



**Department of  
Developmental  
Disabilities**

# OTS TRAINING

Outcome Tracking System

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Systems and Data Analyst



# Outcome Tracking System

[Outcome Tracking System Data Website](#)

# POLLS

- [Pollev.com/strategicplanning928](https://Pollev.com/strategicplanning928)
  - Text strategicplanning928 to 22333
1. What type of Provider are you?
  2. Are you new to OTS?
  3. Do you have access to OTS?

# Goals

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# BUGs

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- Assigning Records (County Boards) – not leaving Assignment Queue
- Assigning Records (ICFs) – providers not available to choose in the provider connection
- Email Notifications
- Date of Death
  - OITMS → CRM-IDS → OTS

# We want to hear from you!

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- If you are having any issues within the OTS application, please reach out to us!
- Please let [Lindsay.Terry-Stine@dodd.ohio.gov](mailto:Lindsay.Terry-Stine@dodd.ohio.gov) or your [Regional Community Life Engagement Project manager](#) know of any issues you may be experiencing, so we can address them quickly.

# OUTCOME TRACKING SYSTEM TRAINING

# BACKGROUND/OVERVIEW

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- OTS captures how people are spending their days
  - Does not focus on individual outcomes identified within a person's plan
  - Focuses on the larger systems outcomes that are happening with services
  - Allows DODD to align policies, procedures, and legislation that will improve how people live, work, and play in their communities



# IMPORTANCE OF DATA

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- Data is facts or information collected for a purpose and used to calculate, analyze, understand, or plan something.
- Most powerful tool for agencies!
  - Informs, engages, and creates opportunities!
- Leads to increased understanding and identifies trends and patterns
- Essential for policy planning
- Decreases risk and results in consistent improvement
- Allows us to measure progress
- We are collecting just a snapshot of data, but this is the person's life. Quality of life matters.

# OTS ROLES

Admin Role



County Board Role



Provider Role



Intermediate Care Facility (ICF) Role

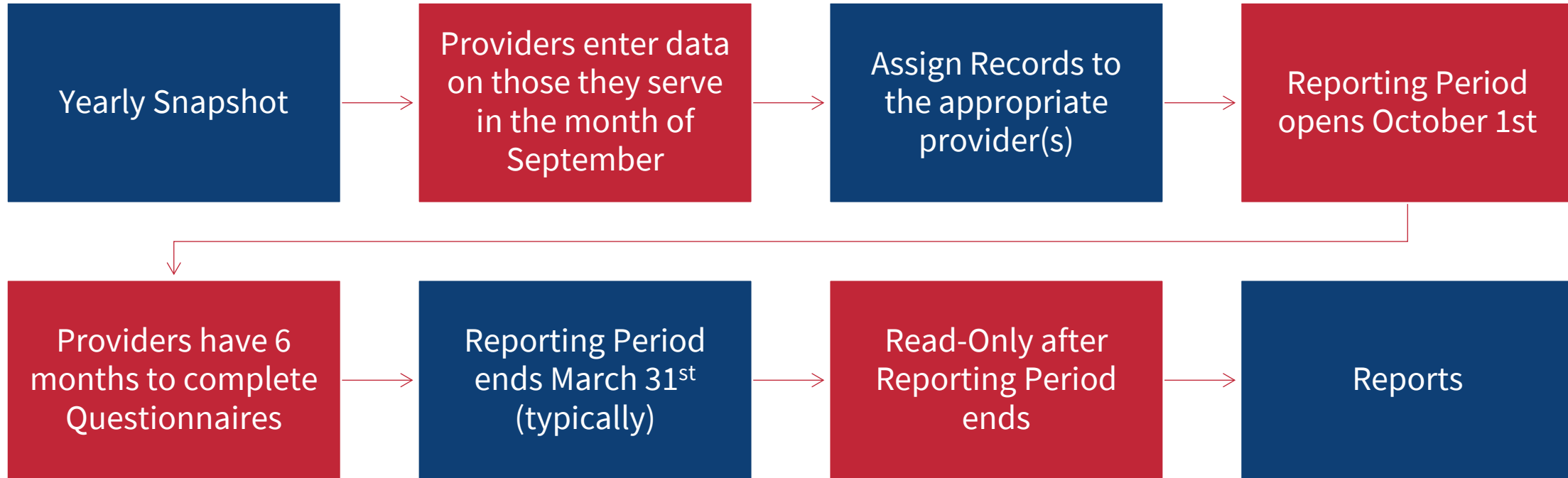


# SECURITY ACCESS

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- Must have an account established with OH|ID
- Requesting access as a CEO or for some CB roles
  - Update my Account Access
- Requesting access as an employee
  - Universal Contract Association
- CEO or Delegator approves employees' access
  - Manage Contract Associates
- [Login User Guide](#)

