

Getting to Know the Division of Senior and Disabilities Services

To promote health, well being, and safety for individuals with disabilities, seniors, and vulnerable adults by facilitating access to quality services and supports that foster independence, personal choice, and dignity.

AADD Fall Face-To-Face Meeting
October 18, 2023

Why Do You Work At SDS?

A word cloud visualization showing the reasons people work at SDS. The words are arranged in a roughly circular pattern, with the most prominent words in the center and smaller words towards the edges. The colors of the words vary, including shades of blue, purple, green, and pink.

relationships
safe
making
stay
challenging
service
lived
people
opportunities
friend
serve
family
child
impact
brother
experience
supportive
elders
helping
difference
mission
parents
assist
meaningful
passion

What's *one thing* you'd like to see improved at SDS?

A word cloud of responses to the question 'What's one thing you'd like to see improved at SDS?'. The words are arranged in a roughly circular pattern with varying sizes and colors. The largest words are 'person-centeredness', 'communication', 'simplify', 'innovation', and 'technology'. Other words include 'efficiency', 'flexibility', 'empathy', 'backlogs', 'interaction', 'cost-effectiveness', 'tribal', 'training', 'collaboration', 'social', 'funding', and 'non-waiver'.

person-centeredness
communication
simplify
innovation
technology
efficiency
flexibility
empathy
backlogs
interaction
cost-effectiveness
tribal
training
collaboration
social
funding
non-waiver



STRATEGIC PLAN

FISCAL YEARS 2024 - 2027



ALASKA DEPARTMENT OF HEALTH, DIVISION OF
SENIOR AND DISABILITIES SERVICES

1

SENIOR AND DISABILITIES SERVICES UNITS

Senior and Disabilities Services (SDS) works to support Alaskans with their long-term service and support needs. SDS administers five Home and Community Based Medicaid Waivers, Personal Care Services, and Community First Choice Services. The Division offers a variety of grant programs that support locally provided services ranging from infant learning to senior living. SDS provides a centralized reporting and response services for incidents involving vulnerable adults, aids those in financial distress and in need of assisted living services and manages a long-term care program for people who need admission to nursing homes. All these services are supported and improved by the work of staff dedicated to effective administration, policy changes, research and analysis, and quality assurance. Here is a summary of the units and the work of SDS:

Adult Protective Services helps to prevent or stop harm from occurring to vulnerable adults.

The Assessment Unit is responsible for the assessment and level of care determinations for the Alaskans Living Independently Waiver, the Adults with Physical and Developmental Disabilities Waiver, Community First Choice and Personal Care Services.

The Review Unit is responsible for the regulatory review and authorization of services for the following programs: Alaskans Living Independently and Adults with Physical and Developmental Disabilities Waiver Programs, Personal Care Services Programs, and Community First Choice.

The Central Application Processing Unit processes initial access requests and applications for the following programs: Personal Care Services, Community First Choice, Alaskans Living Independently, Adults with Physical and Developmental Disabilities, and Children with Complex Medical Conditions.

The Central Intake Unit receives all centralized reports and routes them to the appropriate entity for follow up. This includes reports of harm for Adult Protective Services, critical incidents reports or provider complaints for SDS Quality Assurance and any Assisted Living Home licensing reports that are routed to Residential Licensing.

The Early Intervention/Infant Learning Program is a statewide system of professionals dedicated to serving all Alaskan families with children who are at risk for or experience developmental delay. This program serves qualified children aged 3 and under.

The General Relief Assisted Living Home Program provides temporary financial assistance for assisted living home placement to eligible adults who require the protective oversight of an assisted living home. General Relief services include supportive and protective services in the activities of daily living and in the instrumental activities of daily living but does not include nursing or medical care. The financial assistance provided by the General Relief program includes a financial contribution by the participant towards the care provided based on the participant's countable income.

Grant Services The Division makes grants available to nonprofit, tribal, local government, and other organizational partners across Alaska. The partners use the funds to provide vital community-based supportive services to individuals experiencing developmental and other disabilities, Alzheimer's disease and related disorders, families caregivers of seniors aged 60 and over, grandparents raising grandchildren aged 55 or over, seniors aged 60 and over, and/or frail or disabled seniors who need assistance in the home.

The Intellectual & Developmental Disabilities Unit oversees the following: Developmental Disabilities (DD) eligibility program; DD Registry (also known as the "Waitlist"); Individualized Supports Waiver; Intellectual and Developmental Disabilities Waiver.

The Medicare Information Office is funded through three programs provided through the federal Administration for Community Living. State Health Insurance Assistance Programs, Senior Medicare Patrol, and Medicare Improvement for Patients & Providers Act providing education, outreach, and support to Medicare beneficiaries.

The Nursing Unit is responsible for the oversight and management of the following processes: Children with Complex Medical Conditions waiver program assessments and support plan review, facility assessments, and long-term care or nursing home authorization and pre-admission screening and resident review.

The Policy & Program Development Unit facilitates the development, coordination and dissemination of policy and business procedures that guide the provision of quality and cost effective long-term services and supports to eligible seniors and individuals who experience disabilities.

The Project Management Unit is responsible for planning, developing, coordinating, and facilitating all phases and activities to implement Medicaid funded projects in support of the Division's mission in close collaboration with the Department and the Centers for Medicare and Medicaid Services (CMS). Unit staff specialize in project management and program support ensuring all projects remain within their defined scope, schedule and budget while achieving and maintaining the desired and required outcomes of each project.

The Provider Certification & Compliance Unit serves the function of ensuring that providers of all services are qualified and follow all relevant policies and regulations. To ensure the delivery of quality services, the Provider Certification & Compliance Unit provides technical assistance through the certification process, desk or on-site review process, and during complaint investigation procedures.

The Quality Assurance Unit works to ensure the health and welfare of recipients through the monitoring and oversight of services to participants and their families. Unit staff prior authorize services, oversee critical incident reporting, review mortalities, conduct complaint investigations, participate in mediations, and monitor and report on data.

The Research & Analysis Unit provides information and research to state and national stakeholders including representatives of the Division of Senior and Disabilities Services and the Department of Health. The unit specializes in business process development and diagramming, data maintenance, statistical analysis, report writing and publishing, account management for Harmony (division's database) and training associated with the use of SDS data systems and processes.

The Training Unit works to provide training to over 1,000 service providers, service recipients and families as well as internal division staff.

The Administrative Services Team provides support and assistance to the Department and Division with budgeting, grant, contractual, and procurement oversight, personnel and human resources, payroll, operational needs, and a variety of other services to ensure all the Division's units can perform their work efficiently and effectively.

SDS 2024 – 2027 Strategic Plan PRIORITIES

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QUALITY IMPROVEMENT

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QUALITY IMPROVEMENT



SERVICE DELIVERY

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QUALITY IMPROVEMENT



SERVICE DELIVERY



ENHANCING PARTNERSHIPS

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QUALITY IMPROVEMENT



SERVICE DELIVERY



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TECH INNOVATION

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QUALITY IMPROVEMENT



SERVICE DELIVERY



ENHANCING PARTNERSHIPS



TECH INNOVATION



COMMUNICATIONS

SDS 2024 – 2027 Strategic Plan PRIORITIES



QUALITY IMPROVEMENT



SERVICE DELIVERY



ENHANCING PARTNERSHIPS



TECH INNOVATION



COMMUNICATIONS



INTERNAL IMPROVEMENT

