Performance-Based Contracting for Residential Services Provider Preparedness Summit 2

June 10, 2024

Performance Area - Workforce

Development of DSP Credentialing

- WF.01.1, WF.01.2, WF.01.3, WF.01.4

Development of FLS Credentialing

- WF.02.1, WF.02.2, WF.02.03, WF.02.4

Workforce Stability Data Reporting

- WF.03.1, WF03.2, WF,03.3

Diversity, Equity, and Inclusion (DEI)

- WF.04.1, WF.04.2, WF.04.3, WF.04.4, WF.04.5

Definitions

- **National Alliance of Direct Support Professionals e-Badge Academy** – Nationally recognized certification program for Direct Support Professionals and Frontline Supervisors that incorporates certified training and testimonials that align with CMSs Core Competency Areas.

- **National Association for the Dually Diagnosed (NADD)-DSP Certification** - Competency-Based IDD/BH Dual Diagnosis Direct Support Professional Certification Program that certifies the competency of DSPs who support people with dual diagnosis.

- **Frontline Supervisors (FLS)** - are the first line of management in human service organizations. These are staff who supervise DSPs working with adults with IDD and often also engage in direct support as part of their duties. (NCI, 2022)

Definitions (cont)

- **National Core Indicators (NCI) State of the Workforce Survey -** a national survey to collect comprehensive information on the DSP workforce. The NCI-IDD SoTWS collects and reports information about voluntary provider agencies including: payroll, compensation, turnover, tenure, benefits, bonuses, recruitment strategies, retention strategies, demographics, and other quantitative information. Results are disseminated annually.

- **Diversity, Equity, and Inclusion (DEI) -** *Diversity:* The characteristics and experiences, both seen and unseen, that make everyone unique. *Equity:* Ensuring fair access to opportunities and resources, while taking into consideration individual's barriers or privileges and eliminating systemic barriers and privileges. *Inclusion:* The actions taken to understand, embrace, and leverage the unique identities and perspectives of all individuals so that all feel welcomed, valued, and supported. (CMS, 2024)

- **Quarterly Census of Employment and Wages (QCEW)** – A program managed by Bureau of Labor and Statistics that publishes a quarterly count of employment and wages reported by employers.

ISAC Recommendation 7

Develop and Support Qualified Staff

People with disabilities receiving services benefit when staff who support them are well trained. Values, ethics, and person-centered decision-making can be learned and used in daily practice through mentorship and training. Providing professional training that strengthens relationships and partnerships between individuals, families, and Direct Support Professionals (DSPs) will improve the quality of support.

ISAC Strategies (first adopted in 2017):

- Adopt the Direct Work Force Core Competencies developed by CMS

- ODP will establish and implement credentialed training programs based on standard curriculum and testing in an attempt to maintain and develop qualified staff, decrease the rate of turnover, and promote staff retention and provider capacity.

- Build incentives into the reimbursement system to promote staff credentials, encourage professional growth and development, and adopt incentive-based training and credentialing.

The NADSP E-Badge Academy is **not a training program**. There are no videos. There are no tests.

