



MEMO

Department of **DISABILITY & AGING**

To: 1915(c) Waiver Providers

From: Jordan Allen, Deputy Commissioner of Program Operations, DDA; Bruce Wilson, Assistant Commissioner of Human Resources and Organizational Development, DDA

Date: February 13, 2025

Subject: Memo 2025-2, Personal Outcome Measures (POMs) Interview Process

This memo is to inform the 1915c waiver community about a change to the data collection method for measuring service satisfaction for people receiving services.

Effective January 1, 2025, the Department of Disability and Aging, in partnership with TennCare, will no longer be using the National Core Indicators (NCI) In-Person Survey tool. Instead, the department will be utilizing the Personal Outcome Measures (POMs) through the Council on Quality and Leadership (CQL). This change will ensure better alignment system-wide with DDA's accreditation efforts and support compliance with the HCBS Access Rule.

The POMs interviews will be conducted by the DDA Accreditation Team to a sample of persons supported in the 1915c waivers. Participation is mandatory for providers if they provide services to people who are selected for the sample, and providers and ISCs are expected to help facilitate the scheduling of these interviews when necessary.

The process will look as outlined below:

Scheduling

- The Accreditation Team will contact the provider for anyone on the sample who receives services from their organization.
- The Accreditation Team will ask the provider to assist them in scheduling a time and date for the Accreditation Team member to meet with the person that works for the person's schedule.
- The POM interview can be completed either in-person or virtually, based on the person's preferences.
- All POM interviews should be scheduled within 2 weeks after contact has been made by the Accreditation Team member.
- The provider organization should notify the Accreditation Team member if there is any communication assistance required to complete the POM interview with the person (such as a sign language interpreter, communication device, etc.), so arrangements can be made for that support to be present during the POM interview.
- A copy of the POM Manual can be emailed to the provider organization prior to the POM interview, if requested. However, the questions in the manual are only suggested questions and may not necessarily be the questions that the Accreditation Team member ask the person and their support staff.

Interview



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- The Accreditation Team member will meet with the person to conduct the POM interview. The preferred process is to conduct the POM interview with the person only. However, there are times when a person may want their support staff present during the interview. The person's preference is always honored.
- An Accreditation Team member will go through a list of questions concerning the person's life, home, community, health, relationships, etc., to gather information. This will be presented in a conversational style, with the person leading the conversation.
- If the interview is conducted in- person, the Accreditation Team member will have a POM guide available for the person to follow along with. If the POM interview is completed virtually, the POM guide can be emailed to the person prior to the scheduled POM interview.
- The Accreditation Team will then interview the support staff who knows the person best from the provider organization. Again, this can be completed virtually or in- person. The person can also sit in on the support interview if they prefer to do so.
- If the Accreditation Team member still has unanswered questions, they may contact the provider organization for additional information from the person's record.

Post-Interview

- All data gathered is entered by the Accreditation Team member into a database managed by CQL. Within the database, each person is provided a unique identifier to ensure information is kept private.

If you have any questions about this process, please contact Allison Boyd, Director of Accreditation at (901) 275-2044 or Allison.Boyd@tn.gov.

Thank you for your attention to this matter and your ongoing cooperation with this change. DDA is proud of the work the provider and ISC community do to support people to live the lives they envision for themselves. We are confident the quality of those services and supports will be evident from the information we collect from persons supported and that Tennessee will continue to be seen as a national leader in quality and innovation.