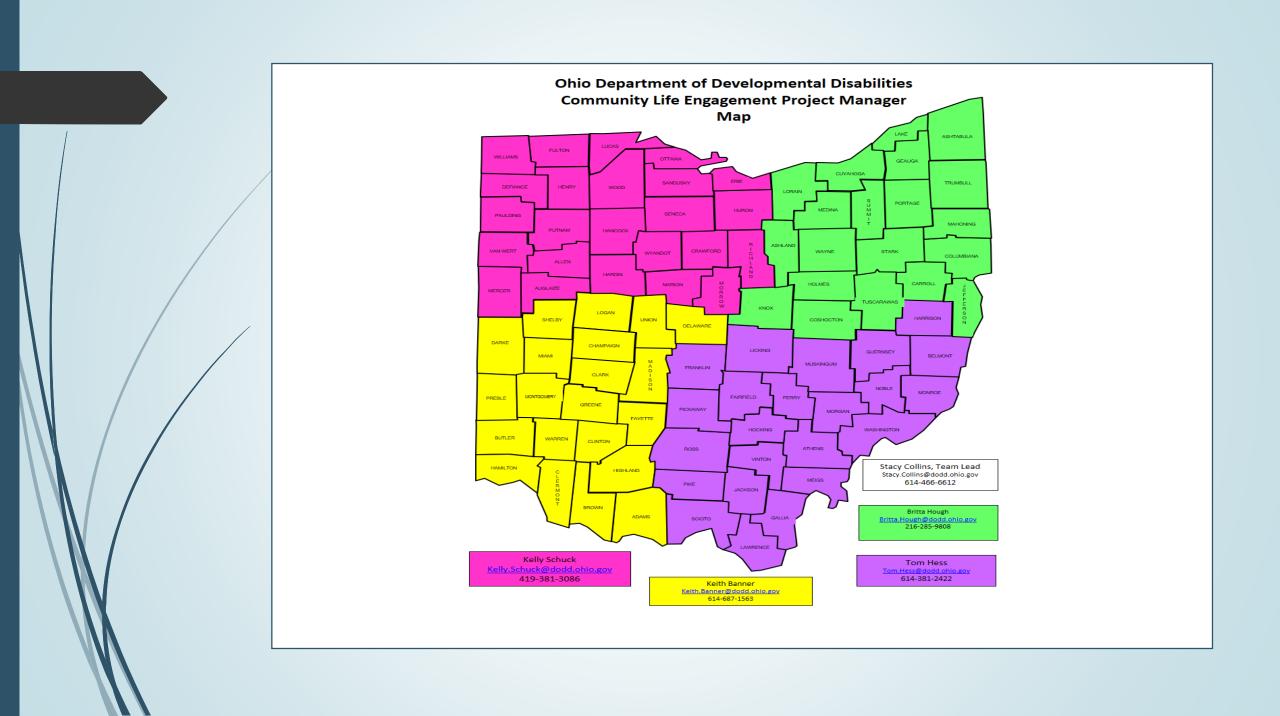
# Outcome Tracking System

Ohio Department of Developmental Disabilities

Division of Policy and Strategic Direction

### Agenda

- Introductions
  - Lindsay Terry Stine
  - Community Life Engagement Project Managers
- Background/Overview/Changes
- Roles/Access
- Reporting Period
- How Data is pulled into OTS
- Dashboards
- Questionnaire/Assignment Queues/Advanced Search
- Questions/Definitions
- Entering Data for the First Time
- Entering Data second year Pre-Population
- PPCE
- Reports
- Tips
- Resources



## Background/Overview

- Collaboration with Supported Employment Leadership Network (SELN)
- August 2017 Stakeholder Workgroup developed
  - Determined what outcomes should be captured
  - Determined EF OTS needed to be re-written with some requirements:
    - Easy to gain Access
    - Easy to enter Data
    - Easy to Access Data

## Background/Overview

- OTS is replacing the EF OTS in October 2019
  - Data Migration
- EF OTS will be closed on June 14, 2019
  - Users will have read-only access through March 31, 2020
- OTS will capture how people are spending their days
  - Does not focus on individual outcomes that are identified within a person's plan
  - Focuses on the larger systems outcomes that are happening with services
  - Will allow DODD to align polices, procedures, and legislation that will improve how people live, work, and play in their communities

# Changes

- All Adult Day and Employment Providers
- All individuals residing in ICFs
- The provider of service will enter the data
  - County Boards and ICFs have the ability to assign individuals to the appropriate provider
- Enter data once a year
- Place on the Path to Community Employment (PPCE)
- Pre-Population

### Time Line

- EF OTS data pulled 6/15/19
- EF OTS closed 6/27/19
- Any user that has access as of 6/27/19 automatically get access to OTS
- Users will enter data for the month of September
- 9/10/19 the data pull will occur (pull in billing for the last 12 months, pull Services and Supports data, PPCE data)
- 10/1/19 Reporting period will open
- Users will have 6 months (10/1/19 3/31/20) to enter data for September
- Reports will be available after the reporting period ends (exact timeframe is TBA)



