities. Each clinic is staffed with physical and occupational therapists with specialized expertise in evaluating individuals and designers experienced in creating personalized systems. The clinics served more than 500 Tennesseans in the last year.

Mobile Clinic

DIDD’s one-of-a-kind Seating and Positioning Mobile Clinic hit the road in summer 2017, ending long commutes for Tennesseans with disabilities to receive these important services. DIDD acquired the vehicle and worked with Nomad GCS to meet the specifications and unique requirements for operation. The mobile clinic has since made 21 trips and 17 clients have been seen over 49 appointments. The department is currently contracted with the Michael Dunn Center in Kingston, Scott Appalachian Industries in Huntsville, Life Bridges in Cleveland and the Chattanooga Regional Office to be central locations for the mobile clinic to provide seating and positioning services in East Tennessee.

Governor’s Visit

Governor Bill Haslam visited and toured the West Seating and Positioning clinic and the mobile clinic in June 2018. The governor met the staff that operates the clinic, as well as people who receive seating and positioning services through the clinic. Haslam learned how the clinics manufacture equipment systems that help Tennesseans gain comfort and energy, and become more independent through power mobility.

Open House

Open houses were also held at the middle and west region seating and positioning clinics to invite providers to learn more about this critical service offered by the Department and inform the public on the clinic’s ability to now accept insurance from the following:

- Medicare, Part B
- Medicaid
- Blue Cross Blue Shield of Tennessee: BlueCare, TennSelect, and CoverKids
- Amerigroup
- Optum/United Health Care
- TriCare, Standard only
HAROLD JORDAN CENTER

The Harold Jordan Center (HJC) provides unique, individualized clinical treatment in three separate and distinct programs: an eight bed court ordered forensic program, a four bed behavior stabilization unit, and an ICF/IID program to people with intellectual disability with significant co-occurring behavioral/mental health diagnosis. The facility has been successful in the stabilization and treatment of over twenty persons during Fiscal Year ’17-'18 with many being transitioned into less restrictive settings after a successful treatment experience.

Governor Haslam’s Visit

Tennessee Governor Bill Haslam met and interacted with the people supported at the HJC while he toured the facility in January 2018. The visit was an excellent way for the governor to experience first-hand what the employees of HJC do to support a very behaviorally complex population. The HJC emphasizes person-centered techniques, therapy, and behavior analysis to reduce the use of and reliance on psychotropic medications by persons supported. In FY 17-18, the facility developed individually-focused weekly recreational schedules with the intent of improving social skills, developing appropriate coping strategies and increasing ability to integrate in their broader communities. The center also increased educational technology infrastructure with computers and tablets in every unit, continued to identify education and employment opportunities for people supported, and created an on-campus location with activities geared specifically toward people with sensory needs.

The team at The HJC continues to consistently demonstrate that clinical treatment and quality program development can lead to successful community placements and an increased quality of life for persons who may have previously experienced extreme difficulty in these basic desires.
COMMUNITY HOMES UPDATE

The department operates 37 four-person community-based homes or intermediate care facilities for intellectual disabilities statewide. These homes offer 24-hour support to approximately 143 people who primarily transitioned out of the now closed state-run developmental centers. State employees at the homes are responsible for ensuring the daily health, welfare, and safety of people supported.

The West Ventilator Care Home

DIDD has dedicated an entire home to serve people with intellectual disabilities who are ventilator dependent. The ventilator home is a unique addition to DIDD’s community homes, as it was specifically developed for people with intellectual disabilities and is the only ICF/IID in the state of Tennessee to offer this service. Currently, the ventilator home only supports two people and can serve as many as four people at one time. DIDD has also added a full-time respiratory therapy department along with nursing, therapy and habilitation units already in place to ensure that our care is comprehensive and meets all required needs. People supported at the homes are also provided active treatment, community outings, and person-centered days.
During the 2017 legislative session, legislation was passed to create the Tennessee Council on Autism Spectrum Disorder. The legislation set goals for the council which includes the establishment of a comprehensive statewide long-term plan for a system of care for people with autism spectrum disorder and their families. The Council will make recommendations and provide leadership in program development regarding matters concerning all levels of autism spectrum disorder services, including, but not limited to, health care, education, and other adult, adolescent, and children’s services.

Governor Bill Haslam appointed three family members and/or self-advocates to the Council from each grand region of the state, and a representative from each state department involved with people with autism spectrum disorder during their lifespan. The Council operates under the administrative support of DIDD’s Division of Policy and Innovation. Its first meeting was held in Nashville on October 4, 2017.

