

Performance-Based Contracting for Residential Services Provider Preparedness Summit 4

June 20, 2024



Performance Area



Competitive Integrated Employment

EMP.01.1EMP.01.2, EMP.01.3

Community Inclusion

CI.01.1, CI.01.2,

Use of Remote Support Technology

RST.01.1, RST.01.2, RST.01.3, RST.01.4, RST.01.5

Definitions:

Assistive Technology



- A Medicaid service that enables individuals to use low-tech, smart, or electronic devices to increase independence and reduce reliance on paid caregivers to help with a person's needs.
- Examples include using (1) **safety sensors** that turn off stoves or monitor water temperature, (2) **devices that remind** individuals of appointments or medication times and (3) **applications** on tablets or cellphones that a person already owns.

Note: Assistive Technology is not included as a PBC measure

Definitions:

Remote Supports

