

Functions of the various bureaus/areas within the Division

Community Services

Bureau of Regional Services

- Meets with the Independent Service Coordination (ISC) agencies' Program Managers quarterly to discuss, clarify, and resolve service system issues along with the Bureau of Transitional Services, when needed.
- Addresses and resolves ongoing inquiries and concerns from individuals with intellectual/developmental disabilities, guardians, families, advocacy groups, legislators, and/or DDD-funded agencies regarding the service delivery system.
- Reviews and processes Waiver and Purchase-of-Service funding request packets, Service Termination Authorization Requests, Bed-Hold Requests, and Temporary and Ongoing Additional Staff Support Requests.
- Participates in the Multi-Agency Clinical Staffing (MAC) process to ensure that eligible individuals are linked to needed in-home or residential services.
- Forwards Department on Aging (DoA) Adult Protective Services' referrals to the local ISC agency for follow up activities. Monitors the ISC agency's follow up activities.
- Requests local ISC agency conduct on-site wellness checks to the individual's residential setting or home .
- Provides technical assistance to funded agencies that are experiencing either short or long term financial difficulties.
- Reviews, processes, and tracks Individual Service and Support Advocacy (ISSA) agencies' requests to exceed the 25-hour ISSA allocation per individual receiving Waiver-funded services as a result of the individual's medical and/or behavioral issues.
- Facilitates local Clinical and Administrative Review Team (CART) meetings and initiates Service Support Team (SST) referrals regarding children and adults with intellectual/developmental disabilities who are exhibiting medical and/or behavioral issues, and makes appropriate recommendations in order to maintain the person's community-based services.
- Assists and tracks individuals who currently reside in State Operated Mental Health Hospitals (SOMH) transition to DDD-funded community based services.
- Monitors and tracks the closure of CILA settings.
- Conducts Exceptional Care SNFs/Ped desk and on-site clinical reviews.

Bureau of Transitional Services

- Facilitates community based transition opportunities for individuals with intellectual/developmental disabilities who reside in State Operated Developmental Centers (SODCs).
- Monitors the delivery of technical assistance to individuals with developmental disabilities, their family members/legal guardians, and service providers in order to ensure a smooth transition.
- Facilitates community-based transition opportunities for Department of Children and Family Services' aging-out youths.
- Reviews and processes Medicaid Waiver funding requests along with temporary or ongoing additional staff supports.
- Provides follow up and monitoring on site visits after individual transitions from SODCs for 12 months post transition to an alternative community based residential setting.

- Works closely with ISC agencies, community providers and SODC staff in determining placement barriers, securing new opportunities, and overall transitional process.
- Facilitates the SODCs' community placement meetings with SODC staff member and local ISC agencies.
- Generates SODC monthly reports [e.g., Tier Report, Monthly Net Census Reduction Report].
- Monitors statewide compliance of Money-Follow-The-Person (MFP) mandated activities for persons who transition from institutions [SODCs and privately-operated ICFs/DD] to 4-person CILA settings. Generates ongoing MFP reports.
- Ensures compliance with *Ligas* Consent Decree's benchmarks [i.e., reviews and processes funding requests for eligible class members, tracks transition activities, resolves issues prior to the individual beginning services.
- Monitors and tracks the downsizing or closure of privately operated ICFs/DD.

State Operated Developmental Centers Operations

- Manages the operations of seven residential centers including one forensic unit for individuals with developmental disabilities.
- Coordinates admission, discharges, and transitions to community based living environment with the Bureau of Transitional Services.

Clinical Services

- Provides clinical oversight and leadership on health care, service supports and behavior programming for the entire Division.
- Monitors the implementation of new legislation and administrative initiatives that impact clinical supports provided to persons with developmental disabilities.
- Establishes educational programming/curriculum for Administrative Rule 116 – Medication Administration Protocol for community providers

Program Development & Medicaid Administration

- Administers three Home and Community Based Services (HCBS) Waivers that provide services to 22,000 adults and children with developmental disabilities
- Maintains the Illinois Prioritization of Urgency of Need for Services (PUNS) waiting list for Medicaid Waiver services
- Plans for and provides oversight of the *Ligas* Consent Decree implementation to ensure compliance with the Decree
- Staffs the DDD Regulatory Advisory Board and ensures rule amendments for Division programs and services comply with state statutes and federal guidelines
- Conducts Informal Reviews for appeals of termination, reduction, suspension, and denial of Medicaid Waiver services. Represents the Division at formal hearings held by Administrative Law Judges.
- Receives complaints and other service issue concerns from consumers, family members, providers, and other advocates. Maintains a log of these issues and ensures appropriate action is taken for resolution.
- Reviews and provides Division positions on pending legislation. Represents the Division at legislative committee hearings.
- Enrolls new providers in the Medicaid Program for the three Waivers.
- Conducts post-payment reviews of Medicaid Waiver claims for quality assurance of the financial integrity of the Waivers.
- Serves as Division's liaison for Department-wide strategic planning and outcome measure activities.
- Updates and maintains the Division's website pages.

