Age 18 Disability Re-Determinations
“Where’s the Bridge”
Kaizen Event Report

“The Bridge Builders” Team
How We Got Here

Lori & Daette
Team Members

Dennis

- Lori Adams, IWD
- Rod Van Wart, City of Des Moines
- Tom Wardlow, City of Newton
- Daette Quick, DDS
- Brian Maloney, DDS
- Lisa Mason, DED
- Mike Williams, DHR
- Linda Kerr-Davis, SSA Disability
- Jim Scott, TBM
- Mike Rohlf, DOM

- Steve Randolph, Voc. Rehab.
- Jeff Schultz, DOC
- Doug Wolfe, DHS
- Jill Whitten, DHS
- Suzie Paulson, Iowa WIPA
- Tammie Amsbaugh, U of I
- Barbara Guy, Dept of Educ.
- Rich Luecking, TRANSCEN
This Kaizen event will address processes that impact young people with disabilities from age 16 to 21, who are at risk to lose or have lost financial, health, and/or related supports due to age 18 disability redetermination under adult criteria.
Objectives

Brian

- Identify organizations/agencies offering assistance to young people with disabilities
- Determine an appropriate age level to begin targeting awareness efforts
- Develop coordination and collaboration among the identified service agencies through the Kaizen process.
- Employ responsive proactive network information sharing between agencies.
- Communicate with agencies, resources, etc... about the “model”.

Goals

Mike W.

- To develop and employ a working model that can be implemented for those agencies serving the identified at risk population.

- Develop a model to build an awareness of assistance to 100% of the “at-risk” young people with disabilities identified.
Kaizen Methodology
Mike Rohlf

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities
Current Process

Daette
Brainstorming
Tammie

- New and improved
- Common themes
- De-selection process
Greatest Impact w/Ease of Implementation

Rod

- Education seminars to AEA, DHS, spec. ed. Teachers, case managers, multiple agencies. Presentation in statewide setting, add to AEA curriculum for SSI redetermination, publicize in AEA newsletters

- Pursue rapid employment model to obtain medical benefits

- Interagency training; identify all stakeholders in the educational process
DDS & DE discuss what’s going to happen and how.
IEP incorporates age 18 redetermination info & plans to continue education and to utilize work incentives that can provide additional safety nets if eligibility is ceased.
Referral to VR @ 10th grade
  - From school IEP/504 team to VR
  - From PEC’s to VR
  - From HCBS to VR
  - Parent or self-direct to VR
Train parents on transitional work incentives (SEIE, 301, pass) incentives for parents to participate in training.
DHS Medicaid informs claimant of options to continue benefits; use Medicaid address to send out mailings at 16 informing of age 18 redetermination; tell parents & students.
New Process
Daette
## Results

### Lori

<table>
<thead>
<tr>
<th></th>
<th>Current Process</th>
<th>New Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#Steps in Process</strong></td>
<td>58</td>
<td>41</td>
</tr>
<tr>
<td><strong>Lead time w/o delays</strong></td>
<td>48.05 hours</td>
<td>3.33 hours</td>
</tr>
<tr>
<td><strong># Handoffs</strong></td>
<td>22</td>
<td>17</td>
</tr>
<tr>
<td><strong># Decisions</strong></td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td><strong># Delays</strong></td>
<td>40</td>
<td>15</td>
</tr>
<tr>
<td><strong>- Best case</strong></td>
<td>184 days</td>
<td>27 days</td>
</tr>
<tr>
<td><strong>- Worst case</strong></td>
<td>1352 days</td>
<td>509 days</td>
</tr>
<tr>
<td><strong># Value-added</strong></td>
<td>4 (6.9%)</td>
<td>5 (12.2%)</td>
</tr>
</tbody>
</table>
Key Improvements

Jill

- Developed a real-life solution model that can be implemented NOW for “at-risk” youth.
- Improved chance for successful transition from school to post-secondary education or work.
- Achieved synergy through collaborative effort.
- Designed “front-end” of process to make the whole process more efficient.
- Developed process to provide information that affects living, learning and working conditions for “at-risk” youth at an earlier age.
Key Improvements

Jill

- Enhanced communication among all stakeholders.
Key Learnings
Steve

- The role of each individual agency.
- Impact of each agency’s involvement in the process.
- Collaborative effort will achieve greater results.
- The goals of individual agency’s efforts were more similar than different.
Performance Measures

Brian

- State Data Exchange
  - Current pay
  - Who goes into “non-pay” as they go into Corrections system
- Letters
- Phone calls
- Hits on website
- Change in Indicator 14 (only a percentage of – a contributing factor)
Performance Measures

Brian

- Percentage of ceased individuals who are continued via 301 (a contributing factor)
- Numbers into WIPA
- Numbers into Rapid Employment Model
- Number of outreach events
<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
<th>Person Responsible</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Statewide steering team for CTP</td>
<td>Kenda &amp; Daette</td>
<td>April 30, 2008</td>
</tr>
<tr>
<td>2</td>
<td>Transition Action Guide</td>
<td>Kenda</td>
<td>Completed</td>
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<tr>
<td>3</td>
<td>Age 18 redetermination info to Navigator</td>
<td>Suzie</td>
<td>March 3, 2008</td>
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<tr>
<td>4</td>
<td>Age 18 redetermination info to Benefits Liaisons</td>
<td>Suzie</td>
<td>March 3, 2008</td>
</tr>
<tr>
<td>5</td>
<td>Rapid Employment Model</td>
<td>Lori</td>
<td>In Place</td>
</tr>
<tr>
<td>6</td>
<td>Complete marketing plan</td>
<td>Lori</td>
<td>April 28, 2008</td>
</tr>
</tbody>
</table>
# Rollout Plan

**Lori**

<table>
<thead>
<tr>
<th>Item</th>
<th>Item Description</th>
<th>Person Responsible</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>DHS Call center – make initial contact</td>
<td>Jill</td>
<td>Feb 29, 2008</td>
</tr>
<tr>
<td>8</td>
<td>MIG Info – transition letters</td>
<td>Jill &amp; Tammie</td>
<td>May 28, 2008</td>
</tr>
<tr>
<td>10</td>
<td>Web-based application added to existing transition website</td>
<td>Barb &amp; Kenda</td>
<td>Feb 28, 2009</td>
</tr>
<tr>
<td>11</td>
<td>Disability Examiner Scripted phone call</td>
<td>Brian &amp; Daette</td>
<td>Mar 28, 2008</td>
</tr>
<tr>
<td>12</td>
<td>Age of Majority – DOE</td>
<td>Barb</td>
<td>Aug 28, 2008</td>
</tr>
</tbody>
</table>
Team Member’s Experience
Suzie, Rod & Brian
Comments
Mike Rohlf & Jim Scott
We welcome your questions and comments!