It is a **certification program** primarily based on the application of knowledge, skills and values on the job.
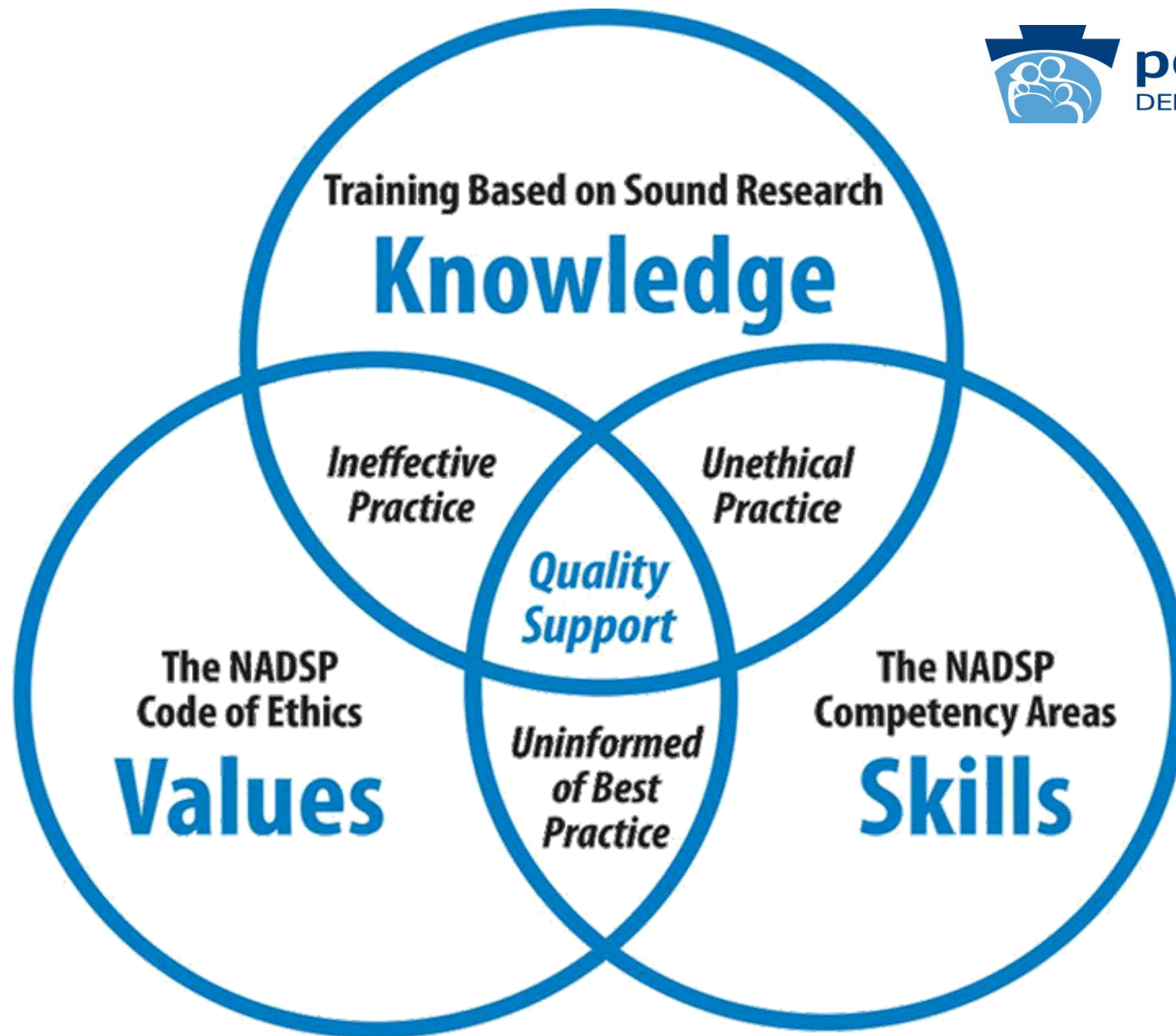
SKILLS: The CMS Core Competency

Area 1: Communication
Area 2: Person-Centered Practices
Area 3: Evaluation and Observation
Area 4: Crisis Prevention and Intervention
Area 5: Safety
Area 6: Professionalism and Ethics
Area 7: Empowerment and Advocacy

Area 8: Health and Wellness
Area 9: Community Living Skills and Supports
Area 10: Community Inclusion and Networking
Area 11: Cultural Competency
Area 12: Education, Training and Self-Development

These are cross-sector competencies recognized by the Centers for Medicaid and Medicare Services (CMS).

Workforce (WF)

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Definition of Standard: Direct Support Professionals (DSPs): Demonstrated percentage of DSPs in residential services are credentialed in a nationally recognized (and Office of Developmental Programs [ODP] approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.01.1	Attest that supervisory management training to support skill application of DSPs is conducted for all Frontline Supervisors (FLS) no later than December 31, 2025, and is embedded in agency training plan to ensure continuity.	✓		
WF.01.2	Submit an agency plan including timeframes and milestones for implementing a DSP credentialing program.	✓		
WF.01.3	Report the percentage of DSPs who are credentialed and/or enrolled in credentialing program and maintain credentials.	✓	✓	✓
WF.01.4	Provider attestation to increase percentage of DSPs credentialed through NADSP by a minimum of 5% by December 31, 2025, from baseline on 7/1/2024. (Examples: If no DSPs are credentialled on 7/1/24, then 5% of DSPs must be credentialed on or before 12/31/2025. If 5% of DSPs are credentialed on 7/1/24, then 10% must be credentialled by 12/31/2025.) Providers having greater than 25% of staff credentialed are considered to meet the standard without requirement to increase percentage.		✓	✓

