

PRODUCT DIRECTORY

2023 & 2024



BETTER TOGETHER.



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WESTCON SHALL PROVIDE THE FOLLOWING SERVICES IN ACCORDANCE WITH WESTCON'S POLICIES AND PROCEDURES AND IN COOPERATION WITH, AND WITH THE ASSISTANCE OF, THE BOARD OF DEVELOPMENTAL DISABILITIES ("BOARD").

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MEMBER BENEFITS

EMPOWERING COUNTY BOARDS OF DEVELOPMENTAL DISABILITIES, PROVIDERS AND THE INDIVIDUALS THEY SERVE SINCE 1990.



**PROVIDER
SEARCHES**



**REGIONAL
MESSAGING**



**CONTRACT
MANAGEMENT**



**INNOVATION
CENTER**



**INVESTMENT
OPPORTUNITIES**



**DATA
WAREHOUSE
SUPPORT**



**CREDIT CARD
SERVICES**



**TECHNICAL
SUPPORT**



**WAIVER
UTILIZATION
REPORTING**



**SERVICE & SUPPORT
DIRECTOR MEETINGS**



**WAIVER MATCH
PROJECTIONS**



**HUMAN RESOURCE
DIRECTOR MEETINGS**



**MEMBER-TO-
MEMBER DATA
COMPARISON**



**BUSINESS DIRECTOR
MEETINGS**



**NETWORK
LEVERAGING**



**MEDICAID SERVICE
MANAGER MEETINGS**

westconcog.org



PROVIDER SERVICE COORDINATION

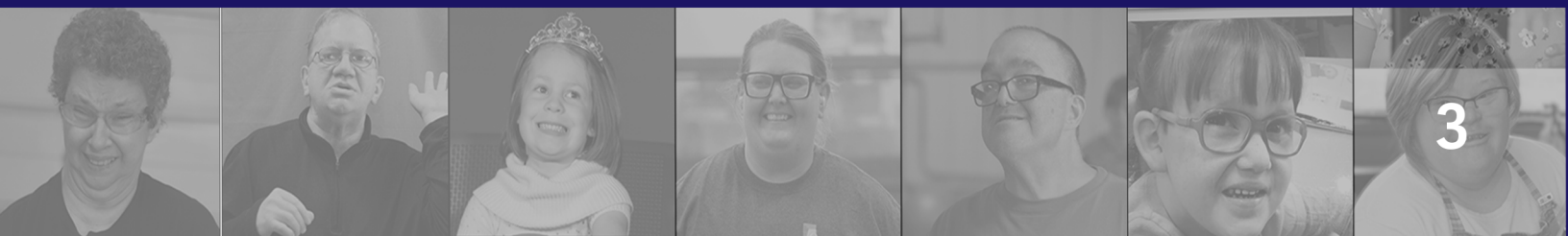
PROVIDER COMPLIANCE

WESTCON RESPONSIBILITIES

- Receive, schedule and complete all facets of the provider compliance review process.
- Complete service documentation checks and provider monitoring as directed.
- Complete compliance reviews through collaboration with DODD provider standards.

COUNTY BOARD RESPONSIBILITIES

- Share schedule with WestCON when received by Board.
- A special compliance review may be requested to and coordinated through WestCON.





PROVIDER SERVICE COORDINATION

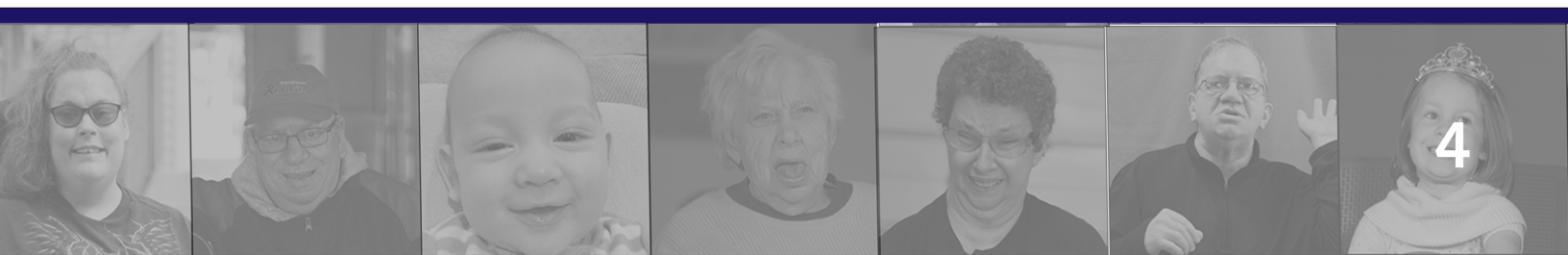
PAYEE BUDGET REVIEW

WESTCON RESPONSIBILITIES

- Source documents shall be obtained from the provider annually and used in completing the budget review checklist or report.
- A six month follow up review will occur for any budget review that indicates a pattern of errors.
- A payee list will be sent to the Board prior to the upcoming year.
- Upon completion of budget review, the checklist or report shall be sent to the individual, provider and Board. This report may include best practice recommendations, however any determinations for a plan of corrections shall be left to the individual and his or her team.

