

Independent Living Services Outsourcing Overview



Agenda

Welcome & Introductions

- Veronda L. Durden, Commissioner

Independent Living (IL) Program Overview

- **Division for Rehabilitation Services**, Cheryl Fuller
- **Division for Blind Services**, Scott Bowman

IL Outsourcing Project

- Keisha Rowe

Resources & Discussion

- Keisha Rowe



Legislative and Sunset Direction



Final Sunset Report, July 2015

Statutory

- Integrate IL programs for people with disabilities into a single program by September 1, 2016.
- Redirect IL funding to CILs; DARS to assume monitoring function rather than direct service delivery.

Non-Statutory (Management Actions)

- Evaluate independent living services available through CILs in communities throughout Texas.
- Evaluate whether services currently provided by the Office for Deaf and Hard of Hearing Services may be better provided through CILs.

Program Overviews



Independent Living Services for People with Disabilities

**DARS Division for
Rehabilitation
Services (DRS)**



DRS Independent Living Services

Who We Serve (Eligibility Criteria)

The ILS program provides services to consumers:

- Who have significant disabilities;
- Whose ability to function independently in the home, family, or community is substantially limited; and
- For whom delivery of services will substantially improve the ability to:
 - function;
 - continue functioning; or
 - move toward functioning independently in the home, family, or community.

DRS Independent Living Services

Services

- Direct services
- Purchased services
- Purchased goods
- Arranged services

Service Delivery Process

- Referral
- Application
- Eligibility
- Medical records
- Service delivery

DRS Independent Living Services

Fiscal Year 2015 Statistics

- Number of people served--2,796
- Number of Successful Closures--1,032
- Average life of case cost (for successful closures)--\$6,258
- Consumers are served by one of the 11 DRS-ILS counselors in the state, supported by other DRS direct delivery staff.

Successful Closures: When consumer has achieved one or more of the agreed upon IL goals.

**Independent
Living Services
for People who
are Blind or
Visually Impaired**

**DARS Division
for Blind
Services (DBS)**



DBS Independent Living Services

Who We Serve (Eligibility Criteria)

The ILS program provides services to consumers:

- Who have a visual impairment that is a substantial impediment to living independently;
- Whose ability to function independently in the home, family, or community is substantially limited; and
- For whom delivery of services will substantially improve the ability to:
 - function;
 - continue functioning; or
 - move toward functioning independently in the home, family, or community.

DBS Independent Living Services

Services

- Direct services
- Purchased services
- Purchased goods
- Provided through referral

Service Delivery Process

- Referral
- Application
- Eligibility
- Plan Development
- Service delivery

DBS Independent Living Services

Fiscal Year 2015 Statistics

- Number of people served--3,680
- Number of Successful Closures--1,546
- Average life of case cost (for successful closures)--\$544
- Consumers are served by one of the 22 DBS-IL workers and coordinators in the state.

Successful Closures: When consumer has achieved one or more of the agreed upon IL goals.

IL Outsourcing Project



Project Purpose

- Integrate services for individuals who are blind or have visual impairments and individuals with significant disabilities into a single independent living services program by September 1, 2016.
- Develop an approach to integrating IL programs with the input of stakeholders.
- Develop an inventory of services currently provided through the DARS IL programs.
- Determine the capacity of CILs to provide a full range of IL services in all areas of the state.
- Ensure all services provided under the IL program are directly provided by a CIL or other organization by August 31, 2016.
- Evaluate the IL services provided by CILs and provide necessary training and/or technical assistance to help CILs expand capacity.