Workforce (WF)

Definition of Standard: Direct Support Professionals (DSPs): Demonstrated percentage of DSPs in residential services are credentialed in a nationally recognized (and Office of Developmental Programs [ODP] approved) credentialing program.

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
WF.01.1	**Attest that supervisory management training to support skill application of DSPs is conducted for all Frontline Supervisors (FLS) no later than December 31, 2025, and is embedded in agency training plan to ensure continuity.**	✓		
Process Details (How and What?)	Primary providers will attest via department developed attestation form, sent via targeted email, embedded training plan supporting the skill development of DSPs or supervisors and management.			
Data Source	Provider attestation; NADSP	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Direct Support Professionals (DSPs): Demonstrated percentage of DSPs in residential services are credentialed in a nationally recognized (and Office of Developmental Programs [ODP] approved) credentialing program.

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
WF.01.2	**Submit an agency plan including timeframes and milestones for implementing a DSP credentialing program.**	✓		
Process Details (How and What?)	Primary Providers will submit agency plan to implement tiered credentialling plan for DSPs. (to include timelines for completion and process details).			
Data Source	Provider survey	**Pay for Performance Measure?**		Yes (Primary only)

Workforce (WF)

Definition of Standard: Direct Support Professionals (DSPs): Demonstrated percentage of DSPs in residential services are credentialed in a nationally recognized (and Office of Developmental Programs [ODP] approved) credentialing program.

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
WF.01.3	**Report the percentage of DSPs who are credentialed and/or enrolled in credentialing program and maintain credentials.**	✓	✓	✓
Process Details (How and What?)	Primary, Select, and Clinically Enhanced Providers to complete Department developed survey to include total number of DSPs employed/DSPs who are credentialed and/or enrolled in credentialing program.			
Data Source	Provider survey; NADSP, NADD validation (NADD applies only to clinically enhanced).	**Pay for Performance Measure?**		Yes (Primary Only)

Workforce (WF)

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Definition of Standard: Direct Support Professionals (DSPs): Demonstrated percentage of DSPs in residential services are credentialed in a nationally recognized (and Office of Developmental Programs [ODP] approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.01.4	**Provider attestation to increase percentage of DSPs credentialed through NADSP by a minimum of 5% by December 31, 2025, from baseline on 7/1/2024. If no DSPs are credentialled on 7/1/24, then 5% of DSPs must be credentialed on or before 12/31/2025. If 5% of DSPs are credentialed on 7/1/24, then 10% must be credentialled by 12/31/2025. Providers having greater than 25% of staff credentialed are considered to meet the standard without requirement to increase percentage.**		✓	✓
Process Details (How and What?)	Select and clinically enhanced providers will attest via department developed attestation form to achieve a 5% increase in total number of credentialed DSPs.			
Data Source	Provider Survey Attestation NADSP, NADD validation (applies only to clinically enhanced).	**Pay for Performance Measure?**		No

NADSP Data:
Direct Support Professionals

Pennsylvania	
DSPs enrolled in the Certification Course	1733
DSP-I Certifications Awarded	610
DSP-II Certifications Awarded	304
DSP-III Certifications Awarded	174

Source: NADSP Certification Report 06-04-24

Questions and Answers

Workforce (WF)

Definition of Standard: Front-Line Supervisors (FLSs): Demonstrated percentage of FLSs in residential services are credentialed in a nationally recognized (and ODP-approved) credentialing program..