# REPORTING PERIOD



**\*\*Note: ADS Pilot Providers must have their Questionnaires (for those people with an ADS claim) completed by 1/31/2025 for Reporting Period 2024. \*\***

# 15-DAY PULL CRITERION



# HOW DATA IS PULLED INTO OTS FOR PROVIDERS

## Criteria 1:

- Billed (and claim is processed) for one of the following services in the last 12 months
- Services include:
  - Adult Day Supports
  - Ohio Department of Aging Supports
  - Vocational Habilitation
  - Group Employment Supports
  - Individual Employment Supports
  - Career Planning Services

# HOW DATA IS PULLED INTO OTS FOR COUNTY BOARDS

Individuals are active in CRM-IDS (no termination date, no date of death)

Billed for services (Criteria 1) – if still in the business of providing services

Services marked in CRM-IDS (Criteria 2)

Services include:

- Adult Day Supports (Community or Facility)
- Ohio Department of Aging (Community or Facility)
- Vocational Habilitation (Community or Facility)
- Group Employment Supports
- Individual Employment Supports
- Career Planning
- Competitive Employment

Place on the Path to Community Employment

# HOW DATA IS PULLED INTO OTS FOR ICF/DC

Criteria 3

All individuals flagged as residing in the facility

- 18 years of age or older

Place on the Path to Community Employment



# HOW DATA IS PULLED IN FROM OHIOISP

## Paid Supports

- IO Waiver
- Level One Waiver
- SELF Waiver
- ICF
- Local Funds
- Local Funds – Contracted with Ohio Department of Aging
- Other

## Provider Services

- Adult Day Support
- Vocational Habilitation
- Individual Employment Supports
- Group Employment Supports
- Career Planning
- Career Planning – Worksite Accessibility
- Career Planning – Assistive Technology Assessment
- Career Planning – Benefits Education and Analysis

# PLACE ON THE PATH TO COMMUNITY EMPLOYMENT

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- Each individual of working age in Ohio is required by the EF Rule to participate in a person-centered planning process
- During this process, individuals are required to identify their place on the path to community employment (PPCE)
- There are 4 Places on the Path:
  - Place 1 – I have a job but would like a better one or to move up.
  - Place 2 – I want a job! I need help to find one.
  - Place 3 – I'm not sure about work. I need help to learn more.
  - Place 4 – I don't think I want to work, but I may not know enough about it.
- County Boards enter the PPCE in CRM-IDS in the Services and Supports Section
- ICFs enter the PPCE in the Portal
- PPCE will be pulled into the OTS 15 days prior to the Reporting Period

# IMPORTANCE OF EMPLOYMENT

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- Employment is a path to opportunity
  - Connections
  - Relationships
  - Equity
  - Economic Opportunity
- Employment is the **preferred outcome**
- Become more financially self-sufficient, build assets, lead more independent lives
- Benefits
- Why do you think employment is important?

# OTS AND THE OHIOISP

## Local Funds

- Pulled in from Services/Supports in CRM-IDS to both OTS and OhioISP

## PPCE

- Source of truth is CRM-IDS
- Data entered in CRM-IDS pulls into both OTS and the OhioISP

## Competitive Employment

- Check box in CRM-IDS pulls into OTS
- Employment section in OhioISP

## Services and Supports

- Pulls in locally funded and Competitively Employed into OTS
- Adult Day and Employment services in OhioISP will pull into OTS

# DASHBOARDS

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- Stats
  - Total Questionnaires (Yellow Circle)
  - In Progress (Blue Circle)
  - Not Started (Red Circle)
  - Completed (Green Circle)
  - Unassigned (Purple Circle) – CBs and ICFs only
- System messages
- Assignment Queue (CBs and ICFs)
- Questionnaire Queue
- PPCE will show based upon the 15-day pull
  - Not editable through OTS
- Advanced Search
- Reports

# ASSIGNMENT QUEUE

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- Functionality for County Boards and ICFs
- Ability to assign the appropriate provider(s) a record
- Ability to self-assign as a County Board
  - Competitive Employment – no supports
  - Provided services with local funds
- Ability to self-assign as an ICF
- ICFs can only assign people residing in their facility

# QUESTIONNAIRE QUEUE

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- Questionnaires that you are responsible for entering data
  - Billed an Adult Day and/or Employment Service
  - Assigned by a County Board or ICF
- Search Functionality
- Ability to begin the Questionnaire, save, and return later
- Master Record for each person
  - Can Print master record (ctrl + p)

