



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

VENDOR CALL - RESIDENTIAL SERVICES UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/19/2021

In March 2021, the Division implemented several enhancements to its non-residential vendor call process. As announced on [April 29, 2021](#), the Division is working on a project with staff, Qualified Vendors, and other stakeholders to enhance the residential services vendor call process.

Implementation of this project is targeted for early 2022 and includes the following enhancements:

1. The Residential Assessment Profile (RAP) will be available in Focus.
 - The RAP is a tool and member profile that helps reduce data entry and paperwork for Qualified Vendors and Division staff.
 - Multiple areas have been piloting the RAP successfully since 2019 and significant process improvements have been made during the pilot. The Division is currently testing the RAP with other stakeholders successfully.
 - The RAP will provide Qualified Vendors the opportunity to make faster decisions about providing service(s). By narrowing the scope of information needed in the profile, the RAP will convey the most important information about each member to the Qualified Vendor.
2. Residential vendor calls will be centralized into the Program Staffing Application (PSA) in Focus.
 - Vendor calls for residential services will no longer be sent via secure email.
 - All residential vendor calls will be integrated into one dashboard, which will streamline the process for Qualified Vendors and Division staff.
 - Centralizing residential vendor calls into the PSA will allow for better data collection regarding service provision; this will allow the Division to forecast members' needs more effectively.
3. Five residential services and their service codes are being added to the PSA. The Division is currently testing these codes. The additional codes are:
 - Individually Designed Living Arrangement (Supported Living) (HAI/HID)
 - Developmental Home, Adult (HBA)
 - Developmental Home, Child (HBC)
 - Nursing Supported Group Home (HAN)
 - Community Protection and Treatment/Enhanced Behavioral Group Home (HPD)
4. Staffing schedules for HAI/HID and HPD providers and census summaries for all providers will be integrated into the PSA in Focus. This will help reduce data entry and paperwork for Qualified Vendors and Division staff.

The Division will continue to provide updates regarding implementation of this project. Qualified Vendors may ask questions or provide feedback about this project through the DDD Customer Service Center or by completing this [form](#).