

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
BEHAVIORAL HEALTH ADMINISTRATION  
DEVELOPMENTAL DISABILITIES DIVISION  
FUNCTIONAL STATEMENT

The mission of the Developmental Disabilities Division (DDD) is to administer a statewide comprehensive system of services for persons with intellectual and developmental disabilities (IDD) based on the principles of self-determination, quality of life and person-centered planning.

Administers, directs and leads the programs and activities of the Division to comply with all applicable federal and state statutes including Hawaii Revised Statutes 333F and 321H.

Develops, plans and coordinates all aspects of programs, services and activities statewide through ensuring the maximization of desired outcomes and national best practices.

Directs the planning, research and data activities.

Oversees the clinical interdisciplinary process and the entire intake eligibility review process.

Develops and implements policies that guide operational activities throughout the Division.

Pursues and maximizes federal, state and alternative funding sources for services and resources to the client population.

Collaborates with Department of Health Divisions and administratively attached agencies, Department of Human Services, Department of Education and other state agencies on needs and issues of the client population.

Provides compliance consultation and services for all legal settlement agreements and litigation issues.

Provides medical and clinical consultation, technical assistance and direction.

Administers the general dental health programs of the State.

Provides secretarial and clerical services.

**ADMINISTRATIVE STAFF**

Oversees, manages and coordinates all Division budgeting activities, payment and personnel systems and other administrative matters.

Establishes, administers and executes budget and fiscal policies and procedures in compliance with State and departmental directives.

Maximizes State dollars by billing for Medicaid reimbursable services provided for eligible individuals following the rules, policies, and procedures defined by the Department of Human Services under Hawaii Administrative Rules, Title 17.

Conducts ongoing review of processes and measures to improve operations throughout the Division.

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Oversees and manages contractual processes and procedures according to State procurement rules.

Oversees and manages the human resource transactions and activities.

Coordinates all hearings and appeals for the Division.

Provides secretarial and clerical support.

**HUMAN RESOURCES SECTION**

Manages and monitors all personnel transactions and activities for the entire Division including recruitment, position classification, labor relations, workers' compensation and payroll, sick and vacation leave recordation.

Provides all levels of supervisory staff with information on hiring, management, supervision, and evaluation of subordinates.

Manages and ensures timely and active recruitment activities to achieve low vacancy rate. Maintains current position announcements/postings.

Maintains data on openings, resignations, turnover, leave usage, personnel actions and complaints by each organizational unit.

Provides staff with timely and accurate information about benefits and personnel procedures.

Maintains an inventory of Personnel Appraisal System (PAS) due dates and timely reminders to the appropriate manager/supervisor.

Plans and conducts orientation for all new hires.

**FISCAL SECTION**

Provides fiscal and procurement support services for Division-wide operations and ensures compliance with state and federal regulations.

Maintains financial information system, including all expenditures, billings and authorized payments to providers and contractors.

Prepares and submits cost analyses and fiscal reports for grants.

Provides financial data that will support the development and monitoring of programs.

Conducts fiscal review of all program budgets for Legislative requests and grants.

Monitors and prepares reports on Home and Community Based Services (HCBS) IDD Waiver expenditures.

Conducts continuous fiscal monitoring and auditing as required for all Division contracts.

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Conducts reconciliation activities for the HCBS IDD Waiver program.

Maintains and controls accounts of various funds and the special fund account.

Adheres to fiscal policies and procedures in compliance with State and departmental directives.

Prepares and certifies vouchers for all expenditures against budgeted funds.

Monitors monthly expenditures in accordance with budget objectives and priorities.

Develops and implements rate setting activities for the HCBS IDD Waiver program.

**CONTRACTS SECTION**

Assures compliance to Centers for Medicaid and Medicare Services (CMS) and Department of Human Services (DHS) requirements for the HCBS IDD Waiver program.

Provides consultation, technical assistance and assures compliance with Department of Accounting and General Services (DAGS) procurement rules and regulations for all contracts (Chapter 103D and 103F, HRS).

Develops, maintains and implements a system of tracking and processing of all contracts.

Collaborates with the fiscal section on rate setting.

Assists with provider relationships regarding all contract agreements.

**PLANNING, POLICY, RESEARCH AND DATA STAFF (PPRDS)**

Oversees, directs and manages all policy, research and planning functions for the Division.

Provides information to employees, clients, families/guardians and the public about Division policies, services and activities through various communication and media vehicles.

Develops and regularly updates the Division's strategic plan utilizing knowledge of local, state and national trends and addressing newly identified needs, gaps or duplication of services.