COUNTY BOARD RESPONSIBILITIES

- Board will provide the individual's ISP when requested by WestCON.
- A special budget review may be requested to and coordinated through WestCON.
- Review payee list sent by WestCON for accuracy.
- Provide update to WestCON when a new payee is added to the individual's ISP.





PROVIDER BUSINESS SUPPORT

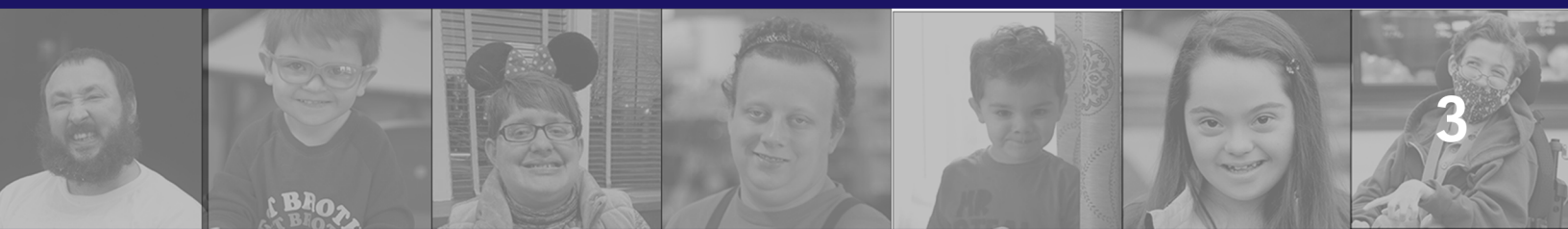
ONE-ON-ONE PROVIDER SUPPORT

WESTCON RESPONSIBILITIES

- Assist providers with initial certification, recertification and notification of relevant timelines related to certification.
- Assist providers with requirements of rules and clarifying processes including but not limited to: documentation, training requirements or opportunities, pay, budgets, ISPs, PAWS, compliance and other related questions.
- Supply providers with the resources and connections necessary to obtain and maintain certification requirements, including background checks.
- Host a provider orientation for independent providers newly certified or new to working in the county. Provider orientation will supply the provider with information regarding the county board contacts and will review necessary rules and documentation related to the services they provide.

COUNTY BOARD RESPONSIBILITIES

- Refer providers to WestCON when business support needs are identified.
- Notify WestCON when a new provider is chosen by an individual served.





PROVIDER BUSINESS SUPPORT

PROVIDER SELECTION PROCESS

WESTCON RESPONSIBILITIES

- Recruit providers for individuals as referred by Board by sending email communication regarding individual's needs to providers in region.
- Circulate provider recruitment email on a regular basis until a provider is found.
- Maintain open client search page on WestCON website.
- Assist Board in maintaining level playing field for providers.
- Assist with scheduling or attending provider interviews, as needed.
- Complete provider recruitment activities through means including, but not limited to: word of mouth, referral, provider listings, postings, trainings, collaboration with other agencies, independents and COGs, and in conjunction with staff from county boards.

COUNTY BOARD RESPONSIBILITIES

- Complete and send provider referral form to WestCON.
- Schedule and conduct provider interviews.
- Notify WestCON when a provider is selected or if the search should be closed.





