

Informational Packet

Release of Benjamin Website and Transition Process Workflow

Helping Individuals Transition to Community Residency

ODP Communication Number: Packet 086-14

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

Audience: Individuals and their families, State-operated Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/ID), ODP Regional Offices, Home and Community-Based Waiver Providers (Providers), Administrative Entities (AEs), and Supports Coordination Organizations (SCOs).

Purpose: To provide information about helping individuals with an intellectual disability who currently reside in state-operated ICFs/ID transition to the community. Two processes are described in this ODP communication:

1. The process for accessing and viewing online summaries accessible from the Provider Information Center (PIC) for providers to read about people interested in moving to the community (See below **Process – Using the Benjamin Website**) and
2. The process for AEs to contact providers who have expressed an interest in serving an individual seeking community residency as well as conducting outreach to providers regarding individuals who chose to transition to the community but for whom no provider has expressed interest in serving. (See below **Process – Transition Activities**)

Background:

As reported in ODP Communication Number 081-14, *Benjamin Settlement Approved - Protecting Freedom of Choice for Individuals in ICFs/ID*, the United States District Court approved an agreement to settle the class-action lawsuit Franklin Benjamin, et al. and Craig Springstead, et. al. v. Department of Public Welfare in September 2014. The settlement agreement (“Benjamin Settlement”) requires that ODP develop a website (“Benjamin Website”) that allows providers to view information about individuals who chose to transition to the community.

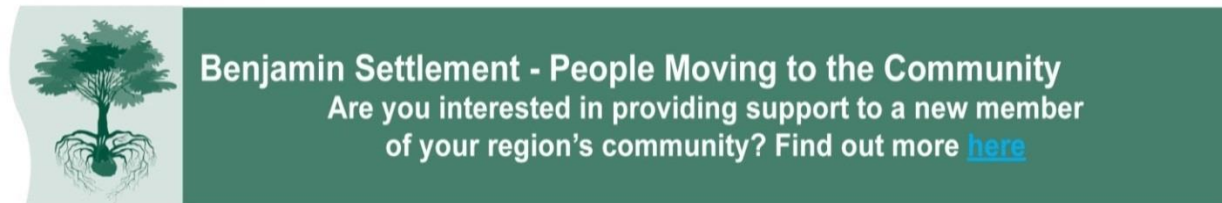
Paragraph #17(a) of the Benjamin Settlement requires DPW to “instruct the AEs to contact a provider that expresses interest in providing community services and supports to a class member on the Planning List within ten (10) business days after the provider expresses interest, to offer any additional information needed, answer any questions, and assist the provider in deciding whether to provide community services to the class member.” Paragraphs #17(b) and (c) contain additional outreach requirements in cases where providers have not expressed interest in serving individuals after extended periods of time.

Process – Using the Benjamin Website

ODP, working in conjunction with individuals’ teams, has developed a One Page Support Summary for each individual who is prioritized to move to the community in Fiscal Year (FY) 2014-2015. These summaries are posted on the [Provider Information Center](#), using a numerical identifier, so that Providers can review and determine if they are willing and able to provide services to any of the individuals. When Providers have determined their interest in providing a service to an individual(s), they will complete an online Interest Response Form and electronically submit the form to the ODP State Center staff member where the individual resides. Providers will receive emailed confirmation of their submitted Interest Response Form. These responses will be collected and forwarded to the appropriate AE who will contact the provider within 10 business days of the provider expressing interest and will send referral(s) to the Provider. Once the Provider has reviewed the referral(s) and determined their ability to provide a service, they will complete a formal response plan. A template will be provided for the formal response plan describing how they propose to provide that service. Individuals’ teams will then have the opportunity to review response plans and begin the process of selecting a provider.

To view the One Page Support Summaries on the PIC:

- Go to the home page of the ODP Provider Information Center (PIC)
<http://pic.odpconsulting.net/>
- Click on the link inside the Benjamin banner to go to the Benjamin Settlement website:



- Log in using the same login username and password that you use to log into any of the ODP Information Centers (PIC, AEIC, SCOIC or SCC).

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To login to this site, use the same User Name and Password that you use to login to the Provider Information Center (PIC).