The Council voted to operate through four working committees: Information for Families/Service Coordination, Early Intervention/Education, Healthcare, and Aging/Adulthood. Council and community members make up each committee and participate on the calls. Each committee developed an action item to work on and the full council voted to accept these at the July 24th meeting:

**Information for Families/Service Coordination:**

The Autism Council will develop a “Lifespan Approach” with a resource map and timeline of suggested actions for families and individuals that will include available resources, and will provide additional information on legal and financial supports.

**Early Intervention/Education:**

The Autism Council will promote parent, teacher, and administrator training across the early intervention and education system, and support a collaborative approach for people and families concerning educational rights and responsibilities.

**Healthcare:**

The Autism Council will collaborate on the development of a System of Care based on principles of the Medical Home that supports the provision of comprehensive health services statewide and utilizes technology to provide both services for patients and training for healthcare providers serving people with ASD and their families across the lifespan.

**Aging/Adulthood:**

The Autism Council will promote training for Vocational Rehabilitation (VR) professionals across the State, and will work to build collaborations and develop policies that provide for successful transitions from educational services into adulthood and meaningful employment.

The Council meets quarterly in Nashville, and all meetings are open to the public.
Rate Increase
The Tennessee General Assembly approved a final FY 2018 budget that included approximately $23 million in recurring state and federal funding with the sole purpose of raising wages for Direct Support Professionals (DSP). On July 1, 2017, the new rates for residential and day services, excluding facility-based day and large group homes of five or more people, went into effect.

Governor’s Office of Diversity Business Enterprise
Last year, the General Assembly passed legislation to expand the Tennessee Governor’s Office of Diversity Business Enterprise (GoDBE) to include business owners with disabilities. GoDBE assists businesses that are minority-owned, women-owned, persons with disabilities and service-disabled veteran owned businesses into becoming viable, successful businesses. Now, Tennesseans with disabilities have begun the process of applying to become certified business owners through GoDBE.
SOCIAL MEDIA

ACCOMPLISHMENTS

DIDD strives to engage with members of the community around the state on its social media accounts to promote inclusion, employment and full community integration. The department operates Twitter, Facebook, and YouTube pages and continues to see audience growth on each platform.

DIDD produced several videos in the past year, many of which garnered thousands of views on Facebook; including an employment story on campus at the University of Tennessee Martin with more than 80 thousand views. Another video about the first participant in DIDD’s Enabling Technology Project was seen nearly 14,000 times. The success of these videos has largely contributed to audience growth on the department’s social media accounts. Last year, DIDD exceeded 4,300 followers on Facebook, 1,400 followers on Twitter, and 340 subscribers on YouTube.

DIDD is #servingTN

This year the department joined a statewide social media campaign called #servingTN to tell the stories of how state employees are providing services to make a difference in the lives of fellow Tennesseans in unexpected and inspiring ways. DIDD featured 6 different Real TN stories in March and May, focusing on employment, self-advocacy, seating and positioning services, the Family Support program, and an employee spotlight. During the campaign, our most popular post was on DIDD Director of Middle Tennessee Homes and former Philadelphia Eagles football player Franklin Dunbar, reaching nearly 11 thousand people. Collectively, DIDD’s #servingTN posts reached more than 35 thousand people and gained 2 thousand engagements and 5,700 video views.
BRAD’S INTERNSHIP

The DIDD’s communications department added their first intern to the team for spring 2018. Brad Bramlett joined DIDD as a second-year student of Lipscomb University’s IDEAL post-secondary program. Brad was eager to learn more about video production and written communications to pursue his passion for television and news reporting.

During his internship, Brad’s tasks included compiling our weekly Open Line newsletter, composing internal communications for DIDD employees, and assisting in some of the department’s video projects. He created a video at the end of the semester about his internship experience to post on the department’s social media accounts, which garnered about 6,000 views.

As soon as his time at DIDD ended and he graduated from Lipscomb IDEAL, Brad was able to utilize the video from his internship and his new skills sets to land a job he wanted at a marketing company in Nashville, to produce videos with their team.

EXCELLENCE IN CUSTOMER SERVICE AWARDS

Governor Bill Haslam and First Lady Crissy Haslam honored 46 state employees in FY 2018 with the Governor’s Excellence in Customer Service Awards. Each employee was nominated by their departments’ leadership for excelling in providing efficient and effective services to Tennesseans every day. Of those recipients, The Department of Intellectual and Developmental Disabilities’ Middle Tennessee Employment Coordinator, Michael Barbour, and Director of HIPAA and Records Compliance, Simone Cuarino, were recognized with the award.