INVESTIGATIVE AGENT

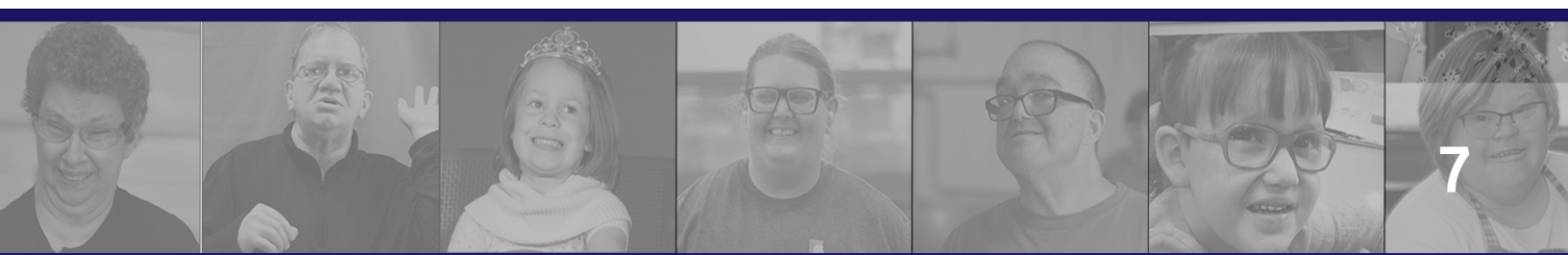
MAJOR UNUSUAL INCIDENTS

WESTCON RESPONSIBILITIES

- Provide the services of certified investigative agents.
- Conduct MUI investigations.
- Assist the Board in training staff, providers and others regarding compliance with pertinent law and other issues related to MUI/UI.
- Serve as a liaison between the Board and DODD in regards to MUI investigations, reporting, compliance reviews, registry reviews, etc.
- Review allegations of MUIs and recommend appropriate action to be taken.
- Assist the Board in reporting, investigating and posting information regarding MUIs to DODD's Incident Tracking System.
- Assist the Board in establishing effective professional relationships with local law enforcement officials, Ohio Department of Job & Family Services, Children Services Bureau, prosecutors and other appropriate entities.
- Provide technical assistance related to effective reporting, investigation and prevention of MUIs/UIs.
- The IA shall review, recommend closure or close reports.

COUNTY BOARD RESPONSIBILITIES

- Receive UIR and review for preliminary determination of potential MUI.
- Notify IA of any probable or actual MUI.
- The incident report along with an individual's ISP and any other supporting documentation or records pertaining to the MUI should be uploaded to the SharePoint site.
- Review completed MUI investigation.





REPORTING & ANALYSIS

MAJOR UNUSUAL INCIDENTS

WESTCON RESPONSIBILITIES

- Consistent and in-depth completion, analysis and filing of the MUI Annual Report & Stakeholder report as dictated by OAC: 5123-17-02.
- Trends and patterns of MUIs shall be communicated with the Board so it may be addressed in the individual service plan.
- The stakeholder report with aggregate data of MUIs for the prior year will be presented to the Board's stakeholder committee. Trends, patterns or areas affecting the quality of life for individuals served in the county will be identified in the presentation.

COUNTY BOARD RESPONSIBILITIES

- Schedule and coordinate the stakeholder meeting for all participants.
- Send stakeholder report to committee participants at least 10 calendar days in advance of the meeting.
- Maintains record of minutes of each meeting, distributes the minutes to members of the committee and makes the minutes available to any person upon request.
- Ensure follow-up actions identified by the committee have been implemented.





ELIGIBILITY

INTAKE AND ELIGIBILITY

WESTCON RESPONSIBILITIES

- Collect necessary collateral to facilitate intake and eligibility determination, including establishing presence of a qualifying diagnosis, start of C/FED form.
- Arrange evaluations.
- Interviews individual and referral source.
- Analyzes consumer needs and/or refers to appropriate agencies for services.
- Assures intake procedures and county board eligibility criteria are understood.
- Determines eligibility for services using DODD and Board-approved procedures.
- Saves eligibility/ineligibility letters to individuals and families.
- Assure issuance of due process notification for ineligibility.
- Sends completed assessments and Form for Eligibility Determination to SharePoint site.

COUNTY BOARD RESPONSIBILITIES

- Complete referral form and upload form along with any related documentation regarding individual to SharePoint site. Notify WestCON when form has been uploaded.