Tracks national trends, directions and revenue enhancement opportunities in the IDD field.

Elicits statewide community input in the development of policy, programs and services, e.g. DD Council, families, providers, Waiver Policy Advisory Committee.

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Establishes and promulgates statewide quality standards for DDD services.

Conducts research on issues and policies that impact the Division and the IDD population. This research encompasses CMS grants to demonstrate pilot or new concepts for DDD system changes.

Seeks, leads, develops, coordinates and collaborates in grant activities and applications.

Develops policies that promote self-determination and self-advocacy efforts of clients and families.

Ensures that all policies and procedures are consistent within the DDD and with the Department.

Maintains and disseminates a complete set of current applicable State, Department and Division policies and procedures.

Coordinates the Division's legislative process, including the monitoring and drafting of legislation and testimony and responses to requests.

Coordinates the development and state filing of Administrative Rules, which includes the public information and hearing process.

Provides epidemiological analysis of the incidence, prevalence and outcomes of developmental and related disabilities.

Provides data analyses of large data sets in multiple databases including utilization, claims, demographic and other quantitative data, identifies trends and makes predictions based on statistical methods, develops techniques to overcome problems in data collection and analysis, and provides analysis to solve problems faced by DDD.

Designs and conducts research statistical investigations to address improving outcomes for DDD participants.

Provides consultation to other departments of government such as the judiciary, and to public and private education, health and welfare agencies, as needed.

Coordinates with Health Information Systems Office (HISO) data information systems that support Division operations.

Develops, prepares and disseminates statistical data reports to support Division operations and activities. Provides trending reports as requested by the Legislature and other governmental oversight entities.

Collaborates with other governmental databases to report upon services to the client population.

Provides secretarial and clerical support.

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**CLINICAL AND ELIGIBILITY DETERMINATION STAFF (CEDs)**

Administers, directs and oversees a statewide centralized eligibility determination process of all DDD programs in accordance with federal and state statutes, rules and regulations.

Establishes, maintains, and supports a Clinical Interdisciplinary Team (CIT) to conduct in-depth clinical assessments related to health, safety, behavior, medical treatment and eligibility determination.

Provides technical and clinical direction and consultation to assist in providing services to clients.

Provides secretarial and clerical support.

**INTAKE AND ELIGIBILITY SECTION**

Develops and provides standardized information for applicants and referral sources about the application process and assists applicants in the application process.

Plans and develops policies and procedures for statewide implementation of the eligibility determination process including how applications are reviewed and eligibility is determined in accordance with statutory and regulatory requirements.

Tracks and manages timelines associated with each step of the application management and eligibility determination process and prioritizes work to meet timelines and address high-acuity situations to ensure timely access to DDD services.

Maintains a comprehensive centralized database system of registry for all admission applicants.

Provides documentation of and communication to applicants regarding eligibility determinations and supporting data regarding reasons an individual is found to be eligible or ineligible.

Ensures appeal rights are uniformly afforded to each applicant with notification of eligibility determination.

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CASE MANAGEMENT BRANCH  
FUNCTIONAL STATEMENT

Directs and operates a statewide case management system for persons with IDD and their families or guardians.

Provides overall planning, budgeting, coordination and management of the Branch.

Sets direction and focus for case management services in conjunction with the Division's strategic plan and national best practices to meet the needs of individuals with IDD.

Establishes the initial point of contact for families and consumers that express interest in DDD services. This includes gathering and disseminating information and completion of intake and Medicaid applications and recommendations for service eligibility.

Interacts with the Clinical and Eligibility Determination Staff to support interdisciplinary teams.

Ensures the development of person-centered ISPs for all clients in the DDD system.

Ensures prompt and thorough inputting of client information into DDD's management information system.

Develops and maintains standardized forms for use in client records.

Modifies policies and approaches based on client and program outcome measures to assure operational efficiency and effectiveness.

Develops, implements, maintains and updates case management policies and procedures to guide operations.

Administers Branch budget and fiscal policies and procedures in compliance with State and departmental directives.

Develops and implements Branch policies and procedures to guide operations.

Provides secretarial and clerical support.

**SUPPORTS INTENSITY SCALE STAFF**

Coordinates and administers the Supports Intensity Scale (SIS) system based on the SIS Assessment to assess the level and frequency of support needs and services.

Oversees all processes to maintain the quality of the SIS system including training, certification and re-certification of SIS interviewers.

Develops and maintains the system for scheduling of interviews, communicating with participants, families, case managers, providers, and other stakeholders.

