System Transformation Grant Report

Grant Title	Grant Title
Grant Number	300012 - LA: Louisiana (2005)
Report Period	2007 Semi Annual

II. Contact Information

Check the box for the Type(s) of Grantee Entity:

- ☐ Development Disability Service Agency
- ☐ State Unit on Aging
- ☑ Medicaid Agency
- ☐ State University
- ☑ Mental Health Agency
- ☑ Operating Agency for HCBS Waivers
- ☑ Disability Service Agency
- ☑ Other (describe below)*

* If "Other" is selected above please describe

The Department of Health and Hospitals is Louisiana's single state Medicaid agency. It is an umbrella agency that includes Medicaid (Bureau of Health Services Financing), the Developmental Disability Service Agency (Office for Citizens with Developmental Disabilities), the Mental Health Agency (Office of Mental Health), the Disability Service Agency (Office of Aging and Adult Services). Office of Aging and Adult Services (OAAS) and Office for Citizens with Developmental Disabilties (OCDD) operate Louisiana's HCBS waivers.

NOTE: OAAS was previously the Division of Long Term Supports and Services (LTSS) within Medicaid but has now been established as a program office at the same level as OMH & OCDD.

Grantee Agency

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Project Director

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III. System Updates

This section is not included in the current reporting period.

IV. Staffing/Resources

Grant-Designated Staff - Percent Effort per Year*

Name	Title/Agency Affiliation	Role Description	Yr 2	Yr 3	Yr 4	Yr 5
Robin Wagner	Executive Management Officer, La. Department of Health & Hospitals	Grant Director	100%	100%	100%	100%
Donna Thompson	Executive Management Officer, La. Department of Health & Hospitals	Grant Coordinator	100%	100%	100%	100%
To Be Filled June 4th		Housing Projects Manager	33%	100%	100%	100%
To Be Filled		Data Analyst	33%	100%	100%	0%

Contractual Staff are not participating in the grant effort.

In-Kind Staff - Percent Effort per Year*

Name	Title/Agency Affiliation	Role Description	Yr 2	Yr 3	Yr 4	Yr 5
Ronald Young	Director, Division of Health Economics	Assisting on IT and QM goals; hiring/supervision of data analyst	10%	20%	10%	0%
Edward Driesse	Chief Information Officer, Information Technology Division	Providing project management on Strategy 2 of IT goal	20%	20%	20%	20%
Gay Pinsonat	Medical Certification Program Manager, OAAS	QM goal; coordinating work group for consumer satisfaction survey	10%	10%	10%	-

Chrys Vildilbill	Director of Quality Enhancement, OCDD	QM goal; coordinating work group for consumer satisfaction survey	10%	10%	10%	-
Christine Rhorer	Program Manager/Housing Coordinator, OMH	Housing goal;reg. office & advocacy coordination for Supportive Housing	25%	5%	0%	0%
Allison Vuljoin	Medicaid Program Manager, OAAS	Contract manager for Assisted Living TA	50%	30%	0%	0%
Anita Milling	Project Manager, IT	Project management/back-up for CIO	35%	35%	35%	35%

Estimated Dollar Value of In-Kind Contribution:

Yr 2	**Yr 3**	**Yr 4**	**Yr 5**
$152,073	$129,812	$87,884	$56,454

Describe any significant changes in the staffing plan (e.g., turnover in leadership positions, overall increases or decreases in staff resources devoted to the grant, vacancies, etc.) ***Please enter "none" if there are no such changes.***

1) Director of DHH Information Technology Division, Patrick Potier, retired. That position has been replaced with a Chief Information Officer position, filled by Edward Driesse. All DHH IT staff, resources, and policy are in the process of being consolidated under the direction of the CIO.

2) Because of post-disaster resource and staffing barriers, the LSU Human Development Center asked that their contract to provide staffing and TA on certain strategies under the housing goal of the grant be terminated. As discussed with and approved by grant officer Kate King, the decision was made to hire a Housing Projects Manager for the grant rather than to seek another contractor.

3) There are currently two vacant positions on the grant: the Housing Projects Manager; and the Data Analyst for the IT Goal. Both positions have been advertised and candidates have been interviewed. An offer of employment has been made and accepted on the Housing Projects Manager position; incumbent will start June 4th.

Describe other non-staff/non-financial resources that are contributing to the grant effort. (Note: Please include resources that represent an important contribution to your efforts. Grantees should use their discretion in deciding what, if anything, to include here. Resources such as office supplies or equipment donations need not be listed. Abt will follow-up with grantees through telephone/site visit inquiry to better understand the value of such contributions.) ***Please enter "none" if there are no such resources.***

1) The Louisiana Housing Finance Agency (LHFA) has spent over $20,000 advertising the housing website (LaHousingSearch.org) funded by the grant. The Vice-President and Information Officer for LHFA have spent considerable time developing and distributing press releases and promoting the site to media outlets and property providers.

2) Through funding provided by the Melville Charitable Trust, Fannie Mae Foundation, and Robert Wood Johnson Foundation, the Technical Assistance Collaborative has worked extensively and closely with grant staff, DHH, and other stakeholders in the development of policies and program design for implementation of Permanent Supportive Housing for people with disabilities.