## **OTS Roles**

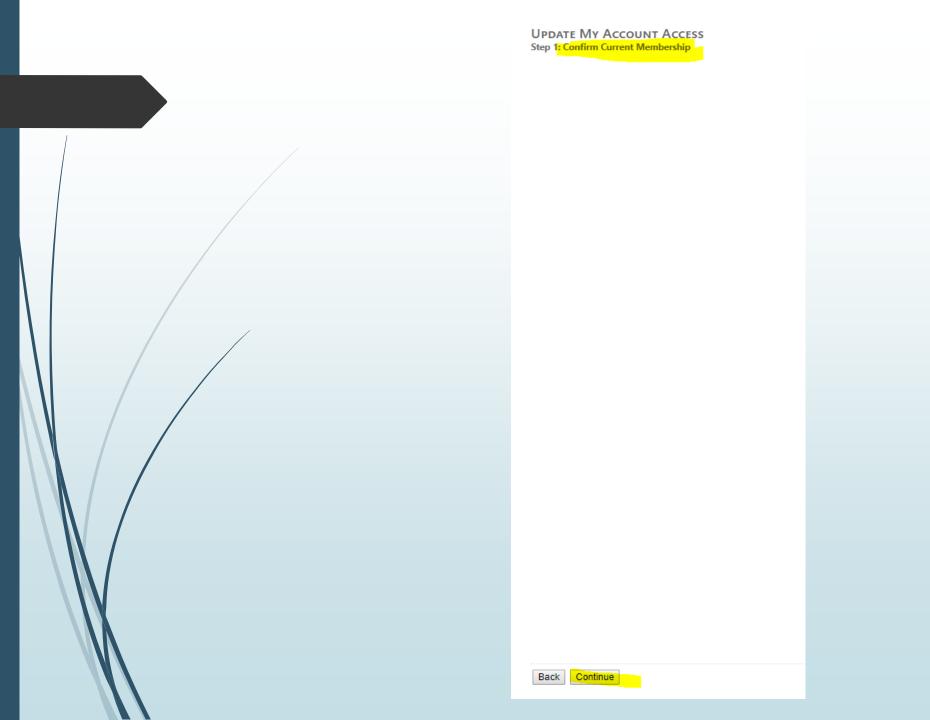
- OTS Admin Role
- County Board Role
- Provider Role
- ICF Role

# Security Access

- Those that have access to the EF OTS as of June 27, 2019 will automatically have access to the new OTS
- Requesting access is different for CEOs vs. agency employees
  - Update my Account Access
  - Universal Contract Association

### **CEO OTS Access**

- Log into the Portal <a href="http://dodd.ohio.gov/Pages/default.aspx">http://dodd.ohio.gov/Pages/default.aspx</a>
- Select "Support Center"
- Select "Update my Account Access"
- Click "continue" on the page "Update my Account Access"
- Click "continue" on "Update My Account Access, Step 1: Confirm Current Membership"
- Select "Ohio-DODD-OTS" in "Update My Account Access, Step 2: Select a Requestable Function"
- Type in your First Name and Last Name on the next page "Update My Account Access, Step 3: Confirm Requested Functions", then select the "I have read and understand the DODD policy on data security and confidentiality. Enter the first initial of your first and last name".
- Then click "Submit Request"
- It will take up to 5 business days to grant access





VIEW All >

DODD.Ohio.gov

App Release Notes

MyLearning

Applications

MyPortal

ITS Tech Connect

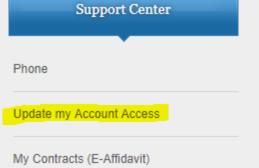
Support Center

Provider Search
OCF ECTS

MAIS ECV



Support Center >



Manage Contract Associates (E-Affidavit)

Welcome to the DODD Support Center. We are focused on providing support and assistance to you. By calling our toll-free number, you will be able to speak to one of our customer service representatives. Please call 1-800-617-6733 Monday - Friday between the hours of 8:00 a.m. - 4:00 p.m.

Quick Links



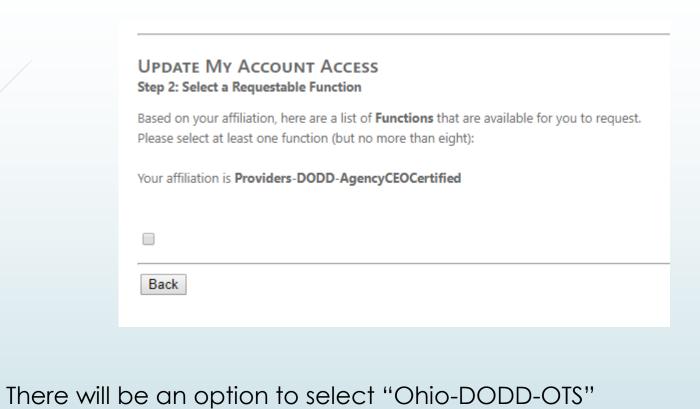
#### UPDATE MY ACCOUNT ACCESS

When you created your new access account, you were granted a set of permissions that allowed you to perform your job duties. However, it may be required to include additional role groups that are not necessarily a part of the initial access package. This wizard will assist in this task.

First, you will be presented with a list of Role Groups to which you currently have access. If requestable Role Groups are available, you will be presented with selectable options to choose from.

Once you have verified your selections, a request will be submitted to approve your requested changes.