# ADVANCED SEARCH

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- Ability to search within current or previous Reporting Periods
- Ability to search only for those people in your Reporting County or those that have been assigned to you
- Ability to assign from this section (if CB or ICF)
- Can search on one or multiple variables
- Ability to export results



# REPORTS

## Performance Report

- County Board only
- Allows the County Board to monitor progress of data entry for those providers within their county

## Master Report

- Available for all OTS users after the Reporting Period ends
- Provides data specific to your agency/facility/county
- Based upon your OTS role

# OTS QUESTIONS

1. Is the agency supporting this person participating in the ADS Quality Pilot Program?

2. Is person in a Competitive Job?

3. Are you supporting this individual in a Group Integrated Job?

4. Is the person in Facility-Based Work?

5. Is the person in Self-Employment?

6. Are you providing the person Facility-Based Non-Work Services?

7. Are you providing the person Community-Based Non-Work Services?

# INDIVIDUAL COMPETITIVE JOB DEFINITION

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All the following must be met:

The work is performed on a full-time or part-time basis

The person is compensated at least minimum wage, is not less than customary rate paid by the employer for the same or similar work performed by other employees who do not have a disability

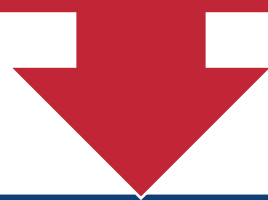
The person is eligible for the level of benefits provided to other full or part-time employees

The job occurs at a location where the person interacts with persons without disabilities to the same extent possible who are not receiving home and community-based services

\*This does not occur in a provider-owned business

# GROUP INTEGRATED JOB DEFINITION

This includes people who work as a team, generally at a single worksite of a host community business or industry, with initial training, supervision, and ongoing support provided by on-site staff.



## Types:

Enclaves

Mobile Work Crew

Provider Owned Business

# GROUP INTEGRATED JOB – ENCLAVE

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Dispersed enclaves in which people work in a self-contained unit within a company or service site in the community or perform multiple jobs in the company but are not integrated with non-disabled employees of the company.

# GROUP INTEGRATED JOB – MOBILE WORK CREW

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Mobile Work Crews are comprised solely of people operating as distinct units and/or self-contained business working in several locations within the community.

# GROUP INTEGRATED JOB – PROVIDER OWNED BUSINESS

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- This includes people who work individually or as a team at a single community business or industry where the Medicaid Home and Community-Based waiver provider or ICF/DC is also the employer
- The employer issues the paycheck to the person and provides services
- What examples do you have?

# FACILITY-BASED WORK DEFINITION

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- This includes all employment services that occur in a setting where the majority of employees have a disability
- This does not occur on the grounds of an ICF/DC
- These activities occur in settings where continuous job-related supports and supervision are provided to all workers with disabilities
- Examples include:
  - Sheltered workshops
  - Work activity centers
  - Extended Employment programs



# SELF EMPLOYMENT DEFINITION

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People who operate their own business with or without supports

# FACILITY-BASED NON-WORK DEFINITION

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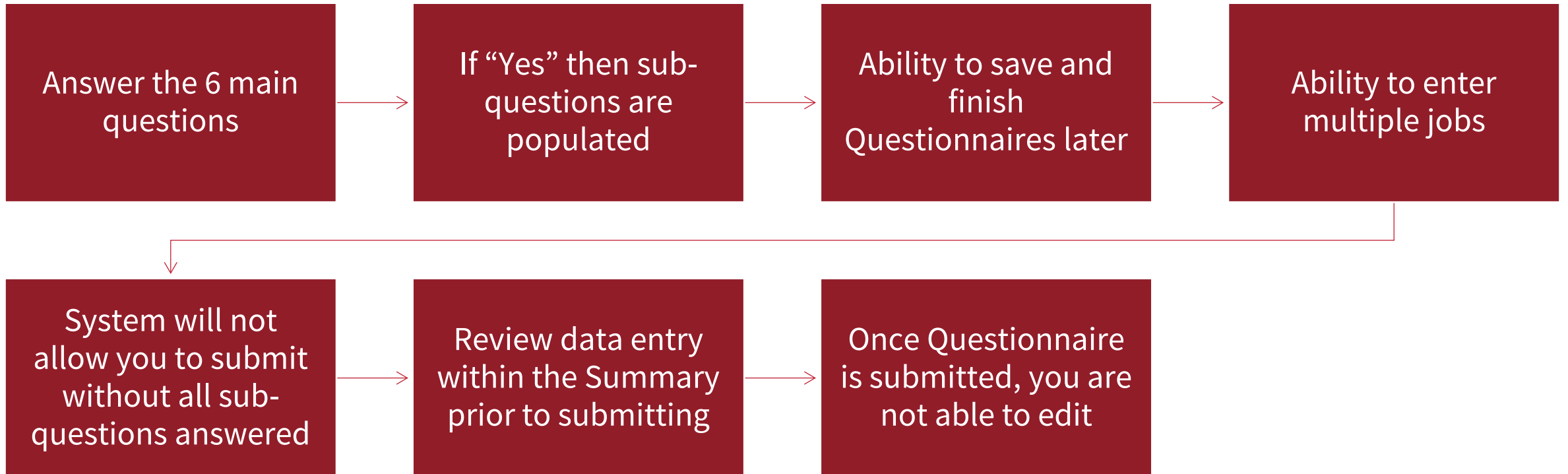
- This includes all services that are in a setting where the majority of participants have a disability
- This does not occur on the grounds of an ICF/DC
- These services do not include paid employment of the participant

