State of Connecticut
Department of Developmental Services

Dannel P. Malloy
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Operations Center Memo 2018-17

TO: Purchase of Services Contracted Private Providers

FROM: Scott McWilliams, Chief of Fiscal/Administrative Services

CC: Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Regional Directors, Assistant Regional Directors, Resource Administrators, CT Community Nonprofit Alliance, The Arc of CT

DATE: May 25, 2018

SUBJECT: WebResDay Attendance Reporting Limit

The Department of Developmental Services (DDS) has conducted a review of elements of the WebResDay Attendance Reporting Program and is now prepared to implement changes that will assist DDS and providers in monitoring the utilization of supports for individuals in your programs.

As you know:

- WebResDay is an on-line reporting program for the utilization of supports.
- The program is directly linked to IP6-Web, an internal DDS system that creates provider authorizations for individuals' supports.
- There is currently no limit on the number of units that can be entered into WebResDay.
- Currently, DDS spends considerable time comparing individuals' authorizations with the number of units entered into WebResDay.
- Each year, providers have had to reimburse DDS for cases in which the reported utilization was greater than the maximum total number of units authorized.

As of May 25, 2018, DDS will implement a mechanism that will limit the number of reportable units in WebResDay to the maximum number of units identified on each individual's authorization. The mechanism will be phased in over a number of months. The first phase of the implementation will limit the number of units for those individuals with a single authorization. Limits for individuals with multiple authorizations will be implemented at a later date.

We would recommend that you take the following steps to ensure success:

- Prior to entering the attendance records for the month of May into WebResDay, have one of your staff review the last pay report to determine which authorizations are identified as being over the maximum allowable units.
- Call your Resource Specialist if the authorization requires additional units or resolution by the region.
- For the month of June, DDS is requesting that your agency input and sign-off on WebResDay attendance as close to the 1st of the month as possible. This will allow your agency and DDS staff to acknowledge and resolve any issues before the 10th of the month.

You may notice the following changes when entering attendance records for the month of May:

- Inputting attendance for those individuals that are at or below their maximum authorized units will remain the same.
- When the program identifies an individual over their maximum authorized units, a warning sign will appear at the top of the page (see sample below) and the page will not be able to be saved until the authorization has been changed or the attendance has been corrected.
- If an individual is identified as over their maximum allowable units, note the name of the individual(s) and move on to the next page in order to sign off on attendance records for other individuals.