3) Existing IT contract between Medicaid & University of New Orleans is being used to develop some components of the IT modules described in IT Strategy 4.1.2.

4) Participation of DHH staff & external stakeholders has been extensive and cannot be fully documented in "in-kind" section. We are doing some record keeping around this involvement through grant meeting sign-in sheets.

*Yr 2: 15-month Implementation Period July 1, 2006 through September 30, 2007. Yr 3: 12-month Implementation Period October 1, 2007 through September 30, 2008. Yr 4: 12-month Implementation Period October 1, 2008 through September 30, 2009. Yr 5: 12-month Implementation Period October 1, 2009 through September 30, 2010.

V. Mission and Vision

Unchanged Mission Statement	To achieve a wider choice of community-integrated, affordable and accessible and housing options and develop quality management and information technology systems that support individual choice and efficient and effective services for Louisianans with disabilities of all ages.
Unchanged Vision Statement.	The Louisiana Long Term Supports and Services System will empower older adults and people with disabilities and offer them the opportunity to direct their lives and live with dignity in their chosen environment.

VI. Implementation Efforts - Goal 3: Quality Management

General

List and describe the role of key partners in contributing to your goal efforts, highlighting: Coordination/collaboration between key agency stakeholders in working towards achievement of each goal.

Key partners within DHH for current reporting period: OCDD, OAAS, Health Standards Section (HSS) Medicaid, Division of Health Economics.
Key public agency partners outside of DHH for current reporting period: Human Service Districts/Authorities, Governor's Office of Elderly Affairs

-All of the above entities (as well as private-sector stakeholder agencies) participate on one of more of the following groups: QM Leadership Work Group, QM Interagency Team, QM Executive Group, OASS or OCDD QM Steering Groups, Licensing (Act 483) task group, and/or time-limited task groups currently forming to identify data sources for specific groups of QM indicators.
-OCDD & OAAS QM staff provide leadership/facilitation on QM Steering Groups and will lead work groups for selecting and implementing the consumer satisfaction survey(s) that will be a key data source for outcomes & indicators developed under the grant
-QM Executive Group includes Asst. Secretaries/Directors of OASS, OCDD, and HSS, as well as the grant Director. QM Executive Group meets regularly with HSRI/Muskie consultants and provides overall steering for QM effort.

Participation of consumers / consumer representitives.

In the current reporting period, through participation on QM Leadership Work Group, OASS/OCDD QM Steering Groups, and/or Licensing Work Group:
-Contribute to development and prioritization of QM Outcomes and Indicators.
-Disseminate drafts and seek constituent input into development and prioritization of QM Outcomes and Indicators.
-Identify key outcomes to be used in drafting revised licensing regs for HCBS.

Objective 3.1 - Status: Unchanged - Percent Complete: 26-50

Description

Develop and implement a comprehensive quality management strategy, consistent with the state's transformation of its long-term support system.

Summary of Progress

Strategy 3.1.1: All first year action steps completed. QM organization structure has been implemented and will be active on an ongoing basis.
Strategy 3.1.2: All first year action steps completed. Cross-population/program outcomes and indicators have been adopted. Currently in the process of cross-walking to existing data sources as called for under Strategy 3.
Strategy 3.1.3: First year action steps have begun and are on schedule but are not completed.

Factors Facilitating Progress

- Excellent facilitation and consultation from HSRI/Muskie
- Excellent collaboration between DHH agencies
- Excellent participation, commitment, and leadership from Assistant Secretaries in charge of OAAS & OCDD, and from HSS Director
- Excellent participation from internal and external stakeholders
- Excellent outreach to constituents on part of consumer & provider organizations represented on QM Leadership Work Group

Factors Impeding Progress

None.

Next Steps for Achieving Objective

Complete Year 2 action steps outlined in approved strategic plan for grant implementation. Action steps for Year 3 will be developed for annual report.

The following are included in Year 2 action steps and/or are anticipated for Year 3: identification of data sources and refinement of measures for QM outcomes and indicators; planning for adoption and implementation of consumer surveys; finalization of QM roles and responsibilities down to regional office & provider level; development of training and materials around QM roles; finalization of new licensing regulations for HCBS.

Strategy 3.1.1 - Status: Unchanged

Description

Implement an organizational structure that supports a quality management system and a culture of quality

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Completed	Completed	Completed

Strategy 3.1.2 - Status: Unchanged

Description

Develop outcomes and indicators of quality (population/program office-specific and cross-population/system-wide)

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Completed	Completed

Strategy 3.1.3 - Status: Unchanged

Description

Design the key components of a quality management system that include procedures for discovery, remediation/technical assistance and improvement

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Active	Active

Strategy 3.1.4 - Status: Unchanged

Description

Develop and implement quality improvement projects and initiatives

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start

Objective 3.2 - Status: Unchanged - Percent Complete: 0-(Not Scheduled to Start)

Description

Develop and routinely disseminate quality management reports to key entities and other stakeholders, including but not limited to state and local agencies, participants, families, other interested parties, and the public.

Summary of Progress

Not scheduled to start.

