



**Result of DBHDS Work Group on Improving the Quality of Direct
Support Professional Workforce for the Developmental Disability
Waiver Population**

Joint Commission on Health Care
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Policy Director

Background

- JCHC interest in addressing quality of care for individuals with developmental disabilities that receive Medicaid disability waiver services
- 2017 JCHC study: *“The Creation of a Registry of Cases of Abuse and Neglect of Individuals enrolled in the Building Independence, Family, and Individual Supports and Community Living Medicaid Home and Community Based Services Waivers.”*
- 2018 Legislation: *HB 813/SB 461 Direct service providers; disclosure of information by employers*



Authorizing Language

Be it enacted by the General Assembly of Virginia:

1. § 1. That the Department of Behavioral Health and Developmental Services shall, in conjunction with the Department for Aging and Rehabilitative Services, the Department of Medical Assistance Services, the Department of Social Services, the Virginia Association of Community Services Boards, the Virginia Network of Private Providers, and other relevant provider organizations and stakeholders, convene a work group in support of the Joint Commission on Health Care's efforts to improve the quality of the Commonwealth's direct support professional workforce and, if necessary, develop recommendations for policy changes to increase the transparency of the employment history of direct support professional job candidates. The Department of Behavioral Health and Developmental Services shall report its recommendations to the Joint Commission on Health Care by October 1, 2018.

Work Group Members

- Department of Aging and Rehabilitative Services
- Department of Medical Assistance Services
- Department of Social Services
- Staff of the Joint Commission on Health Care
- Virginia Association of Community Services Boards
- Virginia Network of Private Providers
- The ARC of Virginia
- The ARC of Southside
- Didlake
- Mount Rogers Community Services Board
- The Choice Group
- Virginia Association of Applied Behavior Analysts
- Positive Behavior Consulting
- Virginia Access
- The Hartwood Foundation
- Planning District 1 Behavioral Health Services
- Lutheran Family Services of Virginia

Work Group Meetings

DBHDS held three meetings of the Stakeholder Group.

- **May 22, 2018:** DBHDS held an organizational phone call to identify participants, and provide information about the work group process, including meetings, and an options grid to guide the group work.
- **June 6, 2018:** Topics included review of the group charge, and potential options to address quality in the direct support professional workforce and factors for consideration of each option.
- **July 11, 2018:** Topics included further evaluation of potential options and identification of three recommended options.

Group Process

- Led by
 - Deputy Commissioner for Developmental Services, Connie Cochran
 - Dr. Dev Nair, Assistant Commissioner for Quality, Management, and Development
- Options grid format
 - Group identifies a problem statement and three potential options for consideration.
 - Analysis process includes agreed upon factors for consideration and evaluation of options for effectiveness.

Problem Statement

“The Work Group is charged to determine steps that may be taken to improve the overall quality of the Commonwealth’s direct support professional workforce (for the developmental disabilities population), and subsequently, if indicative, to make recommendations for public policy changes that increases transparency of the quality of the workforce, to help support individual health and safety.”

Framing Factors

- Current policy environment
- Transparency of work experience and risk to provider
- Impact on end users (individuals supported)
- Labor force portability
- Cost and/or other risks to provider

Options Summary

- Option 1: Direct DBHDS to facilitate development of a centralized tracking system of qualified direct support professionals, to track information such as core competencies.
- Option 2: Direct DBHDS to develop and/or amend regulations to require providers to certify trainings and to issue training certificates, so that they become portable to the employee.
- Option 3: Develop a third party training, certification, tracking entity, that includes a data base for employers to check.

Thank You

DBHDS and the members of the House Bill 813 Work Group would like to thank the Joint Commission on Health Care for their interest and engagement on this critical issue of improving the quality of care for Virginia's most vulnerable population. We hope that the options detailed above provide some useful information about how to further address this issue of quality and transparency in the direct support professional workforce. If any options are of interest, we would be pleased to meet individually to offer more detailed information.

Contact Information

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