

**Office for Citizens with Developmental Disabilities (OCDD)
Quality Enhancement Plan Update
Status thru March 30, 2007**

GOAL 1: Implement a single person-centered planning method to use across services for people with developmental disabilities that is responsive to the priorities of people supported. [Reference: LTC (Long Term Care) 2b, CMS (Centers for Medicare and Medicaid Services) Quality Framework: Participant-Centered Service Planning and Delivery; Participant Outcomes and Satisfaction, Participant Safeguards)

Objective 1.1: Utilize OCDD's Planning Framework in the development of individualized plans for people with developmental disabilities. (Reference: CMS Quality Framework: Participant-Centered Service Planning and Delivery; Participant Outcomes and Satisfaction)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
With stakeholder input, develop a consistent planning format for use in community services, reflecting the elements of the planning framework.	Mark Thomas	Planning format which reflects all elements of the planning framework	New planning format	01/30/07	COMPLETED: 01/09/07 – Pilot of format is being conducted.
Implement OCDD Planning Framework with new format. Implement Individual Support Plan consistent with OCDD Planning Framework.	Mark Thomas	Person-centered plans which reflect services across providers and funding	Plans developed utilizing OCDD Planning Format	05/31/07 (start date) Revised date: 11/01/07	Development of a training and implementation plan is in progress.
Develop an oversight system for Planning Framework implementation.	Katie Wilson Chrys Vildibill	Verification of planning based on OCDD Planning Framework	Results of programmatic over site	05/31/07 (start date)	Workgroup scheduled to meet 4/16-17/07
Implement electronic version of OCDD Planning Framework with new format	Mark Thomas	Person-centered plans which reflect services across providers	Plans developed utilizing OCDD Planning	01/31/08	Data definitions submitted to SRI (Statistical Resources, Inc.) on 03/09/07. New committee developed to review each ISP

		& funding	Format		(Individual Support Plan) item for programmatic and IT (Information Technology) compatibility.
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Objective 1.2: Determine potential use of SIS/LA PLUS in the developmental disability service delivery system. (Reference: LTC 2a & 2c, CMS Quality Framework: Participant Access; Participant-Centered Service Planning and Delivery; Participant Safeguards)

<i>Action</i>	<i>Person Responsible</i>	<i>Expected Outcomes</i>	<i>Data Source</i>	<i>Due Date</i>	<i>Status</i>
Continue the development of a needs based assessment system using the SIS/LAPlus (Support Intensity Scale/Louisiana Plus).	Jay Sevin	Consistent method for identifying individual needs	Validation of SIS/LAPlus	06/30/07	Subsequent to initial 3,000 needs-based assessments having been completed, reliability of instrument having been verified, and training protocol for future evaluators having been revised, an additional sample of >300 individuals on the waiver registry was completed. Data analyses are underway. Results of surveys of favorability of waiver options and self-reported priority needs for the registry sample are compiled. Information sharing with several other states using the SIS is ongoing for purposes of system development. Model for integrating SIS/LAPlus data with new ISP (Individual Support Plan) is developed. Refinement of system is ongoing.
Develop plan for implementation of needs based resource allocation.	Jay Sevin	Resource allocation based on individual needs.	Plan	12/31/07	Results of preliminary regression analyses, required for plan development, have been completed. Further analyses based on additional future statewide assessments, which will form foundation of resource allocation plan, are in preparation.

Evaluate the use of the tool for: Risk assessment, Prioritization and Level of Care.	Jay Sevin	Utilization of SIS/LAPlus in determined areas	Evaluation Results	12/31/07	Validity studies comparing SIS/LA Plus data to ICAP scores (current Level of Care instrument) are in planning stages. Information on Risk Assessments from other states has been gathered. Draft of risk assessment scale items has been generated.
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GOAL 2: Provide leadership in the ongoing expansion of community based services and supports.