Factors Facilitating Progress

Factors Impeding Progress

Next Steps for Achieving Objective

Strategy 3.2.1 - Status: Unchanged

Description

Prepare quality management trends reports

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start

Strategy 3.2.2 - Status: Unchanged

Description

Convene internal and external user groups to review quality trend reports, provide feedback and recommend quality improvement priorities

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start

Strategy 3.2.3 - Status: Unchanged

Description

Develop a plan for communicating information about development and implementation of QM strategy

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start

Objective 3.3 - Status: Unchanged - Percent Complete: 0-(Not Scheduled to Start)

Description

Periodically evaluate the quality management strategy.

Summary of Progress

Not scheduled to start.

Factors Facilitating Progress

Factors Impeding Progress

Next Steps for Achieving Objective

Strategy 3.3.1 - Status: Unchanged

Description

Develop a process for formative evaluation for ongoing revisions and improvements to the QM strategy

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start	Not Scheduled to Start

VI. Implementation Efforts - Goal 4: IT

General

List and describe the role of key partners in contributing to your goal efforts, highlighting: Coordination/collaboration between key agency stakeholders in working towards achievement of each goal.

Key partners within DHH for current reporting period: OAAS, OCDD, DHH-IT Division, Medicaid (Program Operations & MMIS), DHH Division of Health Economics

- With the support of the Deputy Secretary and Medicaid Director, grant Director and MMIS Director have begun discussions with CMS regional office regarding preparation of an Implementation APD for call-based billing. Grant Director, MMIS Director, and CIO will convene a group of internal DHH stakeholders to prepare APD and RFP for call-based billing of HCBS. OAAS and OCDD Assistant Secretaries have reviewed call-based billing and are supportive of its implementation. It is anticipated that external stakeholders will be included in this effort once internal participation is established.
- Division of Health Economics is lead on the DHH SAS pilot. Coordination between grant & SAS pilot will be assured by having grant-funded data analyst work with Division on developing, accessing, compiling, analyzing, and reporting data obtained/managed through the use of SAS technology. The Director of Division of Health Economics and grant Director will share supervision of data analyst.
- Grant director, CIO, and IT Project Management staff are meeting weekly to assess IT Strategy 2 and develop/revise action steps for that strategy.

Participation of consumers / consumer representitives.

In this reporting period, participation of consumers/consumer representatives has been limited to recieving updates provided by grant staff at Stakeholder meetings. All planning & implementation meetings convened during this reporting period have been limited to stakeholders internal to DHH and have been designed to obtain internal buy-in and coordination around IT strategies and actions.

It is anticipated that consumer/consumer rep participation will increase in the next reporting period, especially once data analyst is hired to assist QM stakeholder groups in accessing and evaluating data sources for the QM outcomes and indicators.

Objective 4.1 - Status: Unchanged - Percent Complete: 1-25

Description

Design IT applications that will support program practices and processes that are individual-centered and enable persons to direct their own services.

Summary of Progress

Strategy 4.1.1: SAS pilot has been initiated and hiring of data analyst is pending.
Strategy 4.1.2: Some delay in fully implementing due to hiring of CIO and consolidation of IT under the CIO. Work on one component of this strategy -- implementation of call-based billing for HCBS -- has begun. Office of the Secretary, Medicaid, and CIO have agreed that a single Implementation APD and RFP for call-based billing should be developed for all home-delivered services administered by DHH. MMIS director and grant director have done initial research into state experience with call-based billing and have obtained copies of RFPs and approved APDs from those states. Under IT contract between Medicaid & UNO, there has also been work on other two modules.

Strategy 4.1.3: Delay in implementing due to greater priority being given to other two strategies.

Factors Facilitating Progress

- High level support within DHH for SAS pilot (ongoing funding for SAS hardware and licenses is included in executive budget for SFY 08).
- Broad-based support within DHH and on the part of Medicaid director for implementing call-based billing for home-delivered services.
- CIO support for Strategy 2
- Existing contract between Medicaid and University of New Orleans to develop applications that will support common modules identified in Strategy 2.

Factors Impeding Progress

- Time and attention needed to implement Strategies 1 & 2 have prevented initiation of Strategy 3
- Need to delay fuller implementation of Strategy 2 until CIO able to assess strategy and action steps
- Information obtained about APD process indicates that it will take more time to obtain approved APD and RFP for call-based billing and other Strategy 2 modules than was anticipated in initial timeframes for grant implementation plan
- Challenge of obtaining clear and specific information about what IT systems improvements under grant might be eligible for enhanced match through APD process. It seems clear that implementation and maintenence of call-based billing is eligible for enhanced match, but not clear whether other IT system development under the grant might also be.

Next Steps for Achieving Objective

Strategy 4.1.1:
- Complete Year 2 action steps (i.e., complete hiring of data analyst and begin mining existing data with focus on QM indicators)

Strategy 4.1.2:
- Work with CIO, IT Project Management staff, and stakeholders to revise strategy and action steps as needed
- Seek further information from CMS about eligibility of IT initiatives for enhanced match
- Prepare Implementation APD and RFP for call-based billing

Strategy 4.1.3:
- Explore with stakeholders revision of timelines or withdrawal of this strategy

Strategy 4.1.1 - Status: Unchanged

Description

Use SAS pilot and/or other resources to access data currently kept in multiple databases with the purpose of making that data more readily available & useful in supporting access, quality management, and individual-centered services delivery.