Maintains system for conducting verification checks on assessments that identify people who need exceptional amounts of behavioral or medical supports.

Maintains contracts and coordination of SIS-related contracts including liaison work to ensure quality, training and on-line data capture.

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Maintains current policies and procedures related to administration of the SIS.

Develops and maintains systems for ensuring the integrity of protocols for evaluating the need for other health assessments that will augment the use of the SIS for DDD participants with complex medical and behavioral challenges.

Identifies and communicates resource needs to ensure adequate numbers of personnel are trained and deployed as SIS assessors.

**CONSUMER DIRECTED SERVICES STAFF**

Provides information, education, and assistance to those individuals who choose to perform support coordination or case management-like functions on behalf of their family members or ward.

Provides statewide support to individuals, families and case managers to coordinate other services with consumer and family directed support needs.

Coordinates with the Department of Human Services and their fiscal intermediary to provide payment to consumer directed staff.

**CASE MANAGEMENT SECTION (CMS) I (EAST)**  
**CASE MANAGEMENT SECTION (CMS) II (WEST)**

The units of Case Management Section I East and Case Management Section II West provide case management services to East and West Oahu.

Informs, identifies, and refers individuals to appropriate community and departmental services within the timelines specified in HRS 333F.

Obtains, provides, and synthesizes information needed for intra- and/or inter-agency referrals and individualized service plan development.

Provides, for individuals with IDD, a statewide case management system maximizing State funds wherever possible to support individuals to live their desired lives by:

- a. Service/support assessment to identify what is important to the individual and the strengths, needs, and resources;
- b. Service/support planning involving the individual, family and/or guardian, and significant persons in the individual's life to identify necessary and desired services and supports to address issues of health and safety and the supports necessary for the individual to live a desired life;
- c. Service brokerage, including access and advocacy activities to ensure acquisition of necessary and desired services and supports with available community resources;
- d. Ongoing monitoring and service coordination activities.

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Provides coordination supports to those individuals and their families and/or guardians who do not wish to become dependent upon governmental resource for all services to support the individual with IDD living in the community.

Provides a system of individual budgeting for services received as those provided under the Medicaid 1915(c) Home and Community Based Services – Waiver for individuals with Intellectual and Developmental Disabilities (HCBS IDD Waiver), and assures accountability and maximization of State match dollars for support services provided under the waiver.

Provides information and consultation (e.g., on community resources, specifics on functioning and/or conditions, person-centered planning, financial information on individual budgeting) to individuals and guardians for decision making to assure maximal access and utilization of resources.

Advocates, develops, and supports efforts in support of individuals and case managers for community resource development and access.

Provides authorization for services and supports.

Manages and supervises case management units.

Ensures that case management units provide timely, consistent and accurate documentation into the information system.

Provides secretarial and clerical support.

**CASE MANAGEMENT UNITS A, B, C, D (Section I East)**  
**CASE MANAGEMENT UNITS E, F, G, H (Section II West)**

Assists the individual to develop a person-centered individualized service plan (ISP) in accordance with policies and procedures for case management which identifies what is important to the person, addresses how any issues of health and safety shall be addressed, and identifies the supports necessary to support the individual to live a desired life.

Facilitates access to supports and services necessary for the individual as identified on the individualized service plan (ISP), including the authorization of services and supports.

Coordinates and monitors the services and supports received by the individual to assure maximum benefit and satisfaction.

Provides case management to high end, high risk and complex behavioral and medical challenged clients, e.g. dual diagnosed clients or clients with complex medical disabilities.

Identifies gaps in services and supports.

Documents case management services for billing purposes to maximize state funds.

Provides oversight and accountability of a system of individual budgeting for services received as those provided through the HCBS IDD Waiver.



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Provides information and consultation to individuals, families, and/or guardians for decision-making to assure maximal access, utilization, and effectiveness of resources.

Provides comprehensive case management services for individuals with IDD.

Develops and regularly updates person-centered Individualized Service Plans (ISP).

Monitors and coordinates services on an ongoing basis to assure the individual receives the services and supports planned and authorized.

Gathers information needed for intra-and/or inter-agency referrals and ISP development.

Provides consultation and information (e.g., community resources, levels of functioning and/or disabling conditions, financial information on individual budgeting) to individuals and guardians for decision-making to assure optimal access and utilization of resources.

Determines appropriate funding sources for needed services and supports for individual clients.

Assists and refers individuals desiring services to the Clinical and Eligibility Determination staff.

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COMMUNITY RESOURCES BRANCH  
FUNCTIONAL STATEMENT

Identifies, directs and operates a statewide capacity of resource development, administration and management of services and supports for persons with IDD, and support to their families or guardians.