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
WF.02.1	Attest that supervisory management training to support skill application of FLSs is provided to all house managers and program management staff (or equivalent positions) no later than December 31, 2025, and is embedded in agency training plan to ensure continuity.	✓		
WF.02.2	Submit an agency plan including timeframes and milestones for implementing a FLS credentialing program.	✓		
WF.02.3	Report the percentage of FLSs who are credentialed and/or enrolled in a credentialing program and maintain credentials.	✓	✓	✓
WF.02.4	Provider attestation to increase percentage of FLSs credentialed through NADSP by a minimum of 10% by December 31, 2025, from baseline on 7/1/2024. (Examples: If no FLSs are credentialled on 7/1/24, then 10% of FLSs must be credentialed on or before 12/31/2025. If 5% of FLSs are credentialed on 7/1/24, then 15% must be credentialled by 12/31/2025.) Providers having greater than 25% of staff credentialed are considered to meet the standard without requirement to increase percentage.		✓	✓

Workforce (WF)

Definition of Standard: Front-Line Supervisors (FLSs): demonstrated percentage of FLSs in residential services are credentialed in a nationally recognized (and ODP-approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.02.1	**Attest that supervisory management training to support skill application of FLSs is provided to all house managers and program management staff (or equivalent positions) no later than December 31, 2025, and is embedded in agency training plan to ensure continuity.**	✓		
Process Details (How and What?)	Primary providers will attest via department developed attestation form, sent via targeted email, embedded training plan supporting the skill development of FLSs for supervisors and management.			
Data Source	Provider attestation	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Front-Line Supervisors (FLSs): demonstrated percentage of FLSs in residential services are credentialed in a nationally recognized (and ODP-approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.02.2	**Submit an agency plan including timeframes and milestones for implementing a FLS credentialing program.**	✓		
Process Details (How and What?)	Primary Providers will submit agency plan to implement tiered credentialling plan for FLSs. (to include timelines for completion and process details).			
Data Source	Provider survey	**Pay for Performance Measure?**		Yes (Primary only)

Workforce (WF)

Definition of Standard: Front-Line Supervisors (FLSs): demonstrated percentage of FLSs in residential services are credentialed in a nationally recognized (and ODP-approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.02.3	**Report the percentage of FLSs who are credentialed and/or enrolled in a credentialing program and maintain credentials.**	✓	✓	✓
Process Details (How and What?)	Primary, Select, and Clinically Enhanced Providers to complete Department developed survey to include total number of FLSs employed/FLSs who are credentialed and/or enrolled in credentialing program. Data will be compared with reports from NADSP and NADD.			
Data Source	Provider survey; NADSP, NADD validation (applies only to clinically enhanced).	**Pay for Performance Measure?**		Yes (Primary only)

Workforce (WF)

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Definition of Standard: Front-Line Supervisors (FLSs): demonstrated percentage of FLSs in residential services are credentialed in a nationally recognized (and ODP-approved) credentialing program.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.02.4	**Provider attestation to increase percentage of FLSs credentialed through NADSP by a minimum of 5% by December 31, 2025, from baseline on 7/1/2024. If no DSPs are credentialled on 7/1/24, then 5% of FLSs must be credentialed on or before 12/31/2025. If 5% of DSPs are credentialed on 7/1/24, then 10% must be credentialled by 12/31/2025. Providers having greater than 25% of staff credentialed are considered to meet the standard without requirement to increase percentage.**		✓	✓
Process Details (How and What?)	Select and clinically enhanced providers will attest via department developed attestation form to achieve a 5% increase in total number of credentialed FLSs.			
Data Source	Provider Survey Attestation NADSP, NADD validation (applies only to clinically enhanced).	**Pay for Performance Measure?**		No

NADSP Data:
Frontline Supervisors

Pennsylvania	
FLS enrolled in the Certification Course	449
FLS Certifications Awarded	98

Source: NADSP Certification Report 06-04-24

Questions and Answers

Workforce (WF)

		Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
PM Code	**Performance Measure (PM)**			
WF.03.1	Reporting of FLS and DSP voluntary and involuntary turnover rate.	✓	✓	✓
WF.03.2	Report percentage of contracted staff in DSP and FLS positions.	✓	✓	✓
WF.03.3	Participate in National Core Indicators® NCI State of the Workforce Survey and release provider NCI data to ODP to validate turnover and other workforce data.		✓	✓

Definition of Standard: Demonstrated workforce stability strategy to reduce and manage turnover and vacancy rates of FLSs and DSPs.