Project Update

Consultant

- Public Consulting Group (PCG) was competitively procured as the project consultant.
- A kick off meeting was held on October 16, 2015, with staff from PCG and DARS Independent Living programs.
 - DARS staff provided an overview of the independent living movement and the DARS independent living programs.
- Key PCG Deliverables:
 - Inventory of DARS goods and services
 - Capacity assessment of CILs and other service providers to provide IL services currently provided by DARS
 - Research Evidenced-based Best Practices and other states' experiences
 - Evaluate whether services from DARS Office for Deaf and Hard of Hearing Services could be provided by CILs

Project Update

Data Request & Capacity Assessment

- PCG developed a comprehensive data collection tool for CILs to complete.
- Data requested includes:
 - Counties currently being served
 - Services being provided
 - Number of individuals served
 - Current organizational chart
 - Financial statements
 - Strategic plan
 - Goals/performance measures
 - Job descriptions

Project Update

Data Request & Capacity Assessment

- Capacity assessment will assess the capacity of CILs and other service providers to provide IL services currently provided by DARS staff.
- Deliverable includes an evaluation of the organizational capacity of CILs and list of providers capable of providing services.
- PCG visited Austin November 19-20, 2015, to:
 - Discuss with DARS staff current services being delivered
 - Review with DARS a draft data collection tool and capacity assessment
 - Meet with CILs to introduce themselves, outline the project, and provide next steps

Project Update

Data Request & Capacity Assessment

- PCG will begin distributing the capacity assessment to the CILs on December 15, 2015, with a return date of January 15, 2016.
- Technical assistance will be provided to all CILs and PCG will also conduct personal interviews to assist with completion of the assessment.
- PCG will review and analyze the information collected and draft an analysis of existing capacity, where capacity building is necessary, the type of support required, and estimated costs by February 15, 2016.

Project Update

Research Best Practices & Other States' Experiences

- **Purpose:** Research other states' models for providing IL services and use this information to design an outsourced model.
- PCG and DARS identified 5-7 states to interview and collect information on best practices and experiences. Other states will be evaluated as necessary.
- DARS developed interview questions and calls will be completed throughout December and early January.

Project Update

Stakeholder Input

- **December 14** – Meeting with key stakeholders to seek input on the development of a combined and outsourced program.
- **December 18** – Webinar with CILs to discuss the project, timelines, and answer questions.
- **Late January** – Early February: Public hearings around the state on the combined program and proposed outsourced model.
- **Late February** – Early March: Public comment on proposed rules and the combined program.
- DARS and PCG will jointly attend all meetings.
- PCG will consolidate and summarize stakeholder input to inform final recommendations.

DARS Activities

Communications Plan

- Developed plan to ensure key internal and external stakeholders are updated and involved.

Integration Plan

- Develop plan for integration of IL programs by April 2016 that includes:
 - Staffing structure
 - Initial drafts of rules
 - Standards and policies
 - Preliminary information for allocation methodology and cost reporting
 - Transition plan for service delivery and staffing
 - Interest and waiting list

DARS Activities

Other Activities

- Complete outsourcing procurement of ILS to CILs and other providers by August 2016.
- Develop trainings for providers.
- Develop and implement a data collection system according to WIOA requirements and contract reporting needs by September 2016.
- Provide ongoing technical assistance for providers.

IL Resources & Discussion



IL Resources

Independent Living Outsourcing Webpage

- <http://dars.state.tx.us/services/outsourcing.shtml>
 - Project overview
 - Legislative overview
 - FAQ
 - Webinars and other resources will be added periodically

Project Mailbox

- BlindandGeneralIndependentLiving@hhsc.state.tx.us
 - Submit questions related to the integration of the IL program for individuals with significant disabilities and the IL program for people who are blind or have visual impairments, or related to outsourcing of integrated IL services.

Provide Your Input

We invite your input on the questions below. Please email your responses to BlindandGeneralIndependentLiving@hhsc.state.tx.us

Questions

- 1) As we combine and outsource the independent living programs at DARS, what is most important for us to preserve about how we deliver services now?
- 2) What does a successful outsourced program look like to the members of your organization? For example, what services are delivered, how and where are they delivered, and who delivers them?
- 3) What opportunities will an outsourced model create for individuals with disabilities?
- 4) What cautions/concerns – and solutions – would you share with DARS as we work together to implement this model?