Objective 2.1: Collaborate with ICF/DD funded community home providers, both public and private, who wish to voluntarily convert to waiver services. (References: LTC 3a; CMS Quality Framework: Participant Outcomes and Satisfaction)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Collaborate with Residential Options Waiver development to assist with focus on waiver development as a cost-neutral conversion option for people living in ICFs/DD (Intermediate Care Facilities for people with Developmental Disabilities).	Pete Calamari	Procedure to do MRP (Money Follows the Person) in the Medicaid budget; legislation to do MRF with the OCDD budget; funding of Residential Options Waiver opportunities	Funding Report	01/01/07	Completed: 01/04/07 – Funding included in budget.
Develop and implement a protocol for conversion of ICF/DD to HCBS (Home and Community Based Services).	Pete Calamari	Options available for living in less restrictive environments	Protocol	04/30/07 Revised date 6/30/07	Initiated with Rebalancing Initiative grant support.

Educate providers, consumers, and family members in conversion opportunities, community-based supports and services, and the transition process	Pete Calamari	People are informed of available options	MFP Demo	06/30/07	Stakeholder meetings to establish education priorities, delivery, and timelines begin March 28, 2007 end May 2007.
Collaborate with providers, advocates (for example, ombudsmen), family members, and consumers to identify (1) providers interested in participating and (2) consumers interested in participation in conversion. Conduct transition per protocol.	Pete Calamari	People live in the option of their choice	MRP Demo/Rez Option report	10/01/07	
Achieve participation targets established in the Residential Options Waiver and Money Follows the Person Demonstration.	Pete Calamari	Rebalance Louisiana's service system	MFP Demo/Rez Option report	12/31/07	

Objective 2.2: Support the downsizing of all large ICFs/DD. (Reference: LTC 3b; CMS Quality Framework: Participant Outcomes and Satisfaction; Participant Access)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Develop plan for further downsizing of large ICFs/DD to include current initiatives.	Peter Calamari/Amy Bamburg	Options for further implementation of downsizing plan	Updated plan	01/07/07	COMPLETED: 03/07 – Draft competed
Disseminate plan to appropriate entities and stakeholder groups for feedback.	Amy Bamburg	Stakeholder/entity input into plan	Correspondence	04/15/07 Revised date: 04/30/07	Developmental Center (DC) Transformation Plan draft completed. Circulation per office protocol occurring in March/April 2007.
Modify plan, if indicated.	Peter Calamari	Revised plan reflecting stakeholder input	Finalized plan	04/31/07 Revised date: 02/28/07	COMPLETED: 02/28/07 Stakeholder input was solicited on 12/4-6/06 for public DC Transformation plan. Plan

					modifications have occurred throughout drafting process.
Implement updated plan for downsizing.	Peter Calamari	Alternate service options for people supported by large ICFs/DD	Status reports	07/01/07	
Evaluate effectiveness of plan implementation.	Peter Calamari	Increased # of people transitioning from large ICFs/DD	Downsizing statistics	07/01/07 and quarterly thereafter	
Support downsizing of private ICFs/DD via development and implementation of Residential Options Waiver.	Peter Calamari	Options for implementation of private ICF/DD downsizing plans.	Residential Options Waiver Report	12/31/07	See status of Objectives 2.1 and 2.4.

Objective 2.3: Amend the New Opportunities Waiver (NOW) to include additional service options and/or revise current options. (Reference: LTC 3c; CMS Quality Framework: Participant Outcomes and Satisfaction; Participant Access)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
With stakeholder input, identify services to be included/revise in waiver amendments.	Bonnie Callahan/Jeanne LeVelle	Additional waiver options identified	Meeting/focus group minutes and notes	12/01/06	COMPLETED: 12/01/06 - Stakeholder input received.
Based on feedback, draft waiver amendments. Following submission of waiver renewal, prioritize identified waiver amendments.	Jeanne LeVelle	Identified needs and current options reflected in waiver amendments Modification of NOW to reflect identified needs.	Revised proposed amendments Prioritized listing of amendments.	01/30/07 Revised date: 02/19/07	COMPLETED: 02/19/07 – Prioritized amendments identified.
Disseminate proposed revisions to appropriate entities and stakeholders for feedback.	Jeanne LeVelle	Stakeholder/entity input into waiver amendments	Correspondence Proposed Amendments	02/29/07 Revised date: 04/03/07	