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Active	Active

Strategy 4.1.2 - Status: Unchanged

Description

To improve access, individualized service delivery, & QM, create a single, modularized IT framework to address gaps in data collection and to support the common &/or shared business processes of OAAS, OCDD, Health Standards Section, & Adult Protective Services. Common modules include: initial DHH entry/screening module; LTC provider linkage; & LTC service tracking/billing

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Delayed	Start(ed)	Start(ed)	Active

Strategy 4.1.3 - Status: Unchanged

Description

Building on existing sites (e.g., LouisianaAnswers.com), develop additional web-based resources to improve public access to information and services

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Delayed	Delayed	Delayed	Delayed

Objective 4.2 - Status: Unchanged - Percent Complete: 1-25

Description

Improve client access to long-term care services through the use of integrated IT system(s).

Summary of Progress

Strategy 4.2.1: SAS pilot has been initiated and hiring of data analyst is pending.
Strategy 4.2.2: Some delay in fully implementing due to hiring of CIO and consolidation of IT under the CIO. Work on one component of this strategy -- implementation of call-based billing for HCBS -- has begun. Office of the Secretary, Medicaid, and CIO have agreed that a single Implementation APD and RFP for call-based billing should be developed for all home-delivered services administered by DHH. MMIS director and grant director have done initial research into state experience with call-based billing and have obtained copies of RFPs and approved APDs from those states. Under IT contract between Medicaid & UNO, there has also been work on other two modules.
Strategy 4.2.3: Delay in implementing due to greater priority being given to other two strategies.

Factors Facilitating Progress

- High level support within DHH for SAS pilot (ongoing funding for SAS hardware and licenses is included in executive budget for SFY 08).
- Broad-based support within DHH and on the part of Medicaid director for implementing call-based billing

for home-delivered services.
- CIO support for Strategy 2
- Existing contract between Medicaid and University of New Orleans to develop applications that will support common modules identified in Strategy 2.

Factors Impeding Progress

- Time and attention needed to implement Strategies 1 & 2 have prevented initiation of Strategy 3
- Need to delay fuller implementation of Strategy 2 until CIO able to assess strategy and action steps
- Information obtained about APD process indicates that it will take more time to obtain approved APD and RFP for call-based billing and other Strategy 2 modules than was anticipated in initial timeframes for grant implementation plan
- Challenge of obtaining clear and specific information about what IT systems improvements under grant might be eligible for enhanced match through APD process. It seems clear that implementation and maintenence of call-based billing is eligible for enhanced match, but not clear whether other IT system development under the grant might also be.

Next Steps for Achieving Objective

Strategy 4.2.1:
- Complete Year 2 action steps (i.e., complete hiring of data analyst and begin mining existing data with focus on QM indicators)

Strategy 4.2.2:
- Work with CIO, IT Project Management staff, and stakeholders to revise strategy and action steps as needed
- Seek further information from CMS about eligibility of IT initiatives for enhanced match
- Prepare Implementation APD and RFP for call-based billing

Strategy 4.2.3:
- Explore with stakeholders revision of timelines or withdrawal of this strategy

Strategy 4.2.1 - Status: Unchanged

Description

Use SAS pilot and/or other resources to access data currently kept in multiple databases with the purpose of making that data more readily available & useful in supporting access, quality management, and individual-centered services delivery

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Active	Active

Strategy 4.2.2 - Status: Unchanged

Description

To improve access, individualized service delivery, & QM, create a single, modularized IT framework to address gaps in data collection and to support the common &/or shared business processes of OAAS, OCDD, Health Standards Section, & Adult Protective Services. Common modules include: initial DHH entry/screening module; LTC provider linkage; & LTC service tracking/billing

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Delayed	Start(ed)	Start(ed)	Active

Strategy 4.2.3 - Status: Unchanged

Description

Building on existing sites (e.g., LouisianaAnswers.com), develop additional web-based resources to improve public access to information and services

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Delayed	Delayed	Delayed	Delayed

Objective 4.3 - Status: Unchanged - Percent Complete: 1-25

Description

Use integrated systems to monitor the quality of services rendered.

Summary of Progress

Strategy 4.3.1: SAS pilot has been initiated and hiring of data analyst is pending.
Strategy 4.3.2: Some delay in fully implementing due to hiring of CIO and consolidation of IT under the CIO. Work on one component of this strategy -- implementation of call-based billing for HCBS -- has begun. Office of the Secretary, Medicaid, and CIO have agreed that a single Implementation APD and RFP for call-based billing should be developed for all home-delivered services administered by DHH. MMIS director and grant director have done initial research into state experience with call-based billing and have obtained copies of RFPs and approved APDs from those states. Under IT contract between Medicaid & UNO, there has also been work on other two modules.
Strategy 4.3.3: Delay in implementing due to greater priority being given to other two strategies.

Factors Facilitating Progress

- High level support within DHH for SAS pilot (ongoing funding for SAS hardware and licenses is included in executive budget for SFY 08).
- Broad-based support within DHH and on the part of Medicaid director for implementing call-based billing for home-delivered services.
- CIO support for Strategy 2
- Existing contract between Medicaid and University of New Orleans to develop applications that will support common modules identified in Strategy 2.