Sets direction, develops resources and coordinates activities in accordance with Chapter 321H, HRS for persons with neurotrauma.

Provides overall planning, budgeting, coordination and management of the Branch.

Administers Branch personnel, budget and fiscal policies and procedures in compliance with State and departmental directives.

Maximizes a variety of federal, state and local funding sources.

Develops and implements Branch policies and procedures to guide operations.

Provides secretarial and clerical support.

**COMMUNITY ALTERNATIVES SECTION**

Initiates and coordinates the development of new and existing resources and services for clients in the following areas: housing, employment, and self-determination, which include community integration and volunteer activities.

Provides secretarial and clerical support.

**HOUSING AND EMPLOYMENT UNIT**

Monitors state and national trends and funding mechanisms for developing housing.

Compiles and maintains current data on the status of clients' desired residential arrangements and need for supportive living services.

Develops and maintains a comprehensive database of available housing options.

Researches, plans and develops a variety of strategies and approaches for clients to gain housing of their choice.

Compiles and maintains current data on the status of clients' desired employment and develops strategies to further clients' goals.

Monitors state and national trends and funding mechanisms for developing employment for persons with IDD.

Develops employment strategies and seeks employment opportunities that include the following:

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Jointly sponsor initiatives as well as apply for program, employment and residential grants with other Divisions, state and local agencies and community providers.

Coordinates state and federal programs to partner with public and private sector organizations and major employers to create supported employment.

Coordination with other Divisions or community providers to apply for employment grants to develop programs from other funding sources.

**SELF DETERMINATION UNIT**

Compiles and maintains current data of clients' desired social opportunities and develops strategies to further clients' goals.

Supports the development of self-advocacy skills among clients and families.

Identifies, develops and establishes opportunities for inclusion of individuals with IDD in the community (e.g. volunteering, civic club memberships, participation in recreation activities).

Develops, coordinates and implements opportunities for persons with IDD to have social interactions and community involvement.

**NEUROTRAUMA PROGRAM**

Initiates and coordinates the development of resources for persons with Neurotrauma in accordance with Chapter 321H, HRS through the following: information & referral, community education, assistance to individuals and families to identify and obtain access to services, and administration of the neurotrauma special fund.

Provides lead staffing and logistical support for the state's Neurotrauma Advisory Board and Traumatic Brain Injury Advisory Board, including an ongoing strategic planning process.

Develops and maintains the statewide Neurotrauma Registry.

**COMMUNITY RESOURCE MANAGEMENT SECTION**

Develop and recruit community resources for families and persons with IDD by providing programmatic specifications for contract performance, implements family support and respite programs.

Develops statewide community capacity for services and supports for individuals with IDD.

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Develops and prepares renewal applications for the Centers for Medicaid and Medicare Services (CMS) HCBS IDD waiver program, keeping abreast of changes in requirements and national trends.

Prepares and completes all required reports to maintain HCBS IDD Waiver certification.

Develops the scope and standards for the Title XIX Medicaid Waiver Program in accordance with the memorandum of agreement (MOA) between the Department of Health (DOH), DDD and Department of Human Services (DHS), Adult & Community Care Services Division.

Develops and prepares service and supports specifications and qualifications for Requests for Proposals (RFP) and Requests for Information (RFI) for statewide services and supports in accordance with Chapters 103F and 103D.

Develops evaluation standards in the review of RFP and RFI awards.

Collaborates with the Program Services Evaluation Unit and Fiscal Section to audit performance of contractors.

Provides information and technical assistance to potential providers for HCBS IDD Waiver & POS contractors in the submission of their application.

Refines and updates contractual standards and specifications based on the results of monitoring, client satisfaction surveys and other quality assurance reports, and evolving program needs and trends.

Develops, administers and manages statewide Family Support Services and Respite Programs.

Provides secretarial and clerical support.

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OUTCOMES AND COMPLIANCE BRANCH  
FUNCTIONAL STATEMENT

Oversees the monitoring and evaluation of program and client outcomes.

Promotes national best practices to evaluate and ensure quality care and services.

Manages the assessment, outcome evaluation and training components of the Division to improve IDD services.

Coordinates the National Core Indicator Project that measures client outcomes and satisfaction surveys.

Maintains client files and medical records and ensures Health Insurance Portability & Accountability Act (HIPAA) compliance.

Administers Branch budget and fiscal policies and procedures in compliance with State and departmental directives.

Provides secretarial and clerical support.