ELIGIBILITY

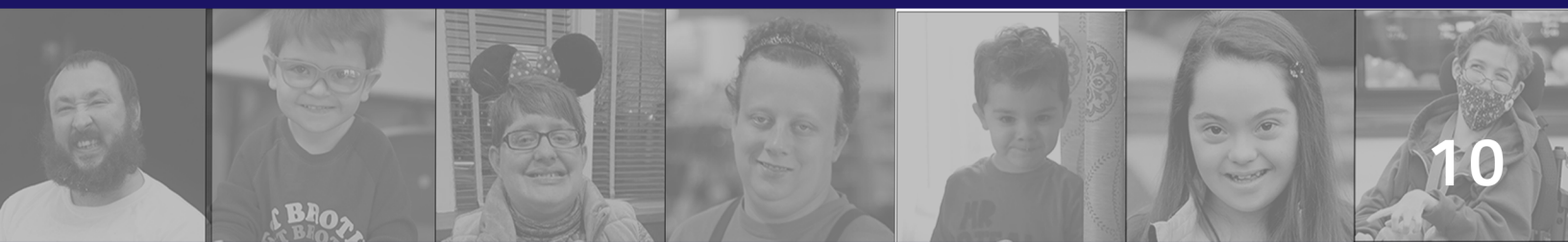
WAIT LIST ASSESSMENT

WESTCON RESPONSIBILITIES

- Arrange for administration of the Ohio Assessment for Immediate Need and Current Need.
- Administer assessment to individual and referral source.
- Assures waiting list procedure and criteria are understood.
- Analyzes consumer needs and consults with Board, if needed.
- Determines need for services using DODD and Board-approved procedures.
- Sends assessment outcome letters to individuals and families and communicates outcome to Board.
- Assure issuance of due process notification for individuals with no immediate or current need.

COUNTY BOARD RESPONSIBILITIES

- Complete referral form and upload form along with any related documentation regarding individual to SharePoint site. Notify WestCON when form has been uploaded.



PREADMISSION SCREENING & RESIDENT REVIEW FOR NURSING FACILITY



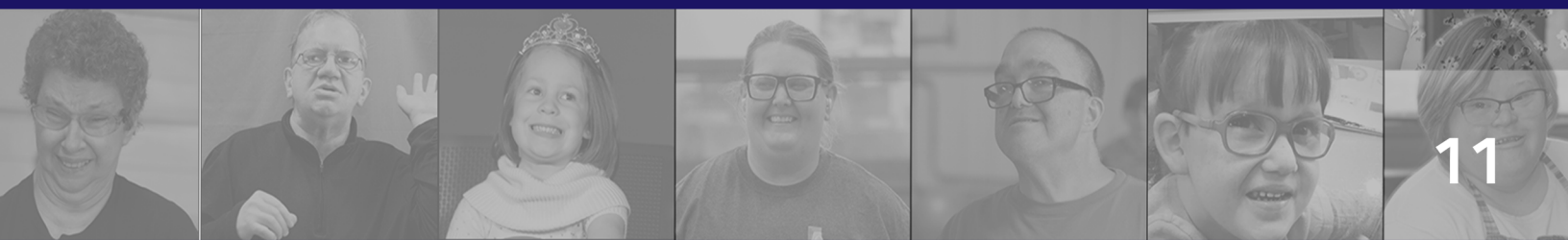
PREADMISSION SCREENING

WESTCON RESPONSIBILITIES

- Gather data, complete evaluation and submit recommendations in the form of a written evaluative report for any PAS Level 2 Evaluations as described in OAC 5123-14-01.
- Involve the individual being evaluated, the individual's guardian and the individual's family, if available, and if the individual or guardian agrees to family participation. Participation may be in person, by video conference or by telephone.
- Complete evaluation within seven business days of receipt of the referral by DODD.
- Evaluation will be based on relevant data that is valid, accurate and reflects the current functional status of the individual being evaluated.
- Update Board on progress of evaluation via the SharePoint site.

COUNTY BOARD RESPONSIBILITIES

- Immediately upon notification of a Level 2 evaluation from DODD, notify WestCON via email and upload related documentation to SharePoint site.
- Serve as the backup to WestCON for Level 2 evaluations.





PLAY PROJECT

PLAY IN-HOME

WESTCON RESPONSIBILITIES

- The **PLAY Consultant** will meet with the family once a month for 2-3 hours. During each visit, the **PLAY Consultant** will take a total of **15 minutes** of video interaction between parent and child (coaching) and **PLAY Consultant** and child (modeling). The video clips and a **PLAY Plan** is sent to families in between visits with detailed **PLAY** recommendations for methods, techniques and activities.
- Enrollment into the **PLAY Project** assumes a minimum of **10 visits** within a **12-month** rolling time period. **PLAY Consultant** will stay in communication with their contact at the **Board** regarding progress, parent commitment, transitions to fading **PLAY** exits and any excessive cancellations.
- **PLAY Consultant** will provide copies of **Visit Suggestion Reports** every month to the **Board** and the **Board** will have access to videos and the **Video Review Form**, if requested. Upon exiting a child from the **PLAY Project**, the **PLAY Consultant** will provide a final **PLAY Report** for families and **Board**.
- For **Boards** utilizing **WestCON's PLAY** services, **PLAY Consultants** will attend an **Early Intervention** team meeting once a month. The **PLAY Consultant** will provide support for **EI** team members, offers ideas and suggestions for children who may or may not be participating in the **PLAY Project** and discuss potential future **PLAY** referrals. **PLAY Consultants** are available to support **IFSP** development and implementation for children receiving **PLAY** services.