Draft highest priority waiver amendments.		Identified needs and current options reflected in waiver amendments.			
Modify amendments, if indicated. Submit highest priority waiver amendments to CMS	Jeanne LeVelle	Amendments reflecting stakeholder input Submission of waiver amendment to CMS	Finalized amendments Waiver amendment web-based submission	03/10/07 Revised date: 05/12/07	
Submit waiver amendments to CMS. Respond to CMS requests for additional information.	Jeanne LeVelle	Completion of waiver amendment application Approval of NOW amendment	Application to CMS Approval notification from CMS	03/15/07 Revised date: 08/01/07	
Implementation of NOW amendments. Submit highest priority waiver amendments for rulemaking.	Bonnie Callahan Jeanne LeVelle	Additional service options available in the NOW Required documentation sent to BHSF	Number of service options available in NOW Proposed rule changes to BHSF (Bureau of Health Services Finance).	07/01/07 Revised date: 04/11/07	
Comply with rulemaking process	Jeanne LeVelle	Rule published	LA Register	8/20/2007	
Draft remaining waiver amendments.	Jeanne LeVelle	Identified needs and current options reflected in waiver amendments	Revised proposed amendments	Pending development & CMS approval of the ROW (8/1/07)	

Disseminate proposed revisions to appropriate entities and stakeholders for feedback.	Jeanne LeVelle	Stakeholder/entity input into waiver amendments	Correspondence	9/1/07 Pending above	
Modify amendments, if indicated.	Jeanne LeVelle	Amendments reflecting stakeholder input	Finalized amendments	9/30/07 Pending above	
Submit remaining waiver amendments to CMS.	Jeanne LeVelle	Completion of waiver amendment application	Application to CMS	9/30/07 Pending above	
Implement NOW amendments.	Jeanne LeVelle	Additional service options available in the NOW	Number of service options available in NOW	12/30/07 Pending above	

Objective 2.4: Develop Residential Options Waiver (ROW). (Reference: CMS Quality Framework: Participant Outcomes and Satisfaction; Participant Access)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Assemble information from internal and external stakeholders needed for waiver application.	Ted Kleamenakis	Recommendations from stakeholders identified	Documentation of stakeholder contacts	01/30/07	COMPLETED: 12/06 - Information has been assembled.
Draft waiver application.	Ted Kleamenakis	Residential waiver application reflecting identified stakeholder needs	Application	02/12/07 Revised date: 03/01/07	COMPLETED: 03/01/07 –Draft completed and sent to DHH/BHSF* for review prior to official submission to CMS.
Disseminate proposed waiver application to appropriate entities and stakeholders for feedback.	Ted Kleamenakis	Additional stakeholder/entity input into waiver application	Correspondence	02/15/07 Revised date: 05/11/07	Post application submission meeting with stakeholders delayed due to meetings and revisions requested by DHH/BHSF prior to their submission of the official application to CMS. Re-scheduled the stakeholders' meeting for early May 2007.

Submit waiver application to CMS	Ted Kleamenakis	Completion of residential waiver application	Application to CMS	03/30/07 Revised date: 04/24/07	Anticipated agreement by DHH/BHSF with all ROW revisions and submission to CMS by this date. We also anticipate resolution of ROW self-direction logistics with CMS by this date.
Implement Residential Options Waiver	Ted Kleamenakis	Availability of additional residential options	Waiver participant data	07/31/07	

