

# Developmental Center Individual Income and Cost of Care Process

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# Background Information

- ▶ Department of Developmental Disabilities (DODD) operates 10 developmental centers (DCs) throughout the state
- ▶ DCs are residential facilities for adults with developmental disabilities
- ▶ Approximately 1,000 individuals reside in the DCs
- ▶ The majority of these individuals receive unearned income (e.g. Social Security, Veterans, Miners, Civil Service Benefits)
- ▶ The majority also receive earned income from working a job, including workshops and other employment

# What is the Sweep Process?

- ▶ Individuals that reside in a DC must contribute to their cost of care.
- ▶ Individuals may keep a personal needs allowance (PNA) of \$40 per month from their unearned income. The remainder is sent, otherwise known as swept, to Central Office for deposit into a fund that is used to pay payroll at the DCs.
- ▶ Individuals may keep up to \$65 per month of their earned income. The remainder is swept to Central Office for deposit in the same fund as the unearned income.

**DEFINE**

# Problem Statement

The process was recently changed to allow Central Office (CO) to take a more active oversight role to enhance internal controls. However, the recent change in the process has proven to be inefficient and the inconsistency in the process at the 10 developmental centers (DCs) has become evident.

# TRAIL Chart

Key Stakeholders	Project Phase				
	Define	Measure	Analyze	Improve	Control
Pam Mitchell	T	T	T	T	T
Troy McCollister	T	T	T	T	T
Andy Chapella	T	T	T	T	T
Lori McCambridge	T	T	T	T	T
Nancy Banks	T	T	T	T	T
Vicki Gordon-Smith	T	T	T	T	T
Jeremy Knapp	T	T	T	T	T
Kim Mowry	L	L	L	L	L
Legal				R	
IT				R	R
All Bus Mgrs, Op Directors & Supts	R	R	R	R	R
Ann Weisent	R	R	R	R	R
Ann Rengert	I	I	I	A	I
Ginnie Whisman	I	I	I	I	I
T = Team Member					
R = Resource					
A = Approver					
I - Informed					
L = Leader					

# Scope

## **Beginning Step**

The receipt of earned and unearned income.

## **Ending Step**

The receipt of the cost of care in CO and individuals receipt of their monthly personal needs allowance.

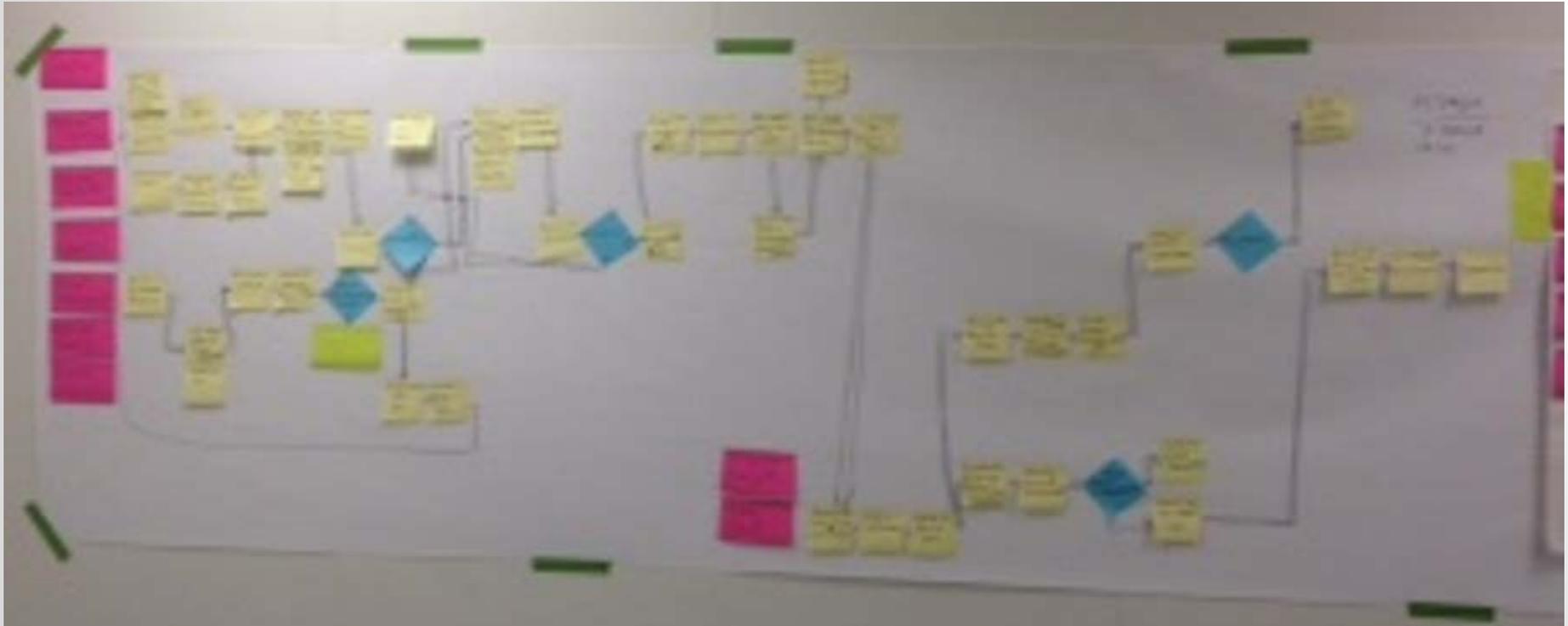
# Goal

The 10 DCs and Central Office will have a standardized process for receiving the individual's unearned and earned income and submitting the cost of care to Central Office, processing time will be reduced, and an adequate level of internal controls will be enforced.