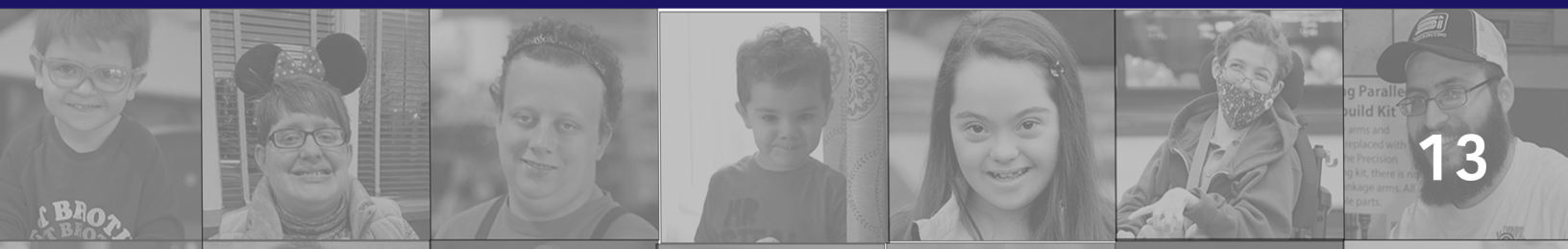


PLAY PROJECT

PLAY IN-HOME CONTINUED

COUNTY BOARD RESPONSIBILITIES

- Complete PLAY referral form and send completed form to WestCON.
- Provide any pertinent background info of child and family that would be helpful for PLAY Consultant prior to starting PLAY with a family.
- If needed, request access to family's videos, Video Review Forms, assessments, etc from PLAY Consultant.
- If child is in Early Intervention, notify PLAY Consultant of IFSP meetings or when a child, who is receiving PLAY, is being discussed at a team meeting.
- If a family is non-responsive to PLAY Consultants attempts to schedule/reschedule, Board will reach out and exit the family, if needed.





PLAY PROJECT

PLAY IN-HOME: FADING PLAY

WESTCON RESPONSIBILITIES

- Fading PLAY is designed for families who have been through the full PLAY Project for several months. The family, PLAY Consultant and other team members will discuss and make a plan to transition to fading PLAY Consultation. The PLAY Consultant will complete the Transition to Fading form and send a copy to the Board contact.
- Fading PLAY Consultation frequency of visits will depend on child or family needs but will typically range from every 6-8 weeks, or every other month, ranging from 1.5 – 3 hours per visit. No PLAY reports are completed for these visits.
- Upon exiting a child from PLAY Project, the PLAY Consultant will provide a final PLAY report for families and the Board.

COUNTY BOARD RESPONSIBILITIES

- If a family is unresponsive to PLAY Consultants attempts to schedule or reschedule, Board will reach out and exit the family, if needed.



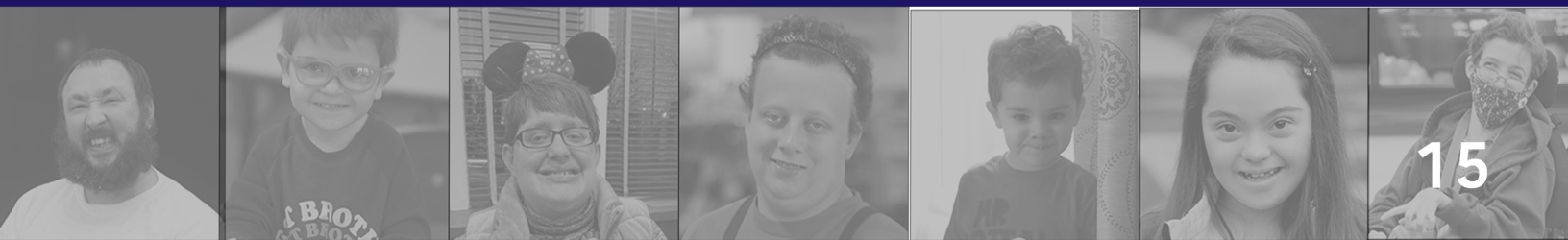


PLAY PROJECT

TEACHING PLAY

WESTCON RESPONSIBILITIES

- Teaching staff are coached by credentialed professionals to implement methods and techniques that are effective, fun and useful in day-to-day interactions with a student in the classroom who has been identified as having an autism spectrum disorder or related developmental delays.
- The Teaching PLAY training helps educators to:
 - Create a unique student profile based on the child's functional development.
 - Create a PLAY plan of specific techniques and activities for effectively engaging the child.
 - Implement practical strategies for increasing positive interactions, reducing negative behaviors and integrating the student into activities with peers when possible.
- Teaching PLAY Consultant will provide copies of Visit Suggestion Reports every month to the Board and the Board will have access to videos and the PLAY plans, if requested.
- Teaching PLAY Consultant will provide a final teaching PLAY report for teachers, school administrators and the Board.