[Forgot Password](#)

Username

Password

Remember Me
 Log In

[← Back to Benjamin Settlement – People Moving to the Community](#)

- **To find a One Page Support Summary:**
 - Click a region or county in the right column or on the map to get a list of people moving to that area
 - Click on No Location Preference in the right column to find people who have not chosen a specific area to live
 - Click on the Person’s Identifier to read his or her One Page Support Summary
- To be certain you receive the email confirmation of the submitted Interest Response Form, make sure that communitytransition@odpsrv1.tiu11.org is included as one of your safe email senders.
- Uncertain if you have a user name and password for the ODP Information Centers (AEIC, PIC, SCC or SCOIC)? Use the [Forgot Password](#) link on the login page. Enter your email address -- information associated with your email address will appear if you already have a user name and password.
- If you are interested in learning more about supporting the people currently residing in state centers who want to move to the community and you do not have access to the PIC, request a new user account at: <http://profile.odpconsulting.net>.
- For questions regarding support of people who are moving to the community, contact the specific ODP contact person identified for that person.
- For website technical support, contact the ODP Consulting System (OCS) Help Desk at: <http://help.odpconsulting.net/i/> or call the toll free number: 1-855-252-9482/

Providers

- Start at the Provider Information Center (<http://pic.odpconsulting.net>)
- Click on link inside Benjamin Settlement banner to reach the Benjamin home page



Benjamin Settlement - People Moving to the Community

Are you interested in providing support to a new member of your region's community? Find out more [here](#)

- At the Benjamin Settlement home page, select geographic area of interest (complete instructions available on page.) to find One Page Support Summaries for people interested in moving
- Select a *Person's Identifier* to read their One Page Support Summary
- Select *Interest Response Form* from the corresponding line of the Person you are interested in supporting in the community.
- Select *Interest Response Form* from the corresponding line of the Person you are interested in supporting in the community.
 - Complete form
 - Note: please enter the individual's numerical identifier in the section reading **"Individual Identifier - This is the first name and last initial as seen in the One Page Summary"**
 - Submit Form
 - Receive a confirmation notification
 - Print confirmation notification for your records, if desired
- Technical problems? Contact the OCS Help Desk
 - Web: <http://help.odpconsulting.net/i/>
 - Telephone: 1-855-252-9482 (Monday – Friday during normal business hours)

ODP Contact

- Receive emailed request for more information from Providers
- Choose *Forward* from email options
- Complete the section titled "For State Center Use" by entering the following information:
 - Date Received (this date begins the ten-day timeframe for AEs to contact the interested Provider)
 - Applicable AE
 - Date Forwarded to AE and Regional Office
- Forward the form with the newly added information to appropriate AE and Regional Office
- Print email for records, if desired

Administrative Entity

- Receive emailed form with notations from ODP Contact
- Print email
- Save email for records
- AE must contact the Provider within ten (10) business days after the Provider expresses interest
- Complete the section titled "For AE Use" by entering the following information as it becomes available:
 - Date received

- Date referral sent to Provider
- Date response plan received from Provider
- Date response plan forwarded to State Center and Regional Office

Process – Transition Activities

Event	Actions Triggered By Event
<p>1. The PIC posts a new one-page summary within two business days of receipt. On the posting day, the PIC sends an email to the Settlement Monitor advising her of the posting with the person’s name and date.</p>	<ul style="list-style-type: none"> • The Settlement Monitor records the website posting date in the <i>Benjamin Settlement Tracking Tool</i>. • On Monday of each week, the Settlement Monitor sends a list of new postings to the Benjamin AE Contacts and the Regional Leads. • The AEs will contact area providers and encourage the providers to review the summaries for potential interest. If the individual has requested to live somewhere outside of the AE’s coverage area, the AE where the individual is registered will notify the AE responsible for covering the desired area; that AE will identify potential providers and the AE of registration will contact those providers.
<p>2. Provider expresses interest in serving an individual by submitting a Provider Interest Form via the Benjamin Website.</p>	<ul style="list-style-type: none"> • The State Center Lead receives the form, scans it, and sends it to the Settlement Monitor. • The Settlement Monitor: <ul style="list-style-type: none"> ○ Records the provider interest date in the <i>Benjamin Settlement Tracking Tool</i>. ○ Sends a standardized email to the interested provider acknowledging receipt of the Provider Interest Form and explaining that they will be contacted within ten business days by the AE where the individual is registered to offer any additional information needed, answer questions, and assist the provider in deciding whether to serve the individual. The Regional Lead and applicable AE contact will be copied on the email. ○ Sends a separate email with the scanned provider interest form to the Benjamin AE Contact at the AE in the county where the individual is registered. If the individual has expressed a desire to live in a county other than the AE where the individual is registered, the AE of registration will forward the email to the Benjamin AE Contact in the AE where the individual wishes to live to notify them of the pending transition action and to provide the State Center Lead’s contact information. • The applicable AE contacts the interested provider within ten business days of the receipt of the Provider Interest Form, refers the provider to the State Center Lead, and notifies the Settlement Monitor and the Regional Lead that contact has been made. • The Settlement Monitor records the provider contact date in the <i>Benjamin Settlement Tracking Tool</i>.
<p>3. An individual’s one-page summary has been posted for 30 days, but no provider has expressed interest in serving the individual.</p>	<ul style="list-style-type: none"> • The Settlement Monitor contacts the State Center Lead to determine whether the one-page summary is still accurate (to ensure that there have been no significant changes in the individual’s needs). • The Settlement Monitor notifies the appropriate Regional Lead(s) that the 45-day deadline for provider outreach will occur in 15