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Workforce (WF)

Definition of Standard: Demonstrated workforce stability strategy to reduce and manage turnover and vacancy rates of FLSs and DSPs.			

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
WF.03.1	**Reporting of FLS and DSP voluntary and involuntary turnover rate.**	✓	✓	✓
Process Details (How and What?)	Primary, Select, and Clinically Enhanced Providers complete annual survey to include total number of FLSs and DSPs who have ceased employment with that provider agency within the last 12 months.			
Data Source	Provider survey; Department of Labor and Industry Quarterly Census of Employment and Wages (QCEW) data.	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Demonstrated workforce stability strategy to reduce and manage turnover and vacancy rates of FLSs and DSPs.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.03.2	**Report percentage of contracted staff in DSP and FLS positions.**	✓	✓	✓
Process Details (How and What?)	Primary, Select, and Clinically Enhanced Providers complete survey to include total number of contracted staff filling FLS and DSP positions.			
Data Source	Provider survey; Quarterly Census of Employment and Wages (QCEW) data.	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Demonstrated workforce stability strategy to reduce and manage turnover and vacancy rates of FLSs and DSPs.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.03.3	**Participate in National Core Indicators® NCI State of the Workforce Survey and release provider NCI data to ODP to validate turnover and other workforce data.**		✓	✓
Process Details (How and What?)	Via a survey, Select and Clinically Enhanced Providers will submit agency specific NCI State of the Workforce data.			
Data Source	NCI Staff Stability Survey.	**Pay for Performance Measure?**		No

Questions and Answers

Workforce (WF)

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Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.04.1	Submission of policy in place to address DEI for workforce.	✓	✓	✓
WF.04.2	Organization has a strategic plan that includes DEI.		✓	✓
WF.04.3	Organization has a committee of staff focused on DEI.		✓	✓
WF.04.4	Training for staff should be relevant to the employee's own culture and language.		✓	✓
WF.04.5	Agency plan includes recruitment and advancement activities for staff with culturally and linguistically diverse backgrounds.		✓	✓

Workforce (WF)

Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.04.1	**Submission of policy in place to address DEI for workforce.**	✓	✓	✓
Process Details (How and What?)	Primary, Select and Clinically Enhanced Providers will submit agency policy to demonstrate commitment to enhance diversity, equity, and inclusion (DEI).			
Data Source	Provider survey with documentation submission.	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.04.2	**Organization has a strategic plan that includes DEI.**		✓	✓
Process Details (How and What?)	Select and Clinically Enhanced Providers to complete a Department developed survey and strategic plan outlining DEI strategies within the agency.			
Data Source	Provider survey with documentation submission.	**Pay for Performance Measure?**		No

Workforce (WF)

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
WF.04.3	**Organization has a committee of staff focused on DEI.**		✓	✓
Process Details (How and What?)	Select and Clinically Enhanced Providers to complete a Department developed survey identifying committee focused on DEI made up of management staff, DSPs and individuals supported.			
Data Source	Provider survey with documentation submission.	**Pay for Performance Measure?**		No

Workforce (WF)

Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
PM Code	**Performance Measure (PM)**	**Applies to Primary Providers**	**Applies to Select Providers**	**Applies to Clinically Enhanced Providers**
WF.04.4	**Training for staff should be relevant to the employee's own culture and language.**		✓	✓
Process Details (How and What?)	Select and Clinically Enhanced Providers to complete a Department developed survey outlining staff training plan on DEI.			
Data Source	Provider survey with documentation submission.	**Pay for Performance Measure?**		No

Workforce (WF)

PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
Definition of Standard: Demonstrated commitment to enhance diversity, equity, and inclusion (DEI) — examples: line-item budget, dedicated staff, policy/procedures.				
WF.04.5	**Agency plan includes recruitment and advancement activities for staff with culturally and linguistically diverse backgrounds.**		✓	✓
Process Details (How and What?)	Select and Clinically Enhanced Providers to complete a Department developed survey on recruitment and advancement activities for staff with culturally and linguistically diverse backgrounds.			
Data Source	Provider survey with documentation submission.	**Pay for Performance Measure?**		No

Questions and Answers