PLAY PROJECT

TEACHING PLAY

DELIVERY MODEL FOR TEACHING PLAY PROJECT:

Timeline	Benefit/Activity	Expectations
August	<ul style="list-style-type: none"> Preparation and Orientation: Teaching PLAY training program Participants will be provided with orientation materials and a schedule of events. 	School administrator will: <ul style="list-style-type: none"> Identify one student with autism or other developmental delay for participation in program. Coordinate dates and times for program activities detailed below. Provide contact information for participating teachers and support staff.
August / September	Introduction to Teaching PLAY Workshop: <ul style="list-style-type: none"> A live one-day workshop providing foundational information about the PLAY Project model, current research and implementation in the classroom setting. 	All teachers, therapists and aides participating in training are expected to attend.
September – April	Teaching PLAY Classroom Visits: <ul style="list-style-type: none"> 1-2x/month half-day classroom visits Teaching PLAY Consultants (TPC) will observe, collect video, coach and model for teaching staff. Debriefing sessions over the lunch hour or after school with the team: the PLAY Consultant will facilitate discussions, review video and provide strategies for classroom implementation. 	Teacher will: <ul style="list-style-type: none"> Coordinate with Teaching PLAY Consultant to schedule classroom visits Document permission for students to be videotaped for training and educational purposes. All participants will: <ul style="list-style-type: none"> Be available for training during the half-day visits Be present at the lunch hour or after school debriefing sessions
September and May	In-service trainings: <ul style="list-style-type: none"> Teaching PLAY Consultants will facilitate 2 in-depth (2-3 hour) training sessions. The first session will be conducted after the first classroom visit and will be devoted to creating an individualized profile and PLAY Plan for the identified student. The second session will provide an opportunity for reflection and closure of the training program. 	Teachers, therapists and aides will be expected to participate in 2 in-service sessions. School will: <ul style="list-style-type: none"> Allow time in staff schedules to participate, providing classroom coverage as needed. Provide a meeting space for training sessions

COUNTY BOARD RESPONSIBILITIES:

- If a school is unresponsive to PLAY Consultants attempts to schedule or reschedule, Board will reach out and exit the family, if needed.



PLAY PROJECT

CONSULTATION

SERVICE OPTIONS:

Option 1: Prior to Enrolling in PLAY Project Program

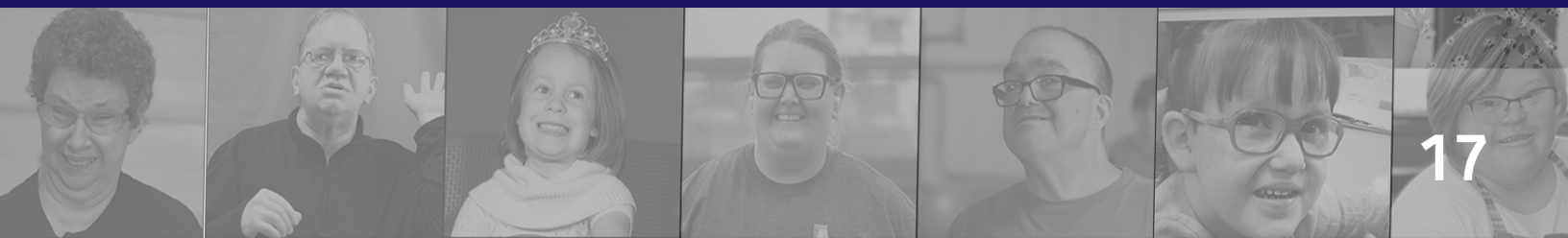
- At times, a family may have questions about the PLAY Project programming that are best answered by the PLAY Consultant.
- The primary county board contact for the family (Service Coordinator, Developmental Specialist, SSA, etc.) may request a joint home visit with PLAY Consultant to meet the family, provide information on PLAY Project and discuss family values regarding intervention.

Option 2: Post-PLAY Project Check-In

- After families exit the PLAY Project Program, consultation visits may be accessed to monitor child's progress and support family with new concerns or challenges that arise.
- A "check-in" visit will be offered to the family, scheduled about 6 months after exit, and on an as-needed basis when requested by the family and approved by the Board.