*Department of Health & Hospitals/Bureau of Health Services Financing

Objective 2.5: Expand consumer directed waiver services. (Reference: LTC 3d; CMS Quality Framework: Participant Outcomes and Satisfaction; Participant Access)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Secure consultants to evaluate current system.	Bonnie Callahan	Expert input into evaluation of current services	Contract	10/31/06	COMPLETED: 10/06 - Jean Tuller was contracted as consultant.
Define further actions/plan for expansion of self-directed waiver services based on the consultant recommendations.	Bonnie Callahan Candace Ricard	Recommendations for expansion of self-directed waiver services	Consultant report	11/30/06 Revised date: 01/30/07 03/30/07	COMPLETED: 03/30/07 – Report completed
Disseminate proposed plan to appropriate entities and stakeholders for feedback.	Jeanne LeVelle Candace Ricard	Stakeholder/entity input into plan	Correspondence and feedback	12/15/06 Revised date: 01/30/07 03/16/07	COMPLETED: 03/12/07 – Feedback received.
Based on feedback, draft revisions to current self-direction plan and submit to CMS	Jeanne LeVelle Candace Ricard	Work plan revisions that reflect stakeholder input	Revised action plan	01/30/07 Revised date: 04/30/07	Conference call with CMS scheduled for 4/11/07
Secure approval from CMS and modify policies and procedures.	Jeanne LeVelle Candace Ricard	CMS approval of plan and proposed amendments.	Approval document	04/30/07	

Implement plan.	Jeanne LeVelle Candace Ricard	Implementation of plan according to projected timelines	Status report	07/01/08	
Evaluate effectiveness of plan implementation.	Jeanne LeVelle Candace Ricard	Increased number of people choosing the self direction.	Waiver participant data	07/01/08	

Objective 2.6: In collaboration with the Office of Aging and Adult Services (OAAS), utilize the Deficit Reduction Act state plan option to apply for CMS grants to implement Money Follows the Person. (Reference: LTC 2d; CMS Quality Framework: Participant Outcomes and Satisfaction; Participant Access)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Assemble information from internal and external stakeholders needed for completing the grant application.	Amy Bamburg	Identification of recommendations and requirements for stakeholder groups.	Documentation from stakeholder contacts.	11/01/06	COMPLETED: 11/06 - Documentation available at http://www.dhh.louisiana.gov/offices/?ID=309
Collaborate with a consultant with expertise in the Deficit Reduction Act.	Amy Bamburg	Expert input into grant application	Contract	11/01/06	COMPLETED: 10/06 - Ernest McKenney contract obligation has been expended.
Submit an application to CMS for the Money Follows the Person Rebalancing Demonstration grant solicitation.	Amy Bamburg	Availability of other service options	Submitted application	11/01/06	COMPLETED: 10/31/06 - Application has been submitted.

Objective 2.7: Evaluate the consolidation of office finances into one global budget to allow flexibility in funding. (Reference: LTC 2f; CMS Quality Framework: System Performance)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Complete study of the advantages/feasibility of consolidating OCDD finances	Annie Chapman	Assessment of global budget consolidation	Budget Consolidation Study Report	06/30/07	

into one global budget.					
Complete recommendations based on study results.	Annie Chapman	Analysis of study findings regarding budget consolidation	Finalized recommendations	08/15/07	
Establish a plan for accountability and movement of funds, if indicated.	Annie Chapman	Delineated steps and timelines to accomplish global budget for Office	Completed plan	03/30/08	
If developed, implement plan	Annie Chapman	Global budget for Office	Status (progress) notes	07/01/08	

GOAL 3: Provide programmatic leadership consistent with the Office's vision and mission.

Objective 3.1: Develop a plan for systematic review of all rules, policies, and provider requirements to meet the intent of this immediate action and implement the review plan. (Reference: LTC 4a; CMS Quality Framework: System Performance)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Compile all rules, policies, and provider requirements which relate to the intent of the LTC Immediate Action Plan	Katie Wilson	Comprehensive search and compilation of all applicable rules, policies, and provider agreements.	Copies of all identified rules, policies, and provider agreements	11/30/06	COMPLETED: 09/06 - Compilation has been completed.
Coordinate review of documents by workgroup members.	Katie Wilson/Nancy Myers	Workgroup review of compiled documents and development of recommendations for follow-up action	Documentation of workgroup activities	03/31/07 Revised date: 08/31/07	
Prepare report of workgroup findings and recommendations.	Katie Wilson/Nancy Myers	Documentation of workgroup's findings and recommendations	Final workgroup report and recommendations	04/30/07 Revised date: 09/30/07	