# COMMUNITY-BASED NON-WORK DEFINITION

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- This includes all services that are focused on supporting people with disabilities to access community activities in settings where most people do not have disabilities
- It does not include paid employment

# ENTERING DATA FOR THE FIRST TIME



# ASSIGNING QUESTIONNAIRES

- County Board users or ICF/DC users
- Ability to export Assignment Queue
- If an ICF is a dual provider (provides waiver services), will only be able to assign those records for those residing in their facility
- On Assignment Queue, a square checkbox will be left to the person's record
- Select checkbox
- A pop-up button that says "Assign Provider" will become visible at the top, right of the dashboard
- User will then type in provider(s) to be assigned
- Click save
- Real-time assignment

# PRE-POPULATION FROM PREVIOUS REPORTING PERIOD

If answer “Yes” to the main questions, and indicated “Yes” in previous Reporting Period, data will automatically pre-populate

Crucial that you review and update the pre-populated answers

# PRE-POPULATION FROM PREVIOUS REPORTING PERIOD

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- Ability to choose entries from the previous Reporting Period for a person that has been assigned to you for the first time, where another provider entered data in the previous Reporting Period
- If select “Yes” to one of the main questions, it displays the ability to choose a previous entry
- This entry’s data will be pre-populated automatically
- Crucial that you review and update the pre-populated answers

# IMPORTANT REMINDERS

Ensure you are reviewing the pre-population answers and update as needed

Updated Minimum Wage

Competitive Employment criteria

Who is responsible for entering the information

Average Wages per **hour**

Average Hours per **week**



# ADMINISTRATIVE RULE

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- Participation in the Outcome Tracking System is a requirement in the Employment First Rule 5123:2-2-05
- “Providers of employment services shall collect and submit to the department individual-specific data regarding employment services and employment outcomes including but not limited to, type of services provided, how individuals obtained employment, hours worked, wages earned, and occupations. The data shall be submitted through a web-based data collection system developed and maintained by the department”

# OFFICE OF COMPLIANCE

A report will be given to Compliance at the end of each Reporting Period



List of Non-Compliant providers  
(for the required questions)

# OTS DATA WEBSITE

- Available to the public
- Does not require access to the DODD portal, nor do you need an OH|ID Account
- <https://ots.ohioemploymentfirst.org/>
- Shows statewide aggregated data:

## Employment

- PPCE
- Job Type
- Average wages per hour
- Average hours per week
- Benefits
- Transportation

## Community-Based Non-Work Services

- Average hours per week

## Facility-Based Non-Work

- Average hours per week

# OTS MONTHLY Q&A MEETINGS

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- Virtual monthly meetings
- Discuss any questions that you may have about the OTS application, the process, or the data
- Last Wednesday of the month from 3pm to 4pm
- No registration is needed
- [Join Microsoft Teams Meeting](#)
- [+1 614-721-2972](#)
- Conference ID: 945 757 082#

# OTS OFFICE HOURS

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Virtual 30-minute 1:1 meetings

Discuss any questions that you may have about the OTS application, process, or data

Registration is needed

Book a 30-minute session [here](#)

# Resources

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- [OTS Data Website](#)
- [1:1 Office Hours](#)
- [Monthly Q&A](#)
- [Community Life Engagement Project Managers](#)

# QUESTIONS?

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[DODD.OHIO.GOV](http://DODD.OHIO.GOV)



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