



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD/OLCR

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TRANSMITTAL DATE: December 23, 2016

TOPIC: New Focus Application – OLCR Home and Community Based Services (HCBS) Certification Tracking System—Implementation Plan

Target Audience – HCBS Certified Agencies/Qualified Vendors

On January 9, 2017, OLCR (Office of Licensing, Certification and Regulation) launches a new Focus application for HCBS (Home and Community-Based Services) agencies to process Home and Community Based Certification and Life Safety Inspections. The application will be accessed through your Focus log-in account and will process all HCBS certifications and Life Safety Inspections for all service sites except Developmental Homes and Group Homes.

Implementation Plan

- After January 9, 2017, all initial applications, amendments, and voluntary closures, must be processed through the OLCR HCBS Application in Focus.
- Once the application launches on January 9, it will begin sending 60-day email renewal notices for expiring certifications. After receiving an email renewal notification, you must log in to the application and submit the renewal prior to the due date on the notification. The system will only send one email notification. ***Failure to submit the renewal application timely will result in the expiration and closure of the certificate.*** Each group home HCBS site certification must be renewed annually when your agency's annual renewal is due. For renewals, please note the following important dates:
 - If your agency certification expires **prior to 1/9/2017**, the renewal must be processed using the current procedures, outside the new Focus application.
 - If your agency certification expires **between 1/9/2017 and 1/31/2017**, you are encouraged to complete the renewal using the new Focus application. During this transitional time period, OLCR will also process renewals using the current procedures.
 - If your agency certification expires **after 1/31/2017**, the renewal must be processed through the new Focus application.

- Life Safety Inspections must be requested through the new application and will automatically generate 45-day notifications for any site inspections due. Any agency that has a site inspection that is due on or after **February 20, 2017** will receive an email notification that an inspection is due. If you receive a notification, you will need to log in and request an inspection for your site.
- The application will auto generate notifications regarding site audits that are due on or after **3/9/2017**. Once the notification is generated, OLCR staff will contact your agency to schedule the audit. Site audits are completed at two-year intervals.
- The Agency Staff Roster must be maintained by your agency in the application. Staff information may be added manually or uploaded via the vendor's SFTP site using an Excel template that will be published with the application launch.

Technical Assistance

OLCR will host several orientation sessions:

- **January 12, 2017:** 2200 N. Central Avenue, Suite 500, Phoenix, 85004. Two sessions are available: 10:00 AM – 12:00 PM or 1:00 PM – 3:00 PM.
- **January 17, 2017:** 1701 N 4th Street, 2nd Floor, Flagstaff, 86004. Two sessions are available: 10:00 AM – 12:00 PM or 1:00 PM – 3:00 PM.
- **January 25, 2017:** 6740 S. Tucson Blvd. Building 2, Agave Room, Tucson, 85756. Two sessions are available: 10:00 AM – 12:00 PM or 1:00 PM – 3:00 PM.

Seating is limited; one person per agency, please. RSVP to Cindy Wallace, cindywallace@azdes.gov or 602-771-4861.

In addition, a vendor guide will be published when the application is launched. The vendor guide will provide detailed instructions for using the application as well as contact information for technical support.

Service Sites

The OLCR Focus application pulls data from the Qualified Vendor Contract Application (QVC). It is critically important to ensure that all service sites where services are delivered to members are loaded into the QVC. Reference materials for the QVC application are below:

Focus Manual: <https://des.az.gov/sites/default/files/DDD-FOCUS-Security-Rewrite-2016-User-Manual.pdf>

QVC User Manual for New Providers: <https://des.az.gov/sites/default/files/media/DDD-QVP-User-Manual-QVA-Contract-Application.pdf>

QVC User Manual for Existing Providers:
<https://des.az.gov/sites/default/files/media/DDD%20CAS%20QVA%20-%20Qualified%20Vendor%20Portal%20User%20Manual%20-%20Contract%20Amendment.pdf>

Questions related to this communication? Please contact OLCR at HCBScertification@azdes.gov.

Thank you!