Community Reimbursement/Program & Data Support

Program and Data Support

- Support Central Office Data needs including coordination of hardware and software purchases
- Develops the Division's budget
- Coordinates contracts/grants; ensures deliverables are measurable and tracks payments
- Process central operations travel voucher payments
- Process central operations manual voucher payments
- Collects fiscal and program data

Community Reimbursement

- Sets reimbursement rates for community programs and long term care settings (ICFs/DD; SNF/PEDs)
- Tracks program status and payment

ICF/DD Rates Unit

- Maintains rates for ICFs/DD and Developmental Training Providers serving ICF/DD consumers
- Update rates as required based on changes in Provider caseload composition as measures by the IOC (Inspection of Care).
- Process the downsizing of ICFs/DD including downsizing agreements and any required downsizing based rate adjustments
- Process billing for HFS for Developmental Training Billing for ICF/DD consumers.

CILA Rates Unit

- Maintains the individual authorization information and program authorizations for each individual enrolled in Community Integrated Living Arrangement (CILA); maintains the Day Program authorizations and rates for individuals who receive CILA.
- Maintains Therapy Services authorizations and rates for individuals who receive CILA.
- Maintains and adjusts CILA rates, which may include new rates based on individual changes in ICAP/SIB, ambulatory status, nursing level of need and staff add-on adjustments.
- Transmits all enrollments, terminations and rate information for individuals in CILA to MIS for provider payment.
- Processes individual funding placement packets, issues CILA award letters and CILA turnaround forms.
- Issues recognition of Termination letters for individuals terminating from CILA services.
- Receives, reviews and responds to billing inquiries
- Performs budget and enrollment projections for CILA
- Processes and tracks requests for CILA bed-hold extensions
- Processes and tracks requests for adaptive equipment (53E), assistive technology (53T), minor home modifications (53H), vehicle modifications (53V), CILA add-on requests (53R) and DT (53D)

Purchase of Service Unit

- Maintains the individual authorization information and program authorizations for each individual enrolled in Purchase of Service (POS) Programs which includes 17D, 19D, 41D, 42D, 61D, 65D, 67D, 68D, 73D, Adult Home Based Support (AHBS), and children (CHBS). Related services for HBS individuals include 55A, 55B, 55C, 55D, 55N, 55P, 55T and 55W.
- Maintains the authorizations for individual enrolled in Day Program only services, such as 31U, 38U, 31A, 36G, 39G, 36U, 39U, 35U, 37U and 31U.
- Maintains the therapy services for individuals who receive POS services listed above. Therapy services include 52P, 52O, 52S, 56U, 57U, 57G, 58U and 58G.

- Calculates, maintains and adjusts all rates for each POS program. Rate adjustments may include new rates based on costs, COLA increases, rate add-on adjustments, and temporary or permanent staff add-on adjustments.
- Processes and tracks individual funding packets, issues award letters, and rate sheets for POS programs; reviews billing and placement inquiries; performs budget projections and enrollment projections by POS programs; processes and tracks requests for POS bed hold extensions; oversees the processing of Respite programs (87D and 89D); maintains the files for all individuals enrolled in POS Programs.

Quality Management/Quality Enhancement Section

- Provides division approved Direct Support Person (DSP) and Qualified Support Professional (QSP) curricula for use by community agencies; reviews, for approval, community agency DSP and QSP curricula that differ from division approved curricula; approves QSP and DSP training programs of community providers and reviews community agency DSP training programs at least every two years.
- Develops and trains community agency staff on how to deliver the DSP and QSP curricula, other related topics germane to deliver services and how to add DSPs to the Health Care Worker Registry.
- Reviews and approves credentials of QSPs and behavior intervention therapists to provide services under federal developmental disabilities Medicaid waivers.
- Coordinates the development and delivery of other training related projects and activities to support the work of community agencies and state operated developmental centers.
- Reviews agency plans of action in response to findings and/or recommendations of the Office of the Inspector General.

Quality Management/Quality Review Section

- Reviews agency plans of action in response to findings and/or recommendations of the Office of the Inspector General.
- Conducts quality assurance reviews
- Conducts medication administration reviews in community settings
- Conducts focused reviews in response to referrals