Factors Impeding Progress

- Time and attention needed to implement Strategies 1 & 2 have prevented initiation of Strategy 3

- Need to delay fuller implementation of Strategy 2 until CIO able to assess strategy and action steps
- Information obtained about APD process indicates that it will take more time to obtain approved APD and RFP for call-based billing and other Strategy 2 modules than was anticipated in initial timeframes for grant implementation plan
- Challenge of obtaining clear and specific information about what IT systems improvements under grant might be eligible for enhanced match through APD process. It seems clear that implementation and maintenence of call-based billing is eligible for enhanced match, but not clear whether other IT system development under the grant might also be.

Next Steps for Achieving Objective

Strategy 4.3.1:
- Complete Year 2 action steps (i.e., complete hiring of data analyst and begin mining existing data with focus on QM indicators)

Strategy 4.3.2:
- Work with CIO, IT Project Management staff, and stakeholders to revise strategy and action steps as needed
- Seek further information from CMS about eligibility of IT initiatives for enhanced match
- Prepare Implementation APD and RFP for call-based billing

Strategy 4.3.3:
- Explore with stakeholders revision of timelines or withdrawal of this strategy

Strategy 4.3.1 - Status: Unchanged

Description

Use SAS pilot and/or other resources to access data currently kept in multiple databases with the purpose of making that data more readily available & useful in supporting access, quality management, and individual-centered services delivery

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Start(ed)	Active	Active	Active

Strategy 4.3.2 - Status: Unchanged

Description

To improve access, individualized service delivery, & QM, create a single, modularized IT framework to address gaps in data collection and to support the common &/or shared business processes of OAAS, OCDD, Health Standards Section, & Adult Protective Services. Common modules include: initial DHH entry/screening module; LTC provider linkage; & LTC service tracking/billing

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Delayed	Start(ed)	Start(ed)	Active

Strategy 4.3.3 - Status: Unchanged

Description

Building on existing sites (e.g., LouisianaAnswers.com), develop additional web-based resources to improve public access to information and services

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Delayed	Delayed	Delayed	Delayed

VI. Implementation Efforts - Goal 6: Housing

General

List and describe the role of key partners in contributing to your goal efforts, highlighting: Coordination/collaboration between key agency stakeholders in working towards achievement of each goal.

Key partners within DHH for this reporting period: OCDD, OAAS, OMH, Office of Addictive Disorders (OAD), Office of Public Health (OPH, specifically program for persons with HIV/AIDS)
Key public agency partners outside of DHH for this reporting period: Human Service Districts, Louisiana Housing Finance Agency, Office of Community Development, Louisiana Recovery Authority, Department of Social Services

- All of the above entities are collaborating in implementation of a 3,000 unit Permanent Supportive Housing Initiative for people with disabilities to be funded through Louisiana's recovery allocation of Low Income Housing Tax Credits and Community Development Block Grant (CDBG) funds. Coordination occurs through both ad hoc and regularly scheduled meetings among the various entities; joint work on policy and program documents; and formal Cooperative Endeavour Agreements governing use of CDBG funds.
- The Louisiana Housing Finance Agency is providing marketing and outreach resources for grant-funded housing website, LaHousingSearch.org. Coordination is through ad hoc marketing meetings, LHFA participation on Advisory Board for LaHousingSearch, phone calls and e-mail.
- LHFA, LRA, and OCD are requiring that property providers list all CDBG and/or LIHTC projects on LaHousingSearch.org

Participation of consumers / consumer representitives.

In this reporting period, through participation on the Statewide Collaborative for Housing Systems Transformation (grant advisory group for the housing goal), LaHousingSearch Resource & Advisory Group, Assisted Living stakeholder meetings, and in newly organized Permanent Supportive Housing Coalition:
- assisted in recruiting, interviewing, and selection of Housing Projects Manager for grant
- reviewed and provided feedback to improve LaHousingSearch site design
- disseminated information about LaHousingSearch.org
- provided input on program design and licensing regulations for assisted living
- advocated for Permanent Supportive Housing to be included in Low Income Housing Tax Credit Qualified Allocation Plan
- advocated with Congress for provision of Project-Based Section 8 vouchers for Permanent Supportive Housing

Objective 6.1 - Status: Unchanged - Percent Complete: 26-50

Description

Improve the Coordination of Long-term Supports within Affordable Housing.

Summary of Progress

Almost all Year 2 action steps are completed. NCB/Capital Impact has provided 1/2 day training, regulatory assessment/analysis has been completed for development of Medicaid-funded and affordable Assisted Living (AL); assessment of housing finance agency policies impacting AL has been completed; AL

licensing standards have been drafted; AL waiver application has been drafted.

Factors Facilitating Progress

- Excellent TA from NCB/Capital Impact
- Good quality stakeholder input on draft licensing regulations
- Good collaboration between OAAS and Health Standards Section
- Web-based waiver application much easier to work with

Factors Impeding Progress

Next Steps for Achieving Objective

Complete Year 2 Action Steps:
- Publish licensing rules for promulgation in July, 2007
- Submit waiver application in July, 2007
- Develop provider manual
- Develop and deliver provider training
- Develop TA for interested providers (especially around housing finance issues)
- Educate/advocate with La. Housing Finance Agency for policy and QAP provisions to promote development of affordable AL

Strategy 6.1.1 - Status: Unchanged

Description

Develop affordable and Medicaid-funded Assisted Living

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Active	Active

Objective 6.2 - Status: Unchanged - Percent Complete: 1-25

Description

Increase the Capacity of Affordable and Accessible housing.