Event	Actions Triggered By Event
	<p>days.</p> <ul style="list-style-type: none"> • The Regional Lead contacts the appropriate AE to discuss providers who may be able to meet the individuals' needs based on the AE's and Regional Lead's knowledge of providers typically able to meet those needs. The identified providers should be providers other than those the AE contacted in "Event 1." • The AE contacts the potential providers identified in conjunction with the Regional Leads and encourages them to: <ul style="list-style-type: none"> ○ View the individual's one-page summary to determine if the provider is interested in serving the individual, and ○ Consider what the provider would need to be able to serve the individual.
<p>4. An individual's one-page summary has been posted for 45 days, but no provider has expressed interest in serving the individual.</p>	<ul style="list-style-type: none"> • The Settlement Monitor notifies the appropriate Regional Lead(s) that 45 days have elapsed. • The Regional Lead notifies that appropriate AE that the 45 days have elapsed. • The AE takes the following actions: <ul style="list-style-type: none"> ○ Contacts the providers who were previously contacted at the 30-day mark to ask what the provider would potentially need to support the individual. Providers should be encouraged to be candid in their responses. ○ Documents which providers were called and their answers relating to what would be needed to serve the individual. ○ Notifies the Regional Lead of provider contacts and provides the documentation of providers' responses. • The Regional Lead transmits the above information to the Settlement Monitor. • The Settlement Monitor records the status in the <i>Benjamin Settlement Tracking Tool</i>.
<p>5. An individual's one-page summary has been posted for 90 days, but no provider has been selected to provide services.</p>	<ul style="list-style-type: none"> • The Settlement Monitor contacts the State Center Lead to determine whether the one-page summary is still accurate (to ensure that there have been no significant changes in the individual's needs). • The Settlement Monitor notifies the appropriate Regional Lead(s) that 90 days have elapsed. • The Regional Lead notifies that appropriate AE that 90 days have elapsed. • The AE takes the following actions: <ul style="list-style-type: none"> ○ Contacts the providers that were contacted at the 45-day mark to inquire why they declined to serve the individual, and what if any assistance above and beyond what the provider previously reported would permit the provider to serve the individual. ○ Notifies the Regional Lead of provider contacts and provides the documentation of providers' responses. • The Regional Lead transmits the provider contact information to the Settlement Monitor. • The Settlement Monitor records the status in the <i>Benjamin</i>

Event	Actions Triggered By Event
	<i>Settlement Tracking Tool.</i>

Contact Information

Settlement Compliance Officers – ODP Central Office

Ronald Melusky
717.783.5661
remelusky@pa.gov

Marlinda Smith
412.565.7552
marlsmith@pa.gov

Settlement Monitor

Mary Ellyn Fogarty
570.443.4316
mfogarty@pa.gov

State Center Benjamin Leads

Center	Name	Telephone	Email
Ebensburg	Pat Boland	814.472.7350	pboland@pa.gov
Hamburg	Ann Andracchio	610.562.6080	aandracchi@pa.gov
Polk	Jill Phillips	814.432.0448	jiphillips@pa.gov
Selinsgrove	Krystal Knepp	570.372.5874	krknepp@pa.gov
White Haven	Valerie Capozzelli	570.443.4253	vcapozzell@pa.gov

ODP Regional Benjamin Leads

Region	Name	Telephone	Email
Central	Denise Sloand	717.772.6493	dsloand@pa.gov
Northeast	Tim Little	570.963.3032	timlittle@pa.gov
Southeast	Katherine Alston	215.560.2244	kalston@pa.gov
Western	Laura Lutton	412.565.5129	lalutton@pa.gov

AE Benjamin Leads

AE	Name	Telephone	Email
Allegheny	Anne Marie Quealy	412.253.1397	AnneMarie.Quealy@Alleghenycounty.us
Armstrong / Indiana	Shari Montgomery	724.548.3451	smontgomery@aimhmr.net
Beaver	Carole Yuhasz	724.847.6225	cyuhasz@bcbh.org
Bedford/Somerset	Sandra Benko-Presnell	814.443.4891	SANDRABP@BESMHMR.DST.PA.US
Berks	Lois Gehrher	610.236.4805	lgeherer@sam-inc.org