Objective 3.2: Consolidate the regional functions into a single regional office. (Reference: LTC 4b; CMS Quality Framework: System Performance; Participant Access; Provider Capacity and Capabilities)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Inventory and evaluate the current functions of Regional offices, Human Districts/Authorities and Waiver offices.	Peter Calamari/ Mark Thomas	Knowledge/understanding of regional operations	Meeting notes with Regional Office staff/Flow chart of work process and staffing needs	10/30/06	COMPLETED: 10/30/06 – Evaluation has been completed.
Complete report with recommendations for reconfiguration of regional functions.	Mark Thomas	Evaluation of regional office operations	Consultant report and recommendations	11/15/06	COMPLETED: 11/15/06 – Report has been completed.
With regional staff input, develop a plan to implement consolidation and reorganization of regional functions, including identification of performance measures.	Mark Thomas	Plan for reorganization/consolidation of regional office functions	Plan	02/29/07	COMPLETED: 02/02/07 – Plan completed
Implement plan	Mark Thomas	Efficient and effective regional office operations, coordinated service delivery	Status reports	07/01/07	New allocated positions have been announced and interviews have been completed.
Evaluate effectiveness of plan implementation	Mark Thomas	Verification of effectiveness of plan implementation	Customer/staff satisfaction surveys/feedback	Quarterly after 07/01/07	

Objective 3.3: Evaluate the transfer of responsibility of support coordination for The Early Periodic Screening, Diagnosis, and Treatment (EPSDT) to OCDD (Reference: LTC 2e; CMS Quality Framework: Participant Outcomes and Satisfaction)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Conduct program analysis to include: activities, staff,	Jeanne LeVelle	Analysis of transfer of	Report of findings	03/04/07 Revised	

contact monitoring, and status of Chisholm suit.		responsibility		date: 09/30/07	
Develop recommendations	Bonnie Callahan	Appropriate responsibility of program assignment	Executive Management documentation of decision	06/30/07 Revised date: 12/15/07	

Objective 3.4: Continue oversight of implementation of the recommendations made by the Louisiana Commission on Decision-Making of Persons with Cognitive Disabilities. (Senate Concurrent Resolution No. 112)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
1. Convene the Implementation Team, including addition of OAAS representative, and initiate activities related to providing input and overseeing implementation of the recommendations of the Louisiana Commission on Decision-Making of Persons with Cognitive Disabilities.	Ted Kleamenakis	Implementation of recommendations made by the Louisiana Commission on Decision-Making of Persons with Cognitive Disabilities	Meeting minutes	12/30/06 Revised date: 01/30/07 03/31/07	COMPLETED: 03/31/07 – All meetings occurred and minutes have been disseminated.
2. Prepare a report of Implementation Team activities, findings and recommendations for dissemination according to resolution.	Ted Kleamenakis	Study and evaluation of implementation of a surrogate decision-making program.	Report	01/30/07 Revised date: 02/28/07 04/11/07	Final report delayed due to late receipt of one committee report and extended negotiations required over one legislative proposal.

GOAL 4: Implement an integrated, full-scale, data-driven quality enhancement system. (Reference: LTC 1a-e, CMS Quality Framework: Participant Outcomes and Satisfaction; System Performance)

Objective 4.1: Design a standardized quality enhancement structure and process that defines the role of data analysis and review in the provision of OCDD services and programs. (Reference: CMS Quality Framework: System Performance; Provider Capacity and Capabilities)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Review quality enhancement systems within waivers, developmental centers, regional offices and Central Office.	DeAnn Johnson	Analysis of current systems	Report of findings	11/30/06	COMPLETED: 12/31/06 - Conducted review of quality enhancement systems via visits and review of available documentation.
Design a quality enhancement system that integrates all internal entities and aligns with CMS Quality Framework and DHH requirements.	DeAnn Johnson	Integrated internal Quality Enhancement system	Policy and Procedures	06/30/07	Consultation with transformation grant consultants to gather information related to other state Quality Enhancement (QE) systems is ongoing. QE unit currently is completing a series of planning meetings and obtaining feedback from Transformation Grant consultants.
Develop an Information Technology (IT) system that supports the integrated quality enhancement system through data collection and analysis.	DeAnn Johnson	Data driven quality enhancement services	Data identified by system	09/30/08	Review of data collected within each section of OCDD and revision of monthly reporting for regional offices is in progress.
Collaborate with DHH Office of the Secretary in the implementation of the transformation Strategic plan for Quality Management.	DeAnn Johnson	Interagency QE system that is consistent with best practices	Strategic plan updates	09/30/08	Participation in consultant visits along with collaboration with grant staff to develop draft outcomes and indicators has continued.