Option 3: Supplement to Teaching PLAY enrollees

- For children enrolled in Teaching PLAY, parents may request a home consultation visit with the consultant at some point through the school year or over summer break to communicate strategies used in the classroom, monitor child's progress outside of the school environment and support family with new concerns or challenges that may arise in the home setting.





PLAY PROJECT

PLAY AND TEACHING PLAY TRAININGS

WESTCON RESPONSIBILITIES

- Current trainings available virtual or in-person:
 - Intro to PLAY – Introductory course about the PLAY Project. Includes creating the child profile and techniques and strategies to implement.
 - Available as a full day or a half day training.
 - Teaching PLAY Workshop – full day training on the implementation of Teaching PLAY in the classroom setting. Training consists of lecture and video examples. Six hours of OCCRRA hours available upon request.
 - Teaching PLAY Refresher – half day training for professionals who have already attended the one day training and would like a refresher training to further expand Teaching PLAY knowledge and implementation.
 - Individualized PLAY and Teaching PLAY trainings – WestCON is willing to develop trainings based upon the Board needs.
- WestCON will provide handouts, sign-in sheets, manage CEUS (DODD, OCCRRA, etc), and will bring laptop and presentation. Marketing materials available upon request.

COUNTY BOARD RESPONSIBILITIES

- Identify learning needs for the training as well as how many/who will attend the training.
- Marketing the training, as needed.
- Secure location and technology as needed.





COMMUNITY RELATIONS

DIGITAL MARKETING

PACKAGE OPTIONS:

RECRUITMENT PACKAGE (FOR BOARD PERSONNEL OR PROVIDERS)

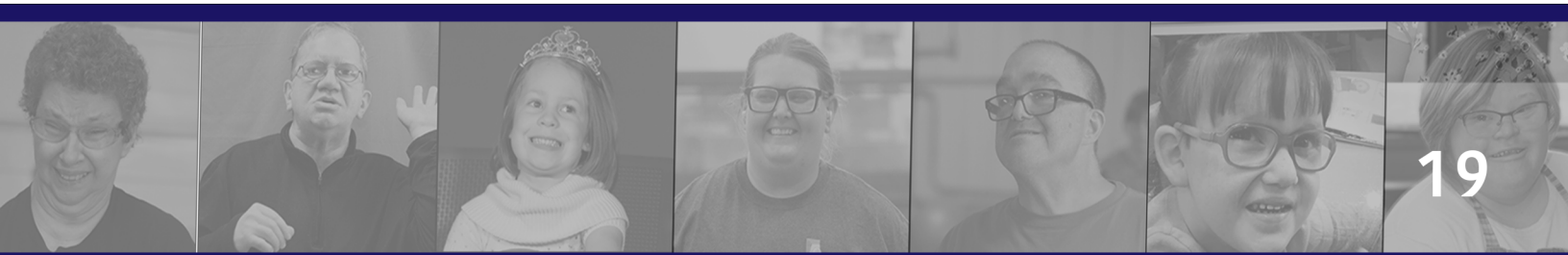
- Represent Board at local job fairs
- Create flyers for posting at local schools (colleges, high schools or trade schools)
- Create job postings for online job board, (Hometown Opportunities, or other local/regional online sites), Board Facebook page, Board social media outlets and at least one national board (Monster, Indeed, LinkedIn, etc)
- Develop recruitment website
- Assist with recruitment strategy
- Employer branding

DIGITAL PACKAGE

- Social media maintenance
- Website maintenance
- Website updates
- Quarterly or monthly social media reporting
- Constant Contact management
- Training on social media, web design and culture enhancement

MULTIMEDIA

- Videos
- Photography
- Print material design and update
- Social media maintenance
- Quarterly or monthly social media reporting
- Constant Contact management
- Website maintenance





COMMUNITY RELATIONS

DIGITAL MARKETING CONTINUED

PACKAGE OPTION:

ALL-IN SERVICES

- Video
- Social media maintenance
- Speaking events
- Website creation
- Website maintenance
- Website updates
- Photography
- Training on social media, web design and culture enhancement
- Event promotion, marketing and creation
- Print material design and updates
- Service promotion
- Provider relations and recruitment
- Program design and startup
- Regional messaging and branding
- Monthly or weekly progress meetings
- Constant Contact management
- Quarterly or monthly social media reporting
- Branding for Board
- Inclusive of all recruitment, digital and multimedia packages