Summary of Progress

Strategy 6.2.3 - Through the Permanent Supportive Housing Coalition and the Statewide Collaborative on Housing Systems Transformation, stakeholders have had influenced the Louisiana Housing Finance Agency's Qualified Allocation Plans, and the Louisiana Recovery Authority Action Plans for disaster-related CDBG funds. Their advocacy efforts have resulted in allocation of CDBG funding for capital subsidies, rent subsidies, and services in connection with Permanent Supportive Housing for people with disabilities, and

inclusion of incentive points and requirements for PSH units in multi-family housing built with Low Income Housing Tax credits.
Strategy 6.2.4 - Grant Director and TAC have delivered one training and several presentations to developers and LHFA board members on Permanent Supportive Housing.

Factors Facilitating Progress

- Extensive TA and facilitation by staff of the Technical Assistance Collaborative whose work in coordination with the DHH through Systems Transformation grant and with other state agencies has been funded by Fannie Mae, Robert Wood Johnson Foundation, & Melville Charitable Trust.
- Joint advocacy between disability advocates and advocates for homeless people.
- Availability of extraordinary resources related to Louisiana's recovery; specifically special allocations of Community Development Black Grant funds and Low Income Housing Tax Credits.
- Improved communication and steadily improving working relationships between state agencies for implementation of PSH

Factors Impeding Progress

Strategies 6.2.1 & 6.2.2 - Work with CHANs has not begun due to cancellation of grant-funded contract between DHH & the LSU Human Development Center. Work with CHANs will begin once Housing Projects Manager is in place. Housing Projects Manager has been hired and is scheduled to begin work on June 4th, 2007.

Strategy 6.2.4 - Though one developer workshop on Permanent Supportive Housing has already been delivered and additional workshops are scheduled for May and June, developer training on a broader range of topics recommended by stakeholders will be initiated once Housing Projects Manager is in place. Fuller implementation of this strategy has been impeded by the cancellation of the LSU Human Development Center contract.

Next Steps for Achieving Objective

Strategies 6.2.1 & 6.2.2:
- Housing Projects Manager will, with stakeholder input, review Year 2 action steps and, if necessary, revise implementation timelines in light of delays. Changes and additional action steps for Year 3 will be developed for annual report.
Strategy 6.2.3:
- Complete Year 2 action steps and identify additional policy goals and advocacy targets. Year 3 action steps will be developed for annual report.
Strategy 6.2.4:
- Housing Projects Manager will, with stakeholder input, review Year 2 action steps and, if necessary, revise implementation timelines in light of delays. Changes and additional action steps for Year 3 will be developed for annual report.

Strategy 6.2.1 - Status: Unchanged

Description

Establish Community Housing Advocacy Networks (CHANs) statewide

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Delayed	Delayed	Delayed	Start(ed)

Strategy 6.2.2 - Status: Unchanged

Description

Provide technical assistance to develop/improve the effectiveness of new and existing CHANs

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Delayed	Delayed	Delayed	Start(ed)

Strategy 6.2.3 - Status: Unchanged

Description

Establish mechanism(s) for stakeholder input into state-level housing policy

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Start(ed)	Active	Active	Active

Strategy 6.2.4 - Status: Unchanged

Description

Provide training and consultation to housing developers

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	Jan-Mar 07	Apr-Jun 07	Jul-Sep 07
Start(ed)	Start(ed)	Start(ed)	Active

Objective 6.3 - Status: Unchanged - Percent Complete: 26-50

Description

Increase Access to Affordable Housing with Long-term Supports.

Summary of Progress

Strategy 6.3.1 - Most Year 2 action steps completed. LaHousingSearch.org is fully functional, is being marketed to property providers and users, and is routinely updated and maintained.

Factors Facilitating Progress

- Availability of a affordable, "turn key" contractor (SocialServe.com) to provide housing locator service
- Excellent stakeholder support in selecting contractor and in providing input on customization of LaHousingSearch.org
- Marketing of service and site through press releases from Governor's Office, Louisiana Recovery Authority, Louisiana Housing Finance Agency, and DHH
- LaHousingSearch print ads and television news coverage paid for and/or arranged by La. Housing Finance Agency
- Requirement imposed by LHFA and included in Tax Credit regulatory agreements that all rental units created with Low Income Housing Tax credits be listed on LaHousingSearch.org
- Requirement imposed by the Louisiana Recovery Authority & La. Office of Community Development and included in regulatory agreements that all rental housing repaired with CDBG recovery funds be listed on LaHousingSearch.org

Factors Impeding Progress

Cancellation of contract with LSU Human Development Center has delayed implementation of Strategy 6.3.2.

Next Steps for Achieving Objective

Strategy 6.3.1
Complete Year 2 action steps, i.e.:
- Continue marketing of LaHousingSearch.org, especially targeting Public Housing Authority Section 8 programs
- Develop and conduct outreach and training on special site features available to agencies serving people with disabilities

Strategy 6.3.2
- Housing Projects Manager will, with stakeholder input, review action steps and revise timelines for Strategy 6.3.2.

