



MENTAL RETARDATION BULLETIN

COMMONWEALTH OF PENNSYLVANIA

DEPARTMENT OF PUBLIC WELFARE

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SUBJECT:
**Reorganization of the Office
Mental Retardation**

BY:

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Deputy Secretary for Mental Retardation

SCOPE:

All Interested Parties

PURPOSE:

To provide information on the reorganization of the Office of Mental Retardation.

BACKGROUND:

The development and expansion of community based services and supports for people with mental retardation has increased the need for a system of oversight to assure health and safety of individuals and to enhance the quality of services and the accountability of the system.

Pennsylvania's mental retardation system has undergone considerable change over the past five years. With the commitment to make community services available to people living in state facilities and to those living with their families waiting for services, the service system has been expanding. The announcement of a five-year initiative to address Pennsylvania's waiting list will result in even greater expansion.

This expansion requires increased attention to the quality of the service system in the areas of protecting health and safety, assuring positive outcomes and managing resources responsibly.

REFER COMMENTS AND QUESTIONS TO:

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The Multi-Year Plan, published in 1997, presented numerous recommendations to improve the quality of services. Many of those recommendations have been adopted and are evident in the ongoing development of Independent Monitoring Teams in all counties, Health Care Coordination Units to promote good health care, and the development of a new core information system to provide data for the purposes of monitoring and evaluation.

To support service expansion and to improve quality management, the Office of Mental Retardation has both expanded and reorganized its staff.

One key component of the new organizational structure involves the creation of a Bureau of Quality Improvement and Policy. The Bureau's Division of Quality Improvement and Risk Management will oversee the quality of care encompassing health care, safety and optimal service outcomes for consumers and families. The Division of Policy Development and Program Support will be responsible for the development of policy and regulations.

A second key component of the new organizational structure is the establishment of the Medical Director's office, staffed by a medical doctor, a psychiatrist and a nurse manager.

In addition, a Division of Compliance has been established in the Bureau of Community Programs.

FUNCTIONAL STATEMENT

Deputy Secretary for Mental Retardation

The Deputy Secretary provides leadership for the Commonwealth's mental retardation system. Working with consumers, families, advocates, county staff, elected officials and state agencies, the Deputy Secretary is responsible for determining and prioritizing needs; planning and program development; developing the annual budget; managing resources; assuring that an effective system is in place to assure health and safety and improve quality; and enforcing state and federal requirements.

Meeting the needs of people waiting for community services, increasing the choice and control consumers and families have for new services, assuring health and safety, improving quality and managing resources efficiently are the overall goals of the system.

Bureau of Community Programs

The Bureau of Community Programs is responsible for the overall development, management and monitoring of services provided to persons with mental retardation in the community. The bureau provides training and technical assistance to counties and service providers. The bureau is responsible for monitoring county mental health/mental retardation programs' compliance with applicable federal and state requirements. The bureau is responsible for regulatory administration including licensing inspections, investigations and enforcement.

Division of Program Implementation

The Division of Program Implementation is responsible for the development, implementation and ongoing management of community-based program initiatives for children and adults, including training and technical assistance to regional and county staff and community agencies.

Division of Compliance

The Division of Compliance is responsible for the assurance of program compliance with current federal and state regulations and policies related to the management of the community-based mental retardation service system. The Division provides oversight of Medicaid Waiver Programs and Individuals with Disabilities Education Act Part H Early Intervention Programs; provides technical assistance and training to regional staff in the areas of licensing enforcement, regulatory administration and licensing regulation interpretation; and compliance with federal and state program requirements.

Regional Offices

Regional offices are responsible for administering the community program in each of the four regions of the state. Regional offices work directly with county government through direct communication with County Commissioners and County MH/MR Administrators. Regional offices communicate, review and approve county plans and budgets; monitor county compliance with grant agreements and federal and state requirements; and provide training and technical assistance to county staff. Regional offices conduct provider licensing inspections and enforcement activities; investigate complaints; conduct risk management reviews; and take direct action necessary to protect the health and safety of individuals receiving service.

Bureau of State Operated Facilities

The Bureau of State Operated Facilities is responsible for the overall planning, management and oversight of all public mental retardation facilities/units. The bureau is responsible for assuring the health and safety of all residents in State Centers, monitoring compliance with federal requirements and assuring that the needs of the residents are being met.

Division of Program Management

The Division of Program Management is responsible to monitor the overall effectiveness of administrative, health, residential and support services in State Centers. The Division provides direction to facility staff on the interpretation and implementation of best practices and operational and regulatory policy and procedures.

Bureau of MR Program Support

The Bureau of Program Support is responsible for developing state and federal funding for the provision of needed services and the development and maintenance of a management information system to support the statewide program. The bureau directs and manages the Office of Mental Retardation's budget, allocation and financial management systems. The bureau evaluates the Office of Mental Retardation's achievements of desired outcomes by analyzing expenditure data, client service reports, audit reports and oversees the design and implementation of automated information systems.

Division of Financial Management

The Division of Financial Management is responsible for developing the annual budget for all Office of Mental Retardation administered appropriations, for audit resolution, and for resolution of provider and county audits.

Division of Information Management

The Division of Information Management is responsible for the development and management of the information system for the mental retardation system.

Division of Direct Contract Programs

The Division of Direct Contract Programs is responsible for the administration and fiscal management of non-state operated intermediate care facilities/mental retardation and targeted services management including rate setting and fiscal monitoring. The division oversees the county needs based planning process.