Continue

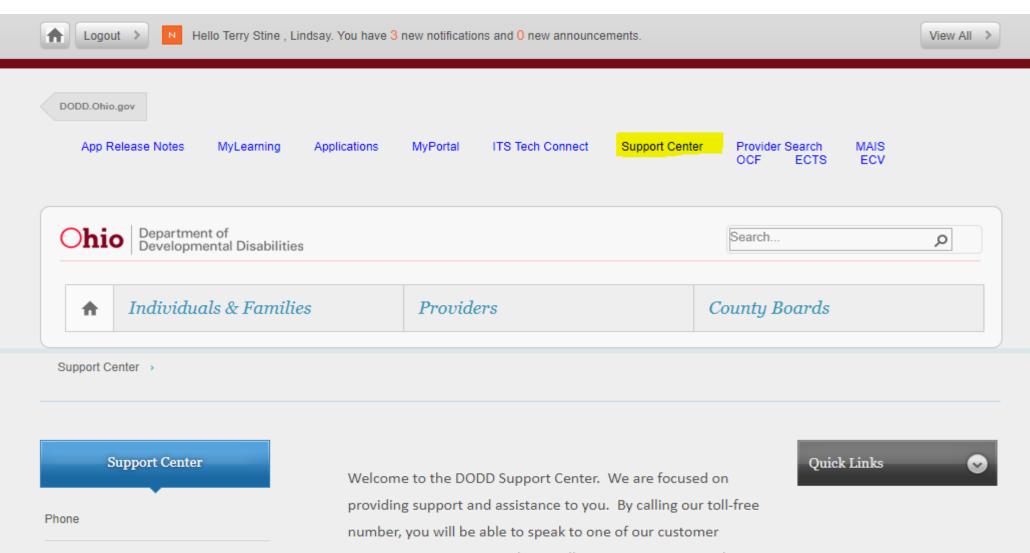


Select that and click continue

UPDATE MY ACCOUNT ACCESS Step 3: Confirm Requested Functions					
You <b>Terry Stine</b> , <b>Lindsay</b> have selected the following <b>Functions</b> to be added to your account:					
Providers					
Please enter the first name and last name exactly as displayed above.					
First Name: Last Name:					
DODD Data Security and Confidentiality Agreement					
Security and confidentiality are a matter of concern for all users of Ohio Department of Developmental Disabilities (DODD) information systems and all other persons who have access to DODD confidential data. Each person authorized to access DODD systems holds a position of trust relative to this information and must recognize the responsibilities entrusted to him in preserving the security and confidentiality of this information.  Confidentiality requirements contained in law include, but are not limited to, ORC sections 5123.62(T), 5123.89 and 5126.044. An authorized user's conduct, either on or off the job, may threaten the security and confidentiality of this information. It is the responsibility of every user to understand and comply with the following:  1. You must not make or permit unauthorized uses, nor violate the confidentiality or privacy, of any information in files maintained by DODD.					
2. You must not seek to benefit personally or permit others to benefit personally by any confidential information that has come to you by virtue of your work duties.					
3. You must not exhibit or divulge the contents of any record to any person except in the conduct of your work duties or in accordance with the policies of DODD.					
4. You must not knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry.					
5. You must not delete or cause to be deleted any official record or report from any file from the system where it is stored except when required in the performance of your duties. 6. You must not access or request others to access any DODD or Ohio Data Network system for personal business.					
7. You must not violate rules and regulations concerning access to controlled areas.					
8. You must not divulge or share any security codes (i.e., user-names, passwords, etc.) used to access any secured files.					
9. You must immediately report any violation of this policy by anyone to the DODD/IT Security Manager.  10. You must not aid, abet, or act in conspiracy with another to violate any part of this policy.					
11. You must agree to follow all applicable DODD policies and procedures pertaining to the use of DODD or Ohio Data Network computer software and hardware.					
Any Violations Of This Agreement May Result in the Cancellation of your Security Access and Possible Referral to the Office of the Attorney General for its Disposition Pursuant To All Applicable Laws and Rules. Any Violations of this Policy may result in Disciplinary Action Pursuant to all of the applicable Laws and Rules.					
□ I have read and understand the DODD policy on data security and confidentiality. Enter the first initial of your first and last name:					
Back					

## Employees of an agency OTS Access

- Log into the portal <a href="http://dodd.ohio.gov/Pages/default.aspx">http://dodd.ohio.gov/Pages/default.aspx</a>
- Click on "Support Center"
- Click on "My Contracts (E-Affidavit)
- Click "Begin" for requesting an EAffidavit, which will assist you in associating with provider contracts.
- Select association for "Providers-DODD-OTS" in the drop down box for the Role Group
- Click on "Next: Add New Association"
- Type in the contract number in the text field and click "search/add"
- Select the contract number by placing a check mark in the box and click continue
- You will then select "Next: Confirm your selections"
- You will then enter your first name and last name exactly as it is displayed on the EAffidavit
- You will then place a check mark in the box confirming that you have read and understood the DODD policy on data security and confidentiality
- Enter the your first and last name initials in the text box
- Click "Commit Changes"
- The request was successfully created and an email notification was sent to the approver (CEO)



providing support and assistance to you. By calling our toll-fre number, you will be able to speak to one of our customer service representatives. Please call 1-800-617-6733 Monday - Friday between the hours of 8:00 a.m. - 4:00 p.m.

Update my Account Access

My Contracts (E-Affidavit)

Manage Contract Associates (E-Affidavit)

This application will assist you in finding contracts to which you are associated or submitting a request for association to them. After your request is approved, you will be able to view important contract information.

In the following steps, you will be presented with a list of searchable Contracts available for selection.

Once you have verified your selection, a Request will be submitted for you in order to authorize your selection.

Begin

This application will assist you in finding contracts to which you are associated or submitting a request for association to them. After your request is approved, you will be able to view important contract information.

#### Step 1: Review the information displayed below. If a renewal is needed, cick on the renewal button.

This application only allows the user to request Contract access for themselves.

Please verify that the following information is correct:

**User Name:** Terry Stine , Lindsay

Email Address: Lindsay.Terry-Stine@dodd.ohio.gov

Phone Number:

Expiration: Renewal

Role group: Providers-DODD-AgencyCEOCertified ▼

Below is a list of all of your existing associations:

You are not a member of Eaffidavit contract

Next: Add New Association

This application will assist you in finding contracts to which you are associated or submitting a request for association to them. After your request is approved, you will be able to view important contract information.