**OUTCOMES SECTION**

Develops and conducts a continuous quality improvement process that is data driven to support quality client outcomes.

Plans, develops, coordinates and implements activities to improve services and supports delivered to clients.

Identifies and recommends training needs to the Training Unit.

Recommends practices to ensure client information and records are HIPAA compliant.

Monitors and evaluates program and client outcome measures to improve services and supports to clients using best practices.

Implements the National Core Indicator Project and other client satisfaction surveys.

Identifies critical measures and coordinates outcome analysis for integration into the Training Plan.

Provides secretarial and clerical support.

**PROGRAM SERVICES EVALUATION UNIT**

Determines, develops and conducts areas of monitoring based on high volume, high risk or problem-prone activities and other important characteristics.

Conducts ongoing and regular monitoring and review of processes and measures to improve services.

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Implements all consumer and family surveys.

Provides information on the findings from improvement activities and the National Core Indicator project.

Ensures all client records in the Division are compliant with the Health Insurance Portability and Accountability Act (HIPAA) that includes usage, filing, storage and retrieval.

Provides guidance and technical assistance related to client records, e.g., in professional documentation, confidentiality and security.

Reviews requests for participation in research activities to safeguard clients' rights, confidentiality, and safety.

Provides outcome reports on findings and recommendations on improvements to the client survey delivery system.

### **TRAINING UNIT**

Develops and implements a comprehensive education and training plan for individuals with IDD, their families, guardians, staff, and the community.

Educates case managers and providers on areas of improvement identified.

Plans, develops and implements a system of orientation and annual training for staff based on outcome monitoring, client satisfaction and evolving program needs.

Provides training, consultation and technical assistance to direct care staff on identification of cues, tracking of occurrences and ISP implementation.

Implements training to ensure staff competency in professional documentation, confidentiality and security related to client records.

Develops and coordinates appropriate training for licensing and re-certifying caregivers in collaboration with the Certification Unit.

### **COMPLIANCE SECTION**

Certifies adult foster homes and caregivers.

Provides mediation ensuring timely investigation, intervention and follow-up activities needed for resolution including all cases of suspected abuse, neglect and victimization.

Conducts investigations of complaints from any source.

Prepares cases for administrative hearings and appeals to the Division Office.

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Provides secretarial and clerical support.

**CERTIFICATION UNIT**

Maintains the Division's central client medical records (filing, storage and retrieval).

Develops and implements a certification process for caregivers of Adult Foster Homes (AFH).

Certifies and authorizes AFH caregivers for the provision of behavioral homes.

Develops, implements, and maintain processes and procedures for transition from behavioral to AFH.

Provides technical assistance for all investigations on allegations or complaints of abuse and neglect against a caregiver.

Consults with the Attorney General to initiate revocation procedures if a caregiver is not in compliance with standards.

Conducts periodic home inspections to assure standards are met and follows up to ensure that corrections are made.

**CONSUMER COMPLAINTS RESOLUTION UNIT**

Maintains centralized consumer information phone line on DDD programs and services.

Investigates allegations or complaints of abuse and neglect against a certified caregiver.

Prepares and provides documentation of complaints, investigations, status and resulting action.

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HOSPITAL & COMMUNITY DENTAL SERVICES BRANCH  
FUNCTIONAL STATEMENT

Provides dental treatments to community patients in a community-based, regional clinic sites, to residents of State institutions such as Hawaii State Hospital and Hale Mohalu in community-based, regional clinic sites, and to patients in facilities operated by the State and consultative services to facility staff.

Provides dental treatment services to recipients of programs in other State agencies under separate contracts or agreements.

Demonstrates new techniques, procedures and methods in maintaining dental health by conducting regular in-service training.

Assists and collaborates with communities to plan, organize, and develop local dental health programs and improve access to dental services throughout the State.

HOSPITAL & COMMUNITY DENTAL SERVICES BRANCH DENTAL CLINIC SITES:  
Diamond Head Health Center Dental Clinic  
Lanakila Health Center Dental Clinic  
Leeward Health Center Dental Clinic  
Windward Health Center Dental Clinic  
Hawaii State Hospital Dental Clinic

Provides dental treatment to indigent individuals who are chronically and severely mentally, developmentally or medically disabled, have communicable diseases, frail elderly or homeless. Provides treatment to Hawaii State Hospital and Hale Mohalu residents and to individuals with IDD who live in the community. Provides dental treatment to patients residing in Kalaupapa Settlement.

Provides emergency and routine basic comprehensive dental care.

Demonstrates new techniques, procedures and methods in maintaining dental health.