

# Project Charter

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**Project Name:** Community Rehabilitation Program (CRP) Quality

**Agency:** Opportunities for Ohioans with Disabilities (OOD)

**Division(s):** Bureau of Vocational Rehabilitation (BVR); Bureau of Services for the Visually Impaired (BSVI); Division of Performance and Innovation (DPI); Fiscal

**Process or Product:** CRP Scorecard and CRP system application

## **Business Case:**

The Rehabilitation Services Administration (RSA) defines a CRP as a *“program that provides directly or facilitates the provision of...vocational rehabilitation services to individuals with disabilities to enable those individuals to maximize their opportunities for employment, including career advancement.”*

There are more than 200 providers in Ohio who deliver VR services to OOD consumers in accordance with the VR fee schedule. Consumers are able to go to any OOD approved provider for necessary service(s). OOD transitioned from an open market concept with providers to a unified market based fee schedule in October 2012. Under the open market concept, providers dictated the fees paid for VR services which also resulted in a wide variance in the costs and delivery of services.

The current fee schedule that went into effect on 10/1/12 defines standardized requirements of 25 of the VR services and established unified billing procedures for these services. The intention is for OOD to transition over the next few years to a cost based fee structure where providers are reimbursed on a rate established by actual costs incurred to provide the service.

Development of a standardized CRP scorecard will be applicable to all community rehabilitation programs providing service under the VR fee schedule and is intended to impact the ability for consumers to make better informed choice decisions about service providers as well as assist OOD staff in determining which providers are ensuring consumers are receiving high quality services.

## **Goals and Objectives:**

The primary goal of this project is to maximize the use and accountability of available funds by improving quality outcomes for consumers through the development of a standardized system of transparency and accountability of Community Rehabilitation Programs (CRP). This will be accomplished through the following objectives:

- Access to and storage of online provider information

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- Methods to determine consumer and counselor satisfaction with provider services
- Scorecards to evaluate and measure provider performance in service delivery
- Improved communication with consumers regarding informed choice of provider selection
- Methods to maximize the use and accountability of available funds

### **Project Deliverables:**

ID	Deliverables Included	Estimated Costs	Estimated Timelines
1)	Provider Fact Sheet identifying methods for consumers to utilize in making informed choices when selecting a provider	<ul style="list-style-type: none"> <li>• 8 hrs CAC (+ stakeholder) development time; communications staff review; project team staff review and sponsor approval</li> </ul>	2/21/14
2)	A web-based system developed in compliance with OOD provider practices	<ul style="list-style-type: none"> <li>• Four (4) software developers at .25 FTE</li> </ul>	6/30/14
3)	Counselor and consumer satisfaction survey with provider services	<ul style="list-style-type: none"> <li>• 48 hrs project team (+ stakeholder) development time</li> </ul>	4/1/14
4)	CRP scorecard and report(s)	<ul style="list-style-type: none"> <li>• 200 hrs (+ stakeholder) Development time</li> </ul>	6/30/14
5)	A provider manual chapter on the CRP Quality system, user instructions and OOD's expectations of providers	<ul style="list-style-type: none"> <li>• 24 hrs project team (+ stakeholder) development time</li> </ul>	8/30/14
6)	CRP monitoring policy and procedure	<ul style="list-style-type: none"> <li>• 40 hrs project team development time and sponsor approval</li> </ul>	8/30/14
7)	CRP training on provider manual chapter for CRP Quality and CRP monitoring policy and procedure	<ul style="list-style-type: none"> <li>• 40 hrs internal (? stakeholders) trainers from project team and work groups</li> </ul>	9/30/14
8)	Staff training on CRP Quality	<ul style="list-style-type: none"> <li>• 24 hrs internal trainers from project team</li> </ul>	9/30/14

### **Stakeholders:**

- OOD eligible individuals
- OOD employees
- Community Rehabilitation Programs
- Taxpayers

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## **Project Constraints:**

- Scope manageability
- Developing consumer satisfaction surveys about VR provider services
- Internal program and fiscal resources to monitor VR service providers
- Differing priorities for VR, PIE, FMCU and IT
- Availability of internal resources for system development
- Internal and contractor staff training to utilize and manage reports

## **Project Assumptions:**

- IT will be able to obtain the source code from the Ohio Department of Developmental Disabilities
- Ohio currently does not have specific criteria to evaluate provider services
- Ohio is ranked as one of the highest states for cost of services to consumers
- Consumers would benefit from having additional data to make decisions and comparisons about provider services
- Results of OOD Standards and Indicators should improve if focus is on quality of employment outcomes purchased from CRPs
- The impact on the cost of CRP services may or may not be influenced by the CRP scorecard
- This project will address only CRP services that are currently on the VR Fee Schedule
- A list of current providers can be secured with information related to contact, Tax ID, areas served, services provided, accreditation (type and date)
- OOD eligible individuals, employees and providers will be willing to use the system
- The resources needed will be accepted by the sponsors

## **Early Identified Risks:**

- Availability of an acceptable product solution for the online interface (consider adapting DODD provider system, DDD Pro database, and CRP online systems)
- Obtaining DODD code for provider website: may not be able to transfer code and would require IT build from the ground up
- Provider resistance (may not agree with items selected for evaluation on scorecard, unwillingness to embrace/utilize system, limited access to technology): develop methods to incorporate CRP feedback and inclusion throughout the project
- Securing information from other states on evaluation of providers
- May not receive accreditation documents from all providers: cease referring to providers who do not meet the timelines for submitting proof of accreditation

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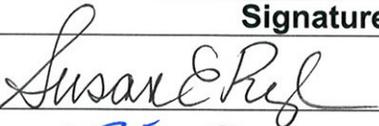
- Counselors may be reluctant to provide feedback about provider services: provide ability to submit feedback anonymously
- Consumer feedback about provider services may be limited: solicit Consumer Advisory Committee (CAC) members to encourage peer feedback
- VR, IT, DPI and Fiscal may have other overriding priorities

**Scope Exclusions:**

- Evaluation and measurement of success of the project

**Project Management Roles:**

Role	Description	Name/Title
Executive Sponsors	Provide executive support for the project and advises team on process improvement techniques	Susan Pugh, Deputy Director - Bureau of Vocational Rehabilitation (BVR)  Raivo Murnieks, Deputy Director – Division of Performance and Innovation  Therese Dyer, Chief Financial Officer
Software and Technology Support	Provide all software development and support for the project	John Seaver and Steve Ball, Managers – Information Technology
Subject Matter Expert	Provide knowledge and guidance about providers and their practices	James Gears, Rehabilitation Program Specialist  Greg Dormer, Assistance Bureau Director – BVR
Fiscal Support	Provide knowledge of fiscal requirements	Steven Tribbie, Manager – Fiscal Monitoring and Compliance Unit
Project Manager	Manage the business case and project team	Janet Cool, Manager – Program Integrity & Evaluation

Role	Signature	Date
Susan Pugh Executive Sponsor		12/20/13
Raivo Murnieks Executive Sponsor		12/20/13
Therese Dyer Executive Sponsor		12/20/13
Janet Cool Project Manager		12/20/13