#### Step 2:

You are working with the selected User listed below:

#### Terry Stine , Lindsay

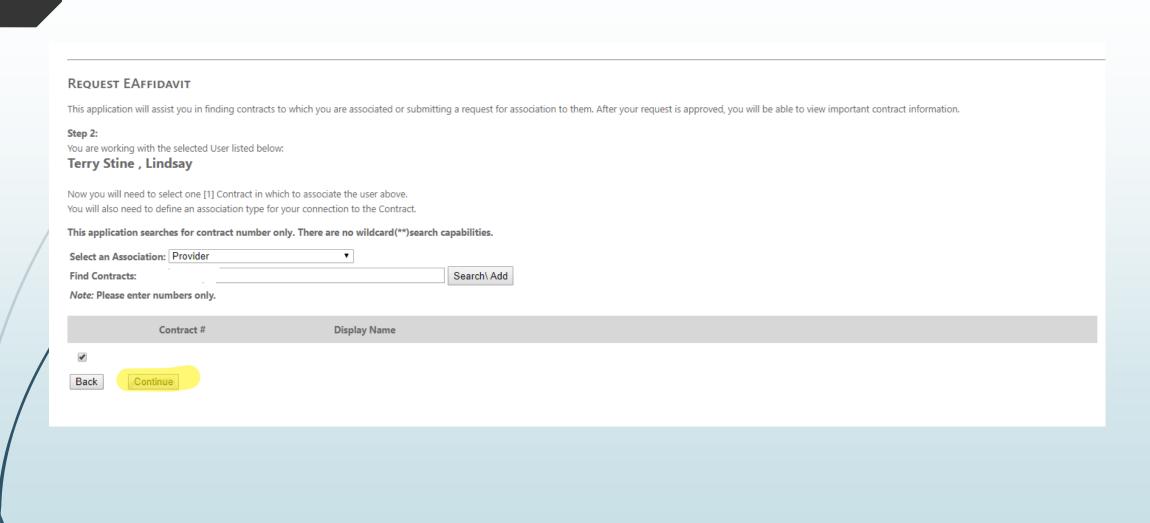
Now you will need to select one [1] Contract in which to associate the user above.

You will also need to define an association type for your connection to the Contract.

This application searches for contract number only. There are no wildcard(\*\*)search capabilities.

Select an Association:	Provider	•			
Find Contracts:				Search\ Add	
Note: Please enter numbers only.					

Back



This application will assist you in finding contracts to which you are associated or submitting a request for association to them. After your request is approved, you will be able to view important contract information.

#### Step 3:

You are working with the selected User listed below:

#### Terry Stine , Lindsay

And you are working with the following Contract:

At this point, you need to associate to a Contract.

I am creating a CONTRACT Association.

Back Next: Confirm your Selections

This application will assist you in finding contracts to which you are associated or submitting a request for association to them. After your request is approved, you will be able to view important contract information.

#### Step 4:

You are working with the selected User listed below:

Terry Stine, Lindsay as an EAffidavit

And you are associating the user with the following Contract:

You are electing to create a CONTRACT Association.

Please enter the first name and last name exactly as displayed above.

First Name: Lindsay

Last Name: Terry Stine

#### **DODD Data Security and Confidentiality Agreement**

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- 1. You must not make or permit unauthorized uses, nor violate the confidentiality or privacy, of any information in files maintained by DODD.
- 2. You must not seek to benefit personally or permit others to benefit personally by any confidential information that has come to you by virtue of your work duties.
- 3. You must not exhibit or divulge the contents of any record to any person except in the conduct of your work duties or in accordance with the policies of DODD.
- 4. You must not knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry.
- 5. You must not delete or cause to be deleted any official record or report from any file from the system where it is stored except when required in the performance of your duties.
- 6. You must not access or request others to access any DODD or Ohio Data Network system for personal business.
- 7. You must not violate rules and regulations concerning access to controlled areas.
- 8. You must not divulge or share any security codes (i.e., user-names, passwords, etc.) used to access any secured files.
- 9. You must immediately report any violation of this policy by anyone to the DODD/IT Security Manager.
- 10. You must not aid, abet, or act in conspiracy with another to violate any part of this policy.
- 11. You must agree to follow all applicable DODD policies and procedures pertaining to the use of DODD or Ohio Data Network computer software and hardware.

Any Violations Of This Agreement May Result In the Cancellation of your Security Access and Possible Referral to the Office of the Attorney General for its Disposition Pursuant To All Applicable Laws and Rules. Any Violations of this Policy may result in Disciplinary Action Pursuant to all of the applicable Laws and Rules.

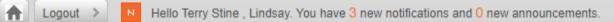
🗷 have read and understand the DODD policy on data security and confidentiality. Enter the first initial of your first and last name:

Is this the Request you wish to submit?

Back Commit Changes

### Employees of an agency OTS Access – CEO Approval Process

- Log into the portal
  <a href="http://dodd.ohio.gov/Pages/default.aspx">http://dodd.ohio.gov/Pages/default.aspx</a>
- Click on "Support Center"
- Click on "Manage Contract Associates (E-Affidavit)"
- Click "View available requests for approval"
- Find the request
- Click on approve (or deny)
- A pop-up message will display, Click "OK" to proceed with the request
- The request is then approved (or denied) and an email notification is sent to both the requester and the approver





App Release Notes MyLearning Applications MyPortal ITS Tech Connect Support Center Provider Search MAIS OCF ECTS ECV



Support Center >



Welcome to the DODD Support Center. We are focused on providing support and assistance to you. By calling our toll-free number, you will be able to speak to one of our customer service representatives. Please call 1-800-617-6733 Monday - Friday between the hours of 8:00 a.m. - 4:00 p.m.



#### MANAGE MY EAFFIDAVIT REQUESTS

This page will allow you to manage any Access Requests that require your approval. You will be given the option to both approve and decline requests, as well as view any past request desisions on file.

Once you have made a decision, that selection cannot be overridden except by the requestor creating a new request.

View available association to delete

View available requests for approval

#### MANAGE MY EAFFIDAVIT REQUESTS

This page will allow you to manage any Access Requests that require your approval. You will be given the option to both approve and decline requests, as well as view any past request desisions on file.

Once you have made a decision, that selection cannot be overridden except by the requestor creating a new request.

