



DHS Developmental Services Division Waiver Waiting List

Evaluation of DHS Waiver Waiting List
21-830-02-Waiver Waiting List

Priority Program Evaluation: expected completion is six to eight months from the date of the entrance conference, which took place October 6, 2020.

Project Background

Approximately 5,800 Oklahomans are on the Oklahoma Department of Human Services' (DHS) Developmental Disabilities Services' (DDS) Request for Waiver Services List ("Waiting List") for the state's Medicaid Waiver programs. These programs provide home and community-based services to adults and children with intellectual disabilities and their families or caregivers. Currently, applicants spend more than a decade on the Waiting List before receiving Medicaid Waiver services and some of the individuals and families have significant unmet needs while waiting.

Original Scope and Project Description

Project Description: Evaluate program resources and outcomes.

Scope of Work: Examine expenditures, trends, and forecast projected capacity of the program.

Material Findings from Entrance Conference

The Department of Human Services has two Requests for Proposals (RFP) open which will close November 2020:

1. An RFP that will determine needs and provide outreach, advocacy and support to Waiver applicants and connect families and individuals to community resources in their local area and beyond.

2. An RFP that will provide a robust and configurable IT platform for case management and Waiting List efforts for individuals served and an IT platform for Waiting List contractors, individuals, families, and case management and provider input.

These upcoming contracts should equip the agency to forecast more accurately financial needs to serve individuals and families on the Waiting List. Historically, DHS has estimated that approximately 100 persons receive services for every \$1 million dollars dedicated to the Waiting List.

Evaluation Objectives

The LOFT evaluation team will analyze processes and procedures, identify efficiencies, identify funding sources, where applicable, forecast funding needs, explain the needs of families, explain the services received by families, and identify best practices of other states that maintain similar Waiver services wait lists.

In addition to providing a better understanding of the waivers and related Waiting List, this evaluation is structured and guided by six key questions:

1. What resources would it take to serve those on the waiting list right now?
2. What efforts have been made to try serve those on the waiting list?
3. What are the current characteristics and needs of those on the waiting list?
4. How can the state better serve those who are waiting?
5. Are there any additional resources or funding streams that could be used to support families on the waiting list while they are waiting?
6. Do other states have waiting lists? If so, what states and how do they manage those lists and/or serve those on the list?