Bureau of Quality Improvement and Policy

The Bureau of Quality Improvement and Policy is responsible for the development and oversight of the quality management system for Pennsylvania's mental retardation service system including State Centers and community-based services. Quality encompasses health care, safety, optimal service outcomes for consumers and families and efficient management of the system. The bureau also directs the development of policy and regulation for the mental retardation service system.

Division of Policy Development and Program Support

The Division of Policy Development and Program Support is responsible for the development of regulations, policies and operating procedures. The division is responsible for the drafting of interdepartmental agreements to improve the delivery of services to persons with mental retardation, the development of new program initiatives and drafting new regulations and amending existing regulations for all programs administered by the Office of Mental Retardation.

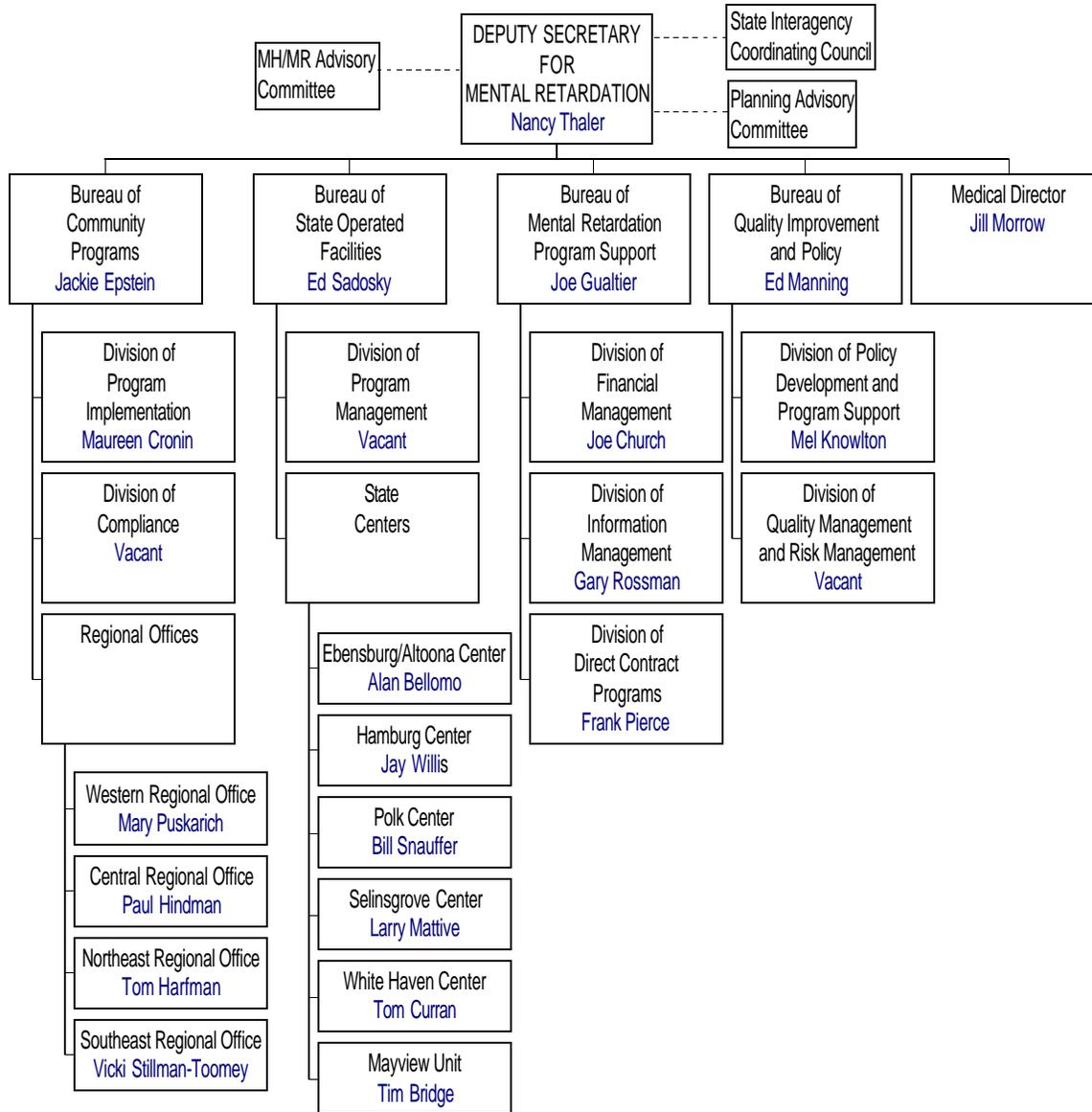
Division of Quality Improvement and Risk Management

The Division of Quality Improvement and Risk Management is responsible for the development and implementation of quality performance indicators, reporting on results and identifying what changes are needed, and working with other bureaus in the Office of Mental Retardation to implement continuous improvement through the service delivery system.

Medical Director's Office

The Medical Director's Office provides clinical support for Pennsylvania's mental retardation system including State Centers and community-based services. The office assists with the management of clinical issues and personnel in the state operated facilities by working with clinical directors to develop clinical guidelines and policies affecting the provision of medical care in these facilities. The office assists the community-based programs by providing clinical oversight and monitoring as well as training and technical assistance around clinical issues. The office works closely with the Bureau of Quality Improvement and Policy to apply continuous improvement principles around health care in both parts of the mental retardation system.

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