



Missouri Department of Health and Senior Services

P.O. Box 570, Jefferson City, MO 65102-0570 Phone: 573-751-6400 FAX: 573-751-6010
RELAY MISSOURI for Hearing and Speech Impaired 1-800-735-2966 VOICE 1-800-735-2466



Julia M. Eckstein
Director

PM-06-05
VM-06-09

November 3, 2005

MEMORANDUM FOR ALL HOME AND COMMUNITY BASED CARE PROVIDERS

From: Brenda F. Campbell, Interim Director *BFC*
Division of Senior and Disability Services

Subject: Division and Workload Redesign

The Department of Health and Senior Services organized the new Division of Senior and Disability Services August 2005. Subsequent to that time, Division management began revising internal operating procedures in an effort to maximize customer service, efficiency within current staffing levels, and statewide consistency within the programs administered by the Division. The Division is implementing changes including new staffing structure and workload flow.

1) Staffing Structure

The Division has reduced the number of Regions from six to five (see attached map). Within each region, teams will address workload activities falling within the Division's mission for current and potential participants. The team-concept is intended to ensure that priority activities are handled in the most efficient way possible. Through a new team-based workload, Regional management staff will have the ability to ensure that no one staff member has sole responsibility for all activities associated with a large, unmanageable caseload. Each Regional structure will include two types of teams:

- **Regional Evaluation Team** – This team will be stationary handling the written and telephone contacts about participants that currently are authorized for Home and Community Based Services. This team will not complete activities requiring a visit to participants in their homes. Their primary responsibilities will include care plan reevaluation, reauthorizations, care plan changes, review clinical nurse assessment documents, and conducting any necessary telephone follow-up with participants when required. Centralizing this function within the five Regions will ensure greater statewide consistency regarding care plan management.
- **Area Assessment Teams** – This team will be responding to hotlines, conducting investigations, handling intervention activities associated with ongoing Adult Protective Services needs, initial assessments, and care planning activities requiring face-to-face visits. Workload for these team members will be coordinated through management at the front-line level. These teams will share the workload within a loosely defined designated geographic area of the state.

www.dhss.mo.gov

The Missouri Department of Health and Senior Services protects and promotes quality of life and health for all Missourians by developing and implementing programs and systems that provide: information and education, effective regulation and oversight, quality services, and surveillance of diseases and conditions.

2) Workflow Redesign

To ensure consistency of the intake process and enable the Division to track initial requests for Home and Community Based Services, all referrals will be registered in an intake system at the Central Registry Unit (CRU) located in Jefferson City. The primary responsibility of the centralized intake function will be for screening, registration and referral. CRU staff will screen referrals to determine the entity most appropriate to respond to the needs of the reported individual. Referrals for Home and Community Based Services will be screened for Medicaid status and nursing facility level of care. Individuals potentially eligible for state-funded home care will be referred to the assigned Area Assessment Team for evaluation and appropriate care planning. Individuals that are not Medicaid eligible (or in application status) or who do not appear to be in need of nursing facility level of care will be referred to local resources for follow-up.

- **Area Agencies on Aging (AAA)** have state designation and primary responsibility for local program coordination for seniors (age 60 and over) within the state. Information regarding the AAA is located at <http://www.dhss.mo.gov/AAA/>.
- **Centers for Independent Living (CIL)** have state designation and primary responsibility for advocating for independent living for adults with disabilities. CIL information is located at <http://mosilc.org/CIL.htm>. Additional information regarding services for adults with disabilities is available through the Missouri Statewide Independent Living Council (MOSILC). This information can be accessed at <http://mosilc.org/index.htm>.
- Other local resources, which may be appropriate or available to the CRU staff.

Necessary Action:

Upon receipt of this memorandum, the Division is requesting that all **initial referrals** contain information sufficient to screen referrals by completing the attached Referral for Home and Community Based Services document. In an effort to expedite the referral process, the document should be faxed to the Central Registry Unit.

573/751-4386 (primary) or 573/526-3642 (secondary)

Care plan changes and information regarding current participants of Home and Community Based Services that require contact with the Division shall be faxed to the Regional Evaluation Team. At a minimum, the information shall include the following components: participant identifying information, requested change to include supporting documentation and any additional comments. Division contractors are encouraged to fax this information to the appropriate Regional Evaluation Team (see the attached map).

Reports of alleged Abuse, Neglect, or Exploitation should continue to be called directly to the Senior and Disability Services Hotline at 1-800-392-0210.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity at 573/526-8557.

BFC/TH

Attachments

CC: Distribution List 3 and 4