

OPIM D11 Implementation Plan

Phase 1

***this plan is based on implementation on June 3, 2024 and the waitlist provided on April 1,2024**

Estimated start date: June 3, 2024

There are currently 43 consumers on the waitlist for Klamath County: 25 high risk, 13 medium risk and 5 low risk. There are currently 4 consumers on OPI who are high risk.

There are currently 2 on the waitlist for Lake County.

The Klamath County ECM will schedule 3 OPIM intakes per week beginning on Monday June 3, 2024 starting with the identified high risk consumers. Estimated completion date of the waitlist and current OPI high risk is October 31, 2024.

High risk consumers will be completed by August 30, 2024.

Medium and Low risk consumers will be completed by October 31, 2024.

The Lake County ECM will schedule the 2 intakes within the 1st 2 weeks of June 2024 with completion by the end of June 2024.

The ECM will create the case in OAccess, if it has not already been built.

The ECM will determine which route to go for financial eligibility; ONE or Central Office referral.

The ECM will monitor the financial eligibility portion for completeness and will narrate in OAccess when completed to alert the SCM.

Target completion date for phase 1 is October 31, 2024, for Klamath County.

*this date could change due to updated waitlist

Target completion date for Lake County is June 30, 2024.

A referral form has been created for AAA/APD. AAA/APD will utilize the referral form. AAA will send email to the following email box cmcommunicationsdistrict11@dhsosha.state.or.us and APD will send the referral to the following email box: cmcommunicationd11@klcco.org . The APD Case Manager screener of the day will manage the mailbox and email the referral to the appropriate ECM for each County.

*Deadline can be extended if needed due to change in waitlist numbers or Go Live date changing. Additionally, workload may be an issue as the AAA only has 2 case managers and APD only has 1 OPIM case manager.

Phase 2

Estimated start date Lake County: July 1, 2024

Estimated start date Klamath County: October 1, 2024

AAA will contact those consumers on OPI who are due for their annual reassessment to determine if they are interested in OPIM.

AAA will provide APD ECM the updated list of interested OPI consumers by the 15th of each month for the following month so the ECM can schedule intake appointments, (The estimated number of intakes per month would not exceed 12, this can be fluid depending on workload) and depending on capacity.

The ECM will schedule the intake appts and will email the AAA email box to alert of the appointment scheduled. AAA Supervisor will assign the SCM at that time. This will allow the SCM and ECM to coordinate schedules for the intake appointment and will help with the warm handoff from the ECM to the SCM.

Targeted completion date for Phase 2 will be December 30, 2024.

Phase 3

Targeted start date December 31st, 2024.

APD/AAA CM's will present OPIM information during their yearly reassessments and monthly contacts with the current consumers. They will monitor Point Click Care for any changes in care needs and will reach out to the consumer to discuss options. During Community events and Community education, AAA/APD staff will share the brochure information re: the OPIM program.

APD will be prepared to start taking new OPIM referrals and the waitlist will be eliminated.

AAA will utilize the referral form and email to cmcommunicationsdistrict11@dhsosha.state.or.us. The APD Case Manager screener of the day will manage the mailbox and email the referral to the appropriate ECM for each County.

There may be no need for Phase 4 as it is explained in Phase 3 that we will begin taking new referrals for OPIM and will no longer utilize a waitlist.

For questions/issues:

APD/AAA will use the OPIM support email address with questions/issues
OPIM.Support@odhsosha.oregon.gov

APD/AAA will utilize the scheduled Q&A sessions.

Barriers/Issues:

North Klamath-La Pine-waiting for clarification from Brandi Truett/Central Office -to determine how to serve consumers that are at the boundary line of Deschutes County and if Klamath County is able to transfer the funding to the La Pine branch (Deschutes County). We want to comply with NO Wrong Door if the consumer chooses to be represented in the La Pine Branch.

*Workload -AAA has 2 case managers and APD has 1 for OPIM. APD OPIM CM will also carry a small caseload of APD consumers.