FINANCIAL SERVICES

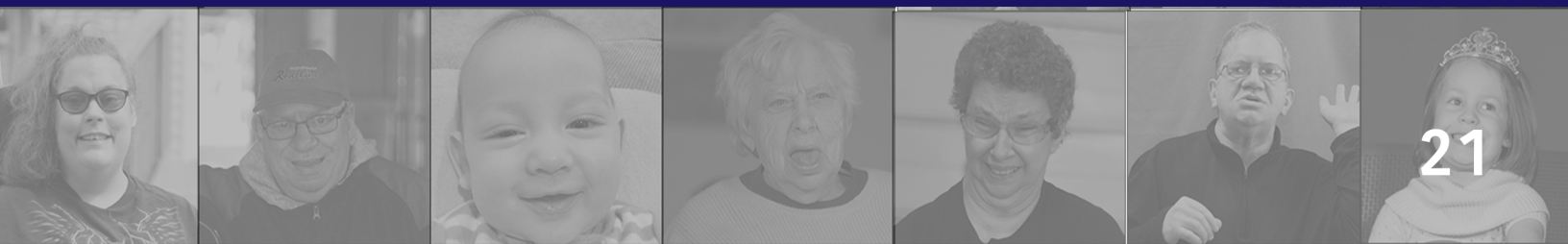
FISCAL AGENT

WESTCON RESPONSIBILITIES

- **Maintain the program funds as directed by the Board. Monies for these program services will be held in an agency fund and are purely custodial in nature. WestCON will disburse these funds only as directed by the Board.**
- **A monthly revenue and expenditure report will be generated for all funds held at WestCON.**
- **Timely payments of invoices sent by the Board. Payments can be made on demand, when needed.**
- **Maintains all applicable W9s, issues 1099s and maintains supporting documentation for audits.**
- **Create and distributes a check run schedule for each calendar year.**
- **Advises Board on fund replenishment.**

COUNTY BOARD RESPONSIBILITIES

- **Provide accurate payable information via the WestCON invoice cover sheet.**
- **Provide invoice cover sheet and invoice to WestCON in accordance with the WestCON check run schedule.**

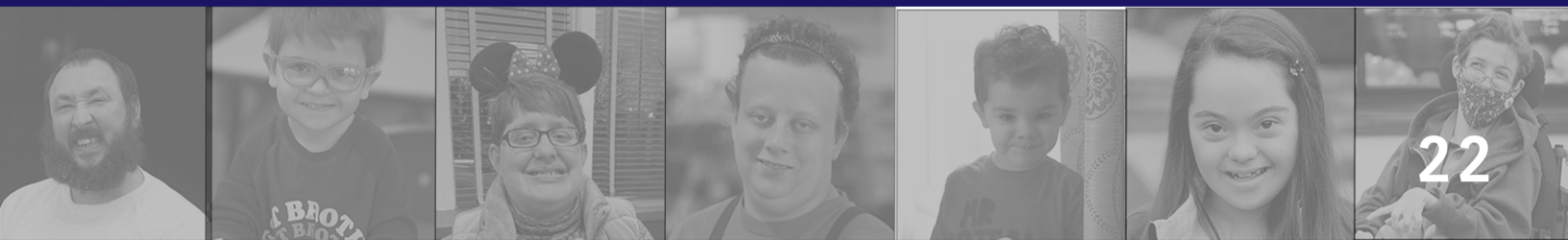




SERVICES OFFERED THROUGH SUBCONTRACTS

OPTIONS INCLUDE:

- **MEORC COG for Accreditation Preparation Reviews.**
- **Miami County Board of Developmental Disabilities for Technology Services.**
- **Strategies for Behavior Management for Behavior Support and Respite Services.**
- **Emerick Consulting for Relationship Building and Leadership Consultation services.**
- **The Academy for Provider Training.**
- **Melissa Rittenhouse to serve as the Technology Expert to aid the Board with Remote Support and Assistive Technology services.**
- **Eagle Consulting for HIPAA Privacy and Security Services.**
- **Enable My Child to provide therapy services.**
- **Dynamic Pathways for Behavior Support and Human Resource Committee services.**
- **Merakey for Dual Diagnosis Treatment Team (DDTT) services.**





SERVICES OFFERED THROUGH SUBCONTRACTS

WESTCON RESPONSIBILITIES

- WestCON shall negotiate services provided, rates and terms and conditions of contracts.
- WestCON shall ensure contracts are in good standing.
- The subcontractor will invoice WestCON for services provided to the member Board. WestCON will then invoice the Board for the services and will administer a 5% administrative fee on all contracted rates.

COUNTY BOARD RESPONSIBILITIES

- The subcontracts may be utilized on an as-needed basis.
- To utilize, the Board shall contact the Executive Director notifying of the need.
- Services shall be coordinated after initial notification.





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