Complete pilot Transition Data Project to include partnering with private providers in utilizing data to determine quality of services.	DeAnn Johnson Brandi Smioldo	Successful transition of people moving from large ICFs/DD to community setting.	Results of Transition Data	12/30/07	Baseline data collection completed 01/07/07. Competency based training for Assessors/Mentors who will collect the remaining data is scheduled for 04/09/07.
Support private service provider and support coordination agencies to develop quality enhancement systems consistent with the CMS Quality Framework and proven and promising practices.	DeAnn Johnson	Enhanced capacity building within private service provider and support coordination agencies	Results of Programmatic over site	01/01/08	Draft handbook completed and sent out to internal stakeholders for feedback.

Objective 4.2: Develop a system to determine satisfaction and feedback on services from all stakeholders. (Reference: CMS Quality Framework: Participant Outcomes and Satisfaction; System Performance)

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Identify current satisfaction and feedback systems within waiver services, developmental centers, regional offices and Central Office.	DeAnn Johnson	Analysis of all current satisfaction and feedback systems	Report of findings	12/15/06	COMPLETED: 12/12/06 – Documents has been assembled and crosswalk completed.
Design a satisfaction/feedback system that integrates all internal entities.	DeAnn Johnson	Integrated satisfaction/feedback system	Policy and Procedures	03/30/07 Revised date: 05/30/07	Collaboration with DHH Transformation Grant staff and consultants is occurring. An interim process to gather information for 2007 may need to occur before an ongoing system is implemented.
Implement system.	DeAnn Johnson	System-wide satisfaction and feedback information	Reports of satisfaction from people receiving services,	06/30/07	

			families, staff, private providers, support coordination agencies, developmental centers, regional offices, and other stakeholders.		
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GOAL 5: OCDD will have a full service integrated IT system that integrates with DHH. (Reference: LTC 4c; CMS Quality Framework: System Performance)

Objective 5.1: Provide resources to encourage the effective use of technology.

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Publish OCDD IT standards in accordance with existing statewide standards. Develop OCDD IT plan in accordance with existing statewide standards.	Joe Pitzer	Consistent electronic work environment, reduced downtime, improved support response capabilities	Policy and Procedures Plan	12/31/06	COMPLETED: 11/06 – Plan has been submitted to DHH IT.
Provide ongoing training for OCDD users in effective use of database applications, MS Office suite applications, and computer use best practices.	DeAnn Johnson	Improved productivity, morale, and health	Training database	12/31/07	Training for DDApps (database application currently deployed at developmental centers) was completed on 12/19/06; additional training is scheduled.
Deploy automated Help Desk software to provide trouble ticket tracking.	Joe Pitzer	Ability to report and track resolution of computer problems	Help Desk database	01/31/07 Revised date: 04/02/07	Web interface for reporting software and hardware problems will be implemented 04/02/07.

Objective 5.2: Integrate existing database applications.

Action	Person Responsible	Expected Outcomes	Data Source	Due Date	Status
Convert/rebuild existing OCDD database applications (ITS and DDApps) to use centralized demographics of DHH SPOE.	Joe Pitzer	Internal integrated data system containing records of all served by OCDD	Database application	12/15/07	Database structure and application programming modifications 95% complete. Expected rollout 05/14/07.
Participate in ongoing DHH/OCDD data system integration projects: Transformation Grant and SIS/LAPlus.	Joe Pitzer	Data system integrated within DHH	Database applications	12/30/07	Established ongoing communication with DHH Chief Information Officer (CIO). QE/IT team participates regularly in Transformation grant meetings and related projects.

NOTE: No entry in the "Status" column indicates that either completion of the previous step must occur prior to initiation of work or that work has not been initiated on the action step.