Strategy 6.3.1 - Status: Unchanged

Description

Establish affordable, accessible housing database/locator

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Start(ed)	Active	Active	Completed

Strategy 6.3.2 - Status: Unchanged

Description

Conduct Physical surveys of LIHTC, HOME & CDBG housing units

Estimated Timeline for Current and Next Reporting Periods:

Oct-Dec 06	**Jan-Mar 07**	**Apr-Jun 07**	**Jul-Sep 07**
Delayed	Delayed	Delayed	Delayed

VI. Implementation Efforts - Overall Grant Effort

For your overall grant effort at this time, describe how your goals, objectives, and other key aspects of your grant are integrating to collectively contribute to system transformation in your state.

Louisiana's Systems Transformation Grant, its goals and objectives, support the larger long-term care reform plan called for in the Governor's Executive Order KBB 2004-43. That planning process was funded through Louisiana's Real Choice Systems Change grant and required extraordinary inter-agency and intra-agency collaboration, as well as hours of input and feedback from a large variety of stakeholders including consumers and their families, advocacy organizations, providers, and local government entities.

The System Transformation grant benefits from this history of collaboration and working relationships, and accomplishes specific objectives contained in the E.O. 43 Plan. It also builds upon the work done in prior federal grants. The work accomplished in all of those grants showed the need for the improvements proposed under this grant's IT objectives, including both internal DHH and public information systems. The work completed in Nursing Facility Transition and Rebalancing grants have reinforced the need for the objectives of our housing goal; and the quality objectives of the grant build on what we saw was missing especially as the state implemented Independence Plus, ADRC, and Nursing Facility Transition grants.

One way we continue to build on these collaborations and emphasize the integration of these efforts is that our ongoing LTC Stakeholder Meetings cover all current New Freedom grant initiatives as well as the status of reforms called
for in Louisiana's Plan for Choice (E.O. KBB 2004-43). Representatives from current grants and completed grants have an active role on our work groups, as do government, advocacy and provider groups as elaborated in other parts of this report.

VII. Interim Products/Processes - Goal 3: Quality Management

Objective 3.1

Description

Develop and implement a comprehensive quality management strategy, consistent with the state's transformation of its long-term support system.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	**Output**	**Where Output can be found/accessed.**
Processes, Events or Conferences	Mission statement, written roles & responsibilities for QM Leadership Work Group and QM Interagency Team	http://www.dhh.louisiana.gov/offices/?ID=304 or grant Director
Technical Materials	System-wide (i.e., cross-population) outcomes and indicators organized according to CMS quality framework and aligned with CMS assurances	http://www.dhh.louisiana.gov/offices/?ID=304 or grant Director

Objective 3.2

Description

Develop and routinely disseminate quality management reports to key entities and other stakeholders, including but not limited to state and local agencies, participants, families, other interested parties, and the public.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	**Output**	**Where Output can be found/accessed.**

Objective 3.3

Description

Periodically evaluate the quality management strategy.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.

VII. Interim Products/Processes - Goal 4: IT

Objective 4.1

Description

Design IT applications that will support program practices and processes that are individual-centered and enable persons to direct their own services.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
Processes, Events or Conferences	SAS Governance Steering Committee	Grant director or Director DHH Divison of Health Economics
Technical Materials	General descriptive inventory of databases being used in SAS pilot	Grant director or Director DHH Divison of Health Economics

Objective 4.2

Description

Improve client access to long-term care services through the use of integrated IT system(s).

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
Processes, Events or Conferences	SAS Governance Steering Committee	Grant director or Director DHH Divison of Health Economics
Technical Materials	General descriptive inventory of databases being used in SAS pilot	Grant director or Director DHH Divison of Health Economics

Objective 4.3

Description

Use integrated systems to monitor the quality of services rendered.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
Processes, Events or Conferences	SAS Governance Steering Committee	Grant director or Director DHH Divison of Health Economics
Technical Materials	General descriptive inventory of databases being used in SAS pilot	Grant director or Director DHH Divison of Health Economics

VII. Interim Products/Processes - Goal 6: Housing

Objective 6.1

Description

Improve the Coordination of Long-term Supports within Affordable Housing.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
Processes, Events or Conferences	Half day training on Medicaid-funded and Affordable Assisted Living	Materials at http://www.dhh.louisiana.gov/offices/?ID=304
Reports or Analyses of Issues or Specific Topics	Regulatory assessment/analysis for development of Medicaid-funded AL	Grant director
Reports or Analyses of Issues or Specific Topics	Assessment/analysis of housing finance policies impacting development of Medicaid-funded & affordable AL	Grant director
New Policies, Regulations, or Legislation	Draft licensing regulations for Medicaid-funded AL	Grant director

Objective 6.2

Description

Increase the Capacity of Affordable and Accessible housing.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
New Policies, Regulations, or Legislation	Permanent Supportive Housing & LaHousingSearch.org provisions in 2007-2008 GO Zone Qualified Allocation Plan (QAP); 2008 GO Zone Forward Allocation (QAP); 2008 Regular Tax Credit Ceiling QAP	Website for the La. Housing Finance Agency: http://www.lhfa.state.la.us/