View available association to delete

View available requests for approval

#### Approve (or deny) user Requests

Below is a list of requests that requires you (or one of your peers) to approve or decline before processing can continue.

You may approve or decline any of the listed requests. A reason field is available for the inclusion of comments related to the denial of a request.

\*\*Please note that any comments entered in the reason field will appear in emails sent to the requester.



Questions?

# Reporting Period

- Yearly Snapshot
- Enter data on those individuals that you serve in the month of September
- Reporting Period opens October 1, 2019
- 6 months to enter data for what you provided in the month of September
- Reporting Period ends March 31, 2020
- Read only after Reporting Period Ends

# How is Data pulled into OTS for County Boards?

- Individuals are Active in CRM-IDS (No termination date, no date of death)
- Services marked in CRM-IDS
- Billed for services
- Services include:
  - Adult Day Supports (Community or Facility)
  - Ohio Department of Aging (Community or Facility)
  - Vocational Habilitation (Community or Facility)
  - Group Employment Supports
  - Individual Employment Supports
  - Career Planning (any component)
  - Competitive Employment

## CRM-IDS - Services & Supports

- It is vital to ensure that the services and supports are up to date in CRM-IDS in the Services and Supports Section
- Ensure Enrollment or Re-Enrollment dates with no termination date or date of death in the County Information Section
- Ensure it states "Eligible for county board services" in the County Information Section
- Vital to update prior to September 10<sup>th</sup> each year (15 business days prior to the Reporting Period)

### How is Data pulled into OTS for Providers?

- Billed for one of the following services in the last 12 months
- **■** Services include:
  - Adult Day Supports (Community or Facility)
  - Ohio Department of Aging (Community or Facility)
  - Vocational Habilitation (Community or Facility)
  - Group Employment Supports
  - Individual Employment Supports
  - Career Planning (any component)
  - Competitive Employment

# How is Data pulled into OTS for ICFs?

- All individuals flagged as residing in the Facility 15 days prior to the Reporting Period
- Scenarios



Questions?

### Dashboards

- OTS Admin Dashboard
- County Board Dashboard
- Provider Dashboard
- ICF Dashboard
- Stats
  - Total questionnaires (Yellow Circle)
  - In Progress (Blue Circle)
  - Not Started (Red Circle)
  - Completed (Green Circle)
- System Messages
- Assignment Queue
- Questionnaire Queue
- PPCE
- Advanced Search
- Reports

### Assignment Queue

- Functionality for County Boards and ICFs
- Ability to assign the appropriate provider
  - **■** Local Funds
  - Adult Day Provider
  - **■** Employment Provider
- Ability to assign yourself as County Board
  - Competitive Employment No supports
- ICFs can only assign individuals to provider for individuals residing in their facility

#### Questionnaire Queue

- Those individuals that you are responsible for entering data
  - Billed for an Adult Day or Employment Service
  - Been assigned by a County Board or ICF
- Search Functionality
- Ability to begin the Questionnaire, Save, and Return at a later time
- Master Record for each individual

#### **OTS** Questions

- 1. Is Individual in a Competitive Job?
- 2. Are you supporting this individual in a Group Integrated Job?
- 3. Is the Individual in Facility-Based Work?
- 4. Is the Individual in Self-Employment?
- 5. Are you providing the Individual Facility-Based Non-Work Services?
- ► 6. Are you providing the Individual Community-Based Non-Work Services?

### Individual Competitive Job Definition

- → All of the following must be met:
  - The work is performed on a full-time or part-time basis
  - The individual is compensated at least minimum wage, is not less than customary rate paid by the employer for the same or similar work performed by other employees who do not have a disability
  - The individual is eligible for the level of benefits provided to other fulltime and part-time employees
  - The job is considered integrated. What that means is it occurs at a location where the individual interacts with persons without disabilities to the same extent possible who are not receiving home and community based waiver services
  - \*This does not occur in a provider-owned business. If a provider owned business, please enter under Group Integrated Employment

### Group Integrated Job Definition

- This includes individuals who work as a team, generally at a single worksite of a host community business or industry, within initial training, supervision, and ongoing support provided by on-site staff.
- Types:
  - **■** Enclave
  - Mobile Work Crew
  - Provider Owned Business

### Group Integrated - Enclave

Dispersed enclaves in which individuals work in a selfcontained unit within a company or service site in the community or perform multiple jobs in the company, but are not integrated with non-disabled employees of the company.

### Group Integrated – Mobile Work Crew

Mobile work crews comprised solely of individuals operating as distinct units and/or self-contained businesses working in several locations within the community.

### Group Integrated – Provider Owned Business

This includes individuals who work individually or as a team at a single community business or industry where the Medicaid Home and Community Based Waiver provider is also the employer (i.e. issues the paycheck to the individual employee).

### Facility-Based Work Definition

- This includes all employment services that occur in a setting where the majority of employees have a disability. These activities occur in settings where continuous job-related supports and supervision are provided to all workers with disabilities.
- **■** Examples include:
  - Sheltered workshops
  - Work activity center
  - Extended employment program

## Self-Employment Definition

Individuals who operate their own business with or without supports

### Facility-Based Non-Work Definition

- This includes all services that are located in a setting where the majority of participants have a disability.
- These services do not include paid employment of the participant.

