

Joann Lamphere – Deputy Commissioner OPWDD

SEMP Issues

- A. Funding
- B. ACCES to services – SEMP + ETP
- C. Assisting people with complex needs
- D. Miscellaneous

A. Funding

- Unfunded compliance for Corporate Compliance reviews
- Unfunded training requirements for DSP's (innovating only is to limiting).
- Additional time needed to bill for all the services provided.
- Rates are too low to fully capture the cost of rendering the service.
- Unforeseen situations that negatively impact the potential revenue.
 - Snow storms + weather
 - Staff turn over
 - Staff vacations
- Contingency Fund – to support the roll out of the new systems.
- Additional hours needed to support people are not always approved – Appeal process.
- The requirement to have to go back and get special approval for additional hours to support people is burdensome and not in the best interest of the people we support.

B. ACCES to Services – SEMP + ETP

- ACCES to services limits enrollment and decrease outcomes and decrease revenue to support operations.
- Enrollment ETP is too slow for people in the system.
- Additional hours needed to support people are not always approved – Appeal process.
- The requirement to have to go back and get special approval for additional hours to support people is burdensome and not in the best interest of the people we support.

C. Assisting people with complex needs

- System not focused on good employment outcomes:
 - Billing VS. Quality.
 - Takes too long to get into the system.
 - Front – Door is not helping us.
 - Pathway – rates are too low and service too prescriptive
 - Indirect – direct hours are not consistent across Pre-Voc.

D. Miscellaneous

- Documentation time takes up too much of available hours.
- ETP OPWDD staff are too involved – too much oversight.
- Memorandum not wrapped up yet.