New Policies, Regulations, or Legislation	PSH provisions in Louisiana's Road Home Action Plan for disaster-related Community Development Block Grant Funds	Website for La. Office of Community Development Disaster Recovery Unit: http://www.doa.louisiana.gov/cdbg/DRactionplans.htm
New Policies, Regulations, or Legislation	PSH & LaHousingSearch.org provisions in application for Road Home Small Rental Repair Program	Website for Louisiana Road Home programs: http://www.road2la.org/rental/default.htm
Technical Materials	Draft Cooperative Endeavour Agreement between La. Office of Community Development & DHH for implementation of CDBG-funded supportive services for PSH	Grant director
Technical Materials	PSH provisions in program design document for Road Home Low Income Housing Tax Credit Piggyback Program	Grant director
Technical Materials	Supportive Services Plan for services to be delivered in conjunction with PSH	Grant director
Technical Materials	Draft Agreement for use between Local Lead Agencies providing PSH supportive services and housing developers	Grant director
Educational Materials	Training materials for Local Lead Agencies	Grant director
Educational Materials	Presentations on PSH for developers and for the La. Housing Finance Agency board members	Grant director & http://www.dhh.louisiana.gov/offices/?ID=304
Reports or Analyses of Issues or Specific Topics	Brief on need for PSH	Grant director & http://www.dhh.louisiana.gov/offices/?ID=304

Objective 6.3

Description

Increase Access to Affordable Housing with Long-term Supports.

List outputs resulting from efforts toward achievement of each objective.
Please specify outputs grouped by the following categories:

Output Category	Output	Where Output can be found/accessed.
Other	Affordable housing website & locator service, LaHousingSearch.org	www.LaHousingSearch.org
Outreach Materials	Press releases, print ads, newsletter articles, and television news interviews re LaHousingSearch.org	Grant director

VII. Interim Products/Processes - Promising Practices

This section is not included in the current reporting period.

VIII. Budget

Please update expenditures for current prior and to date for each object class category.

Object Class Category	Total Budgeted Expenditures	Expenditures for Current Reporting Period	Actual Expenditures to Date	% Total Budget Spent to Date
a. Personnel	$863,410	$69,100	$142,576	17%
b. Fringe Benefits	$209,430	$22,061	$37,315	18%
c. Travel	$132,215	$2,134	$7,154	5%
d. Equipment	$16,286	$2,083	$5,868	36%
e. Supplies	$7,632	$1,430	$1,430	19%
f. Contractual	$1,853,691	$103,368	$197,223	11%
h. Other *	$91,009	$4,357	$11,063	12%
Total	$3,173,673	$204,533	$402,629	13%

Object Class Category "g" is omitted from this table. Object Class "g" applies to "construction", a category that does not apply to the System Transformation Grants.

* If "h.Other" please describe:

The "other" category consist of :

Meeting Room & Catering Expenses
Advertisement of Job Announcements
Telephone Services - Project Director's monthly Blackberry services
Interpreter Services - Sign Language interpretations during stakeholder meetings

IX. Evaluation/Outcomes

This section is not included in the current reporting period.

X. Technical Assistance - Goal 3: Quality Management

TA Category	Entities Providing TA (list all , separate by semi-colons)	Indicate Total Dollar Value Spent on TA*
Reports, legislation, policy alerts, and other information		-
Individualized TA on specific grantee activities		-
On-site assistance from TA staff or consultant funded by TA		-
Participated in a TA-sponsored training, conference, meeting, or site visit		-
Consultation with/referrals to grantees involved in similar activities		-
Participated in grantee workgroup, conference call, or meeting		-
Participated in teleconference, audio-conferences, conference calls, or webcast		-
Other, specify below **		-

** Including all non-grant funds*

***If "Other" TA was selected above, please describe the TA that was received.*

X. Technical Assistance - Goal 4: IT

TA Category	**Entities Providing TA (list all , separate by semi-colons)**	**Indicate Total Dollar Value Spent on TA***
Reports, legislation, policy alerts, and other information		-
Individualized TA on specific grantee activities		-
On-site assistance from TA staff or consultant funded by TA		-
Participated in a TA-sponsored training, conference, meeting, or site visit		-
Consultation with/referrals to grantees involved in similar activities		-
Participated in grantee workgroup, conference call, or meeting		-
Participated in teleconference, audio-conferences, conference calls, or webcast		-
Other, specify below **		-

** Including all non-grant funds*

***If "Other" TA was selected above, please describe the TA that was received.*

X. Technical Assistance - Goal 6: Housing

TA Category	Entities Providing TA (list all , separate by semi-colons)	Indicate Total Dollar Value Spent on TA*
Reports, legislation, policy alerts, and other information	NCB Capital Impact	$64,143
Individualized TA on specific grantee activities		-
On-site assistance from TA staff or consultant funded by TA		-
Participated in a TA-sponsored training, conference, meeting, or site visit		-
Consultation with/referrals to grantees involved in similar activities		-
Participated in grantee workgroup, conference call, or meeting		-
Participated in teleconference, audio-conferences, conference calls, or webcast		-
Other, specify below **	Technical Assistance Collaborative	$0

** Including all non-grant funds*

***If "Other" TA was selected above, please describe the TA that was received.*

TAC has provided reports, policy alerts, on-site assistance, and program design documents related to Permanent Supportive Housing for people with disabilities.

Grant Report Submission

Grantee Comments
Reviewer Comments
Approver Comments