### Community-Based Non-Work Definition

- This includes all services that are focused on supporting people with disabilities to access community activities in settings where most people do not have disabilities.
- It does not include paid work and the individual should not be paid wages while in this service

#### Advanced Search

- Ability to search within current or previous Reporting Period
- Ability to search only for individuals in Reporting County or Assigned
- Ability to assign from this section
- Can search on one or multiple variables
  - DODD #
  - Gender
  - Provider/Facility Name
  - Provider/Facility Number
  - First/Last Name
  - **■** PPCE
- Ability to export results

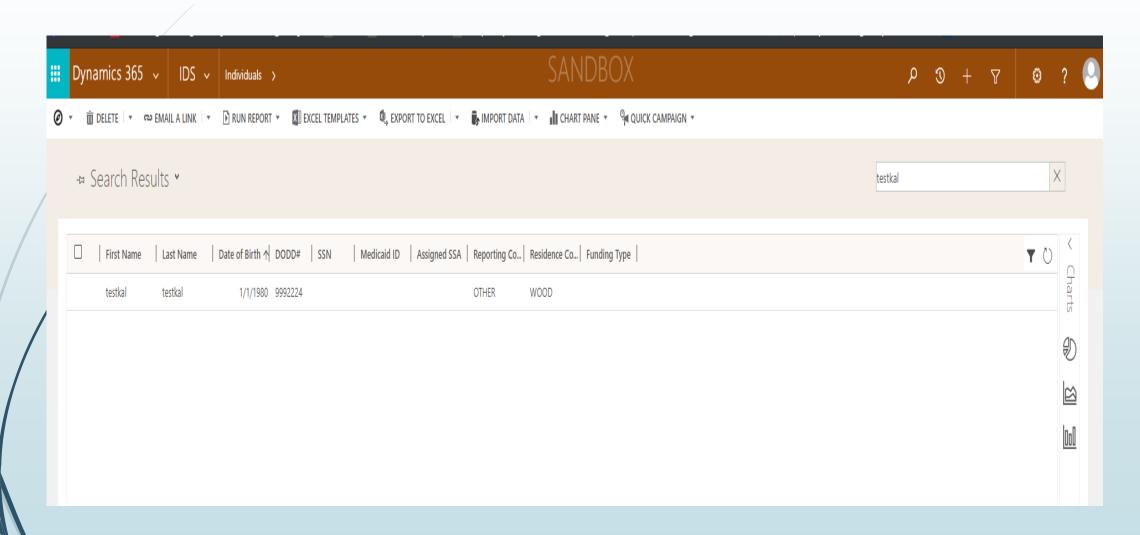


Questions?

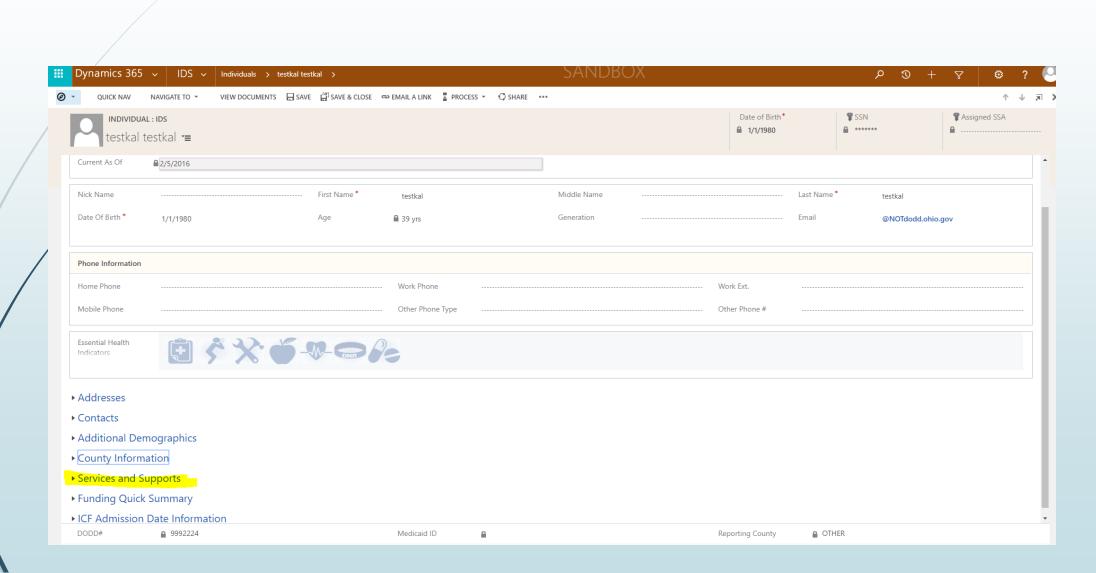
## Place on the Path to Community Employment (PPCE)

- Each individual of working age in Ohio is required by the EF Rule to participate in a person-centered planning process
- During this process, individuals are required to identify their place on the path to community employment (PPCE)
- There are 4 Places on the Path
- County Boards enter the PPCE in CRM-IDS in the Services and Supports Section
- ICFs enter the PPCE in the Portal
- PPCE will be pulled into the OTS 15 days prior to the Reporting Period