# MEASURE (Current Phase)

# Process Mapping

## Current Process



# Current Process

- ▶ 47 Steps
- ▶ 5 Decision Points
- ▶ 19 Hand Offs

# Data Collection (In Process)

## Unearned Income

- ▶ Number of direct deposits
- ▶ Number of checks
- ▶ Entities sending benefits
- ▶ Staff time

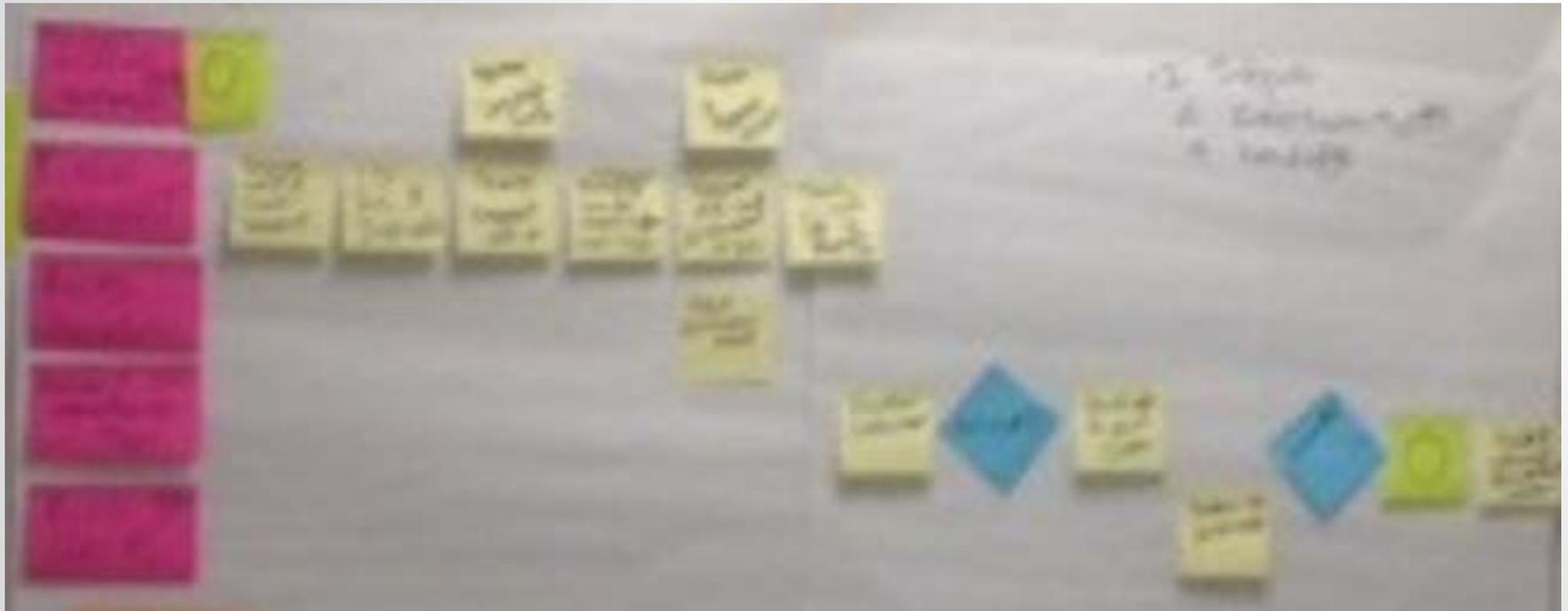
# Data Collection (In Process)

## Earned Income

- ▶ Number of direct deposits
- ▶ Number of checks
- ▶ When employers pay individuals
- ▶ Number of individuals earning over \$65
- ▶ Staff time

# Process Mapping

## Potential Future State for Unearned Income



# Potential Future State for Unearned Income

- ▶ 12 steps
- ▶ 2 Decision Points
- ▶ 4 Hand Offs

## A Reduction Of:

- ▶ 35 Steps
- ▶ 3 Decision Points
- ▶ 15 Hand Offs

# Parking Lot

- ▶ Lump sum payments
- ▶ Request direct deposit for new individuals
- ▶ Outside rep payee process
- ▶ Create spreadsheet to determine sweep
- ▶ Timeframe variability
- ▶ Returning benefits to entity when individual no longer resides at DC

# Next Steps

- ▶ Data Collection - Pam, Kim to assist
- ▶ Draft memo to DCs describing project and data collection needs - Kim
- ▶ Talk to Social Security Rep regarding changing address and direct deposit information and possibly changing the rep payee from the DC Superintendent to someone at Central Office - Andy
- ▶ Review all the laws and rules pertaining to this process - Team
- ▶ Plan a pilot - Kim, with assistance of the team
- ▶ Meet again in approximately one month to discuss progress on above and to discuss possible future state for earned income

# Contact Information

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