AE	Name	Telephone	Email
Blair	Helen Terza	814.949.2912	HTERZA@SASMG.ORG
Bradford / Sullivan	Mayme Carter	570.265.1760	carterm@bradfordco.org
Bucks	Mary Dunn	215.348.6000	mrdunn@co.bucks.pa.us
Butler	Amy E. Badger-Witenski	724.284.5114	ABadger@co.butler.pa.us
Cambria	Maryann Arone	814.534.2600	MARONE@CO.CAMBRIA.PA.US
Cameron / Elk	Mary Haskins	814.772.8016 X 178	mhaskins@cemhmr.com
Carbon / Monroe / Pike	Jim Furiosi	570.420.1900 X 3434	ifuriosi@cmpmhds.com
Centre	Deb Tate	814.355.6782	DLTATE@CO.CENTRE.PA.US
Chester	Bridget Thrash	610.344.6265	bthrash@chesco.org
Clarion	Barb Cherico	814.226.1080 X 533	bcherico@clarioncountydhs.org
Clearfield / Jefferson	Sue Hartzfeld	814.371.5100 X 331	shartzfeld@ccc-j.com
Columbia / Snyder / Montour / Union	Cindy Hose	570.275.5422	CHOSE@CMSU.ORG
Crawford	Valerie King	814.373.2620	vking@co.crawford.pa.us
Cumberland / Perry	Sue Carbaugh	717.240.6375	SCARBAUGH@CCPA.NET
Dauphin	Shirley Keith-Knox	717.780.7050	SKNOX@DAUPHINC.ORG
Delaware	Nancy Lowry	610.713.2330	LowryN@delcohsa.org
Erie	Pat Tobey	814.451.6806	ptobey@eriecountygov.org
Fayette	Lynn Orawiec	724.430.1371	lynnorawiec@fcbha.org
Forest / Warren	Ronna Swartz	814.726.2100 X 8424	swartzr@wc-hs.org
Franklin / Fulton	Jane Cline	717.264.5387	JCLINE@CO.FRANKLIN.PA.US
Greene	Deneen Chulick	724.852.5276	dechulick@co.greene.pa.us
Huntingdon / Mifflin / Juniata	Michele Kauffman	717.242.6467	MKAUFFMAN@JVBDS.ORG
Lackawanna / Susquehanna	Alex Groysman	570.346.5741	groysmana@lsbhidei.org
Lancaster	Larry George	717.399.7355	GEORGEL@CO.LANCASTER.PA.US
Lawrence	Denise Zona	724.658.4329	dzona@co.lawrence.pa.us
Lebanon	Chris Heibel	717.274.3415	CHEIBEL@LEBCNTY.ORG
Lehigh	Michael Paulik	610.782.3843	MichaelPaulik@lehighcounty.org
Luzerne	Stacy Brown	570.831.7283	sbrown@mhdslw.org
Lycoming / Clinton	Sharon Gildea-Wilson	570.326.7895	SWILSON@JOINDER.ORG
McKean	Linda Gault	814.887.3475	imgault@mckeancountypa.org
Mercer	Michelle Anthony	724.662.6715	manthony@mcc.co.mercer.pa.us
Montgomery	Joanna Muth	610.278.3642	Jmuth@montcopa.org
Northampton	Wendy Novak	610.829.4748	wnovak@northamptoncounty.org
Northumberland	Tara Avellino	570.495.2002	Tara.avellino@norrycopa.net

AE	Name	Telephone	Email
Philadelphia	Todd Handler	215.685.5900	Todd.Handler@phila.gov
Potter	Kenneth Hoffman	814.544.7315	khoffman@pottercountyhumansvcs.org
Schuylkill	Ed Noonan	570.573.6621	enoonan@sam-inc.org
Tioga	Marcia Reese	570.724.84.25	mreese@tiogahsa.org
Venango	Verna Martin	814.432.9796	VMartin@co.venango.pa.us
Washington	Tom Jones	724.228.6892	JonesT@co.washington.pa.us
Wayne	Cynthia Matthews	570.253.9200	CMatthews@co.wayne.pa.us
Westmoreland	Chris Parker	724.830.3621	parker@westmoreland.swsix.com
York / Adams	Liz Vaught	717.771.9618	LSVAUGHT@YORK-COUNTY.ORG