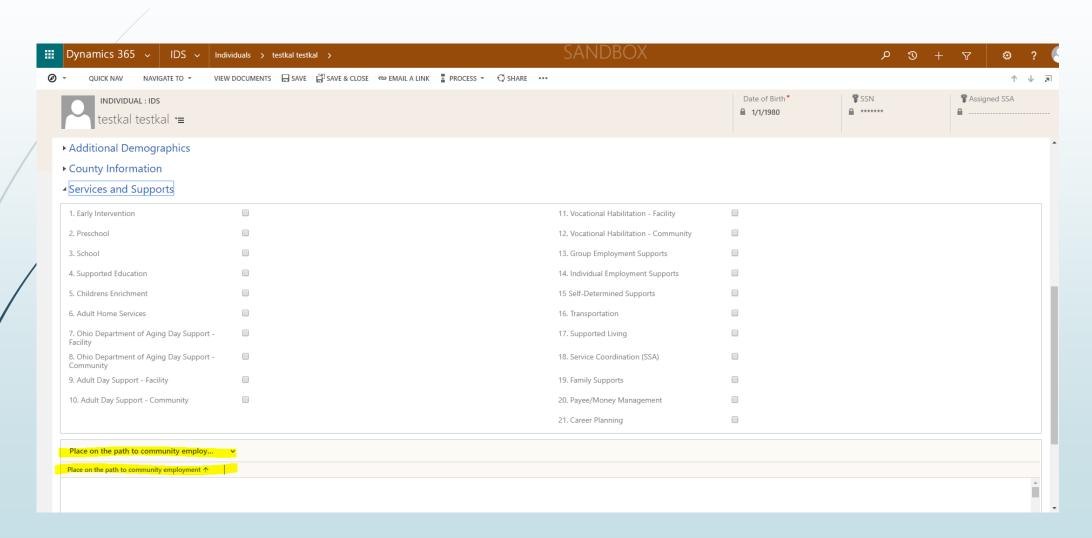
### County Board Users – PPCE

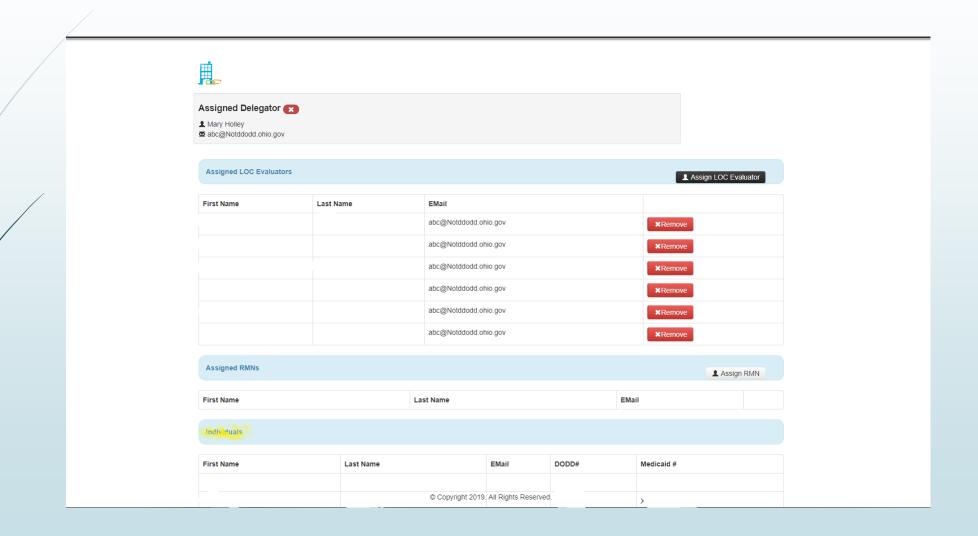


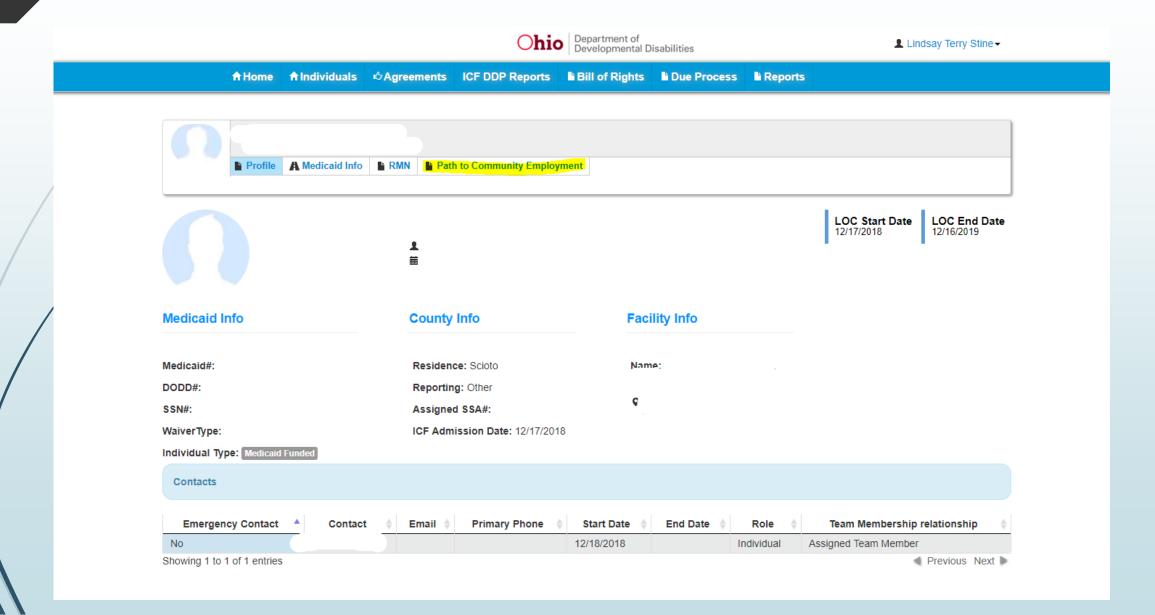
### County Board Users – PPCE



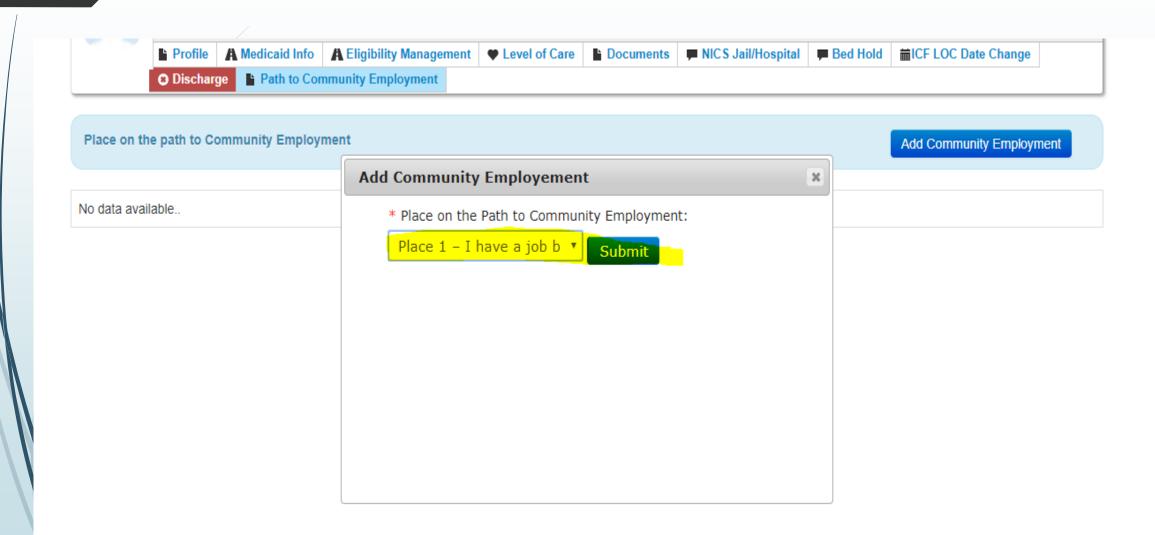
### County Board Users – PPCE

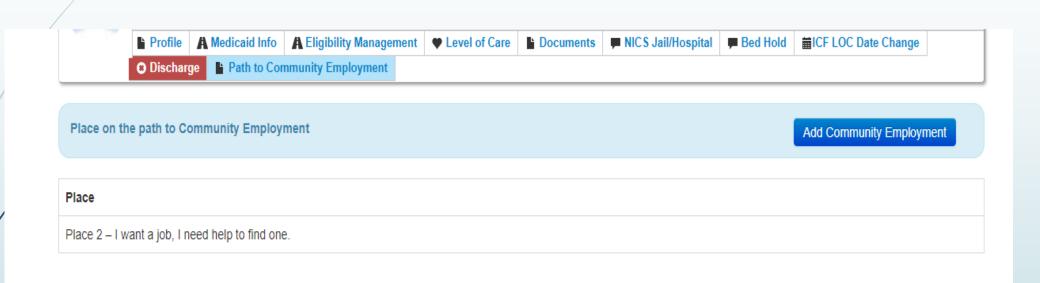














Questions?

### Entering Data for the first time

- Answer the 6 Main Questions
- If "Yes" then sub-questions are populated
- Have the ability to begin, save, and finish the questions at a later time
- Ability to enter multiple jobs
- System will not allow you to submit without all sub-questions answered
- Ability to check answers in Summary prior to submitting
- Once the questionnaire is submitted, you are not able to edit

## Pre-Population from Previous Reporting Period

- If answers "Yes" to the main questions, and indicated "Yes" previous Reporting Period, data will automatically pre-populate
- Crucial that you review and update the pre-populated answers

## Ability to Choose a job selection for Pre-Population from Previous Reporting Period

- Ability to choose entries from the previous Reporting Period for an individual that has been assigned or as the provider for the first time
- If select "Yes" to one of the main questions, it displays the ability to choose a previous job
- This job will be pre-populated automatically if selected
- Crucial that you review and update the pre-populated answers



Questions?

#### Administrative Rule

- Participation in the Outcome Tracking System is a requirement in the Employment First Rule 5123:2-2-05
  - "Providers of employment services shall collect and submit to the department individual-specific data regarding employment services and employment outcomes including but not limited to, type of services provided, how individuals obtained employment, hours worked, wages earned, and occupations. The data shall be submitted through a web-based data collection system developed and maintained by the department"

### Required Participation

- Questions #1-#4 are required per 5123:2-2-05 for providers providing employment services
  - Vocational Habilitation
  - Group Employment Supports
  - Individual Employment Supports
  - Any of the Career Planning Services
  - **■**Competitive Employment
- Questions #5-#6 are not currently required
- Will be reporting all data

### Office of System Support and Standards

- OSASS is postponing citations until July 1, 2020
- A report will be given to OSASS at the end of each reporting period
  - List of non-compliant providers (for the required questions)
- The list of non-compliant providers report will also live on the external data website



### Reports

- Performance Report
  - Allows the CB to monitor the progress of provides
  - Available during the reporting period
- Data Results
  - Will be available after the reporting period ends
  - Will be available via OTS for your reporting county
  - Data will be available via Data Warehouse for CBs
  - Data will be hosted on an external Data Page available to the public

## Services & Supports Reports

- County Boards have access through Data Warehouse
- → OTS vs. Services & Supports Data
- Service Matrix

### External Data Page

- Will be available after the reporting period ends
- Available to the public
- Ability to compare variables:
  - Regionally
  - **■**By County
  - Type of Job
  - Wages
  - **→**Hours
- Will also house the list of non-compliant providers



# Tips

■ Use Chrome

#### Resources

- User Guide
- Screen Casts
- OTS System Messages
- Chat Forum MyLearning
- ► Live Chat October
- Recorded Webinar August 2019 MyLearning
- Employment First Website <a href="https://ohioemploymentfirst.org/">https://ohioemploymentfirst.org/</a>
- Employment First Mailbox:
  EmploymentFirst@dodd.ohio.gov
- Community Life Engagement Project Managers

#### Resources

- Lindsay Terry Stine 614-728-5811 <u>Lindsay.Terry-Stine@dodd.ohio.gov</u>
- Britta Hough 614-813-3255 Britta.Hough@dodd.ohio.gov
- ► Keith Banner 614-687-1563 Keith.Banner@dodd.ohio.gov
- Kelly Schuck 614-867-8351 Kelly.Schuck@dodd.ohio.gov
- Tom Hess 614-466-7480 Thomas.Hess@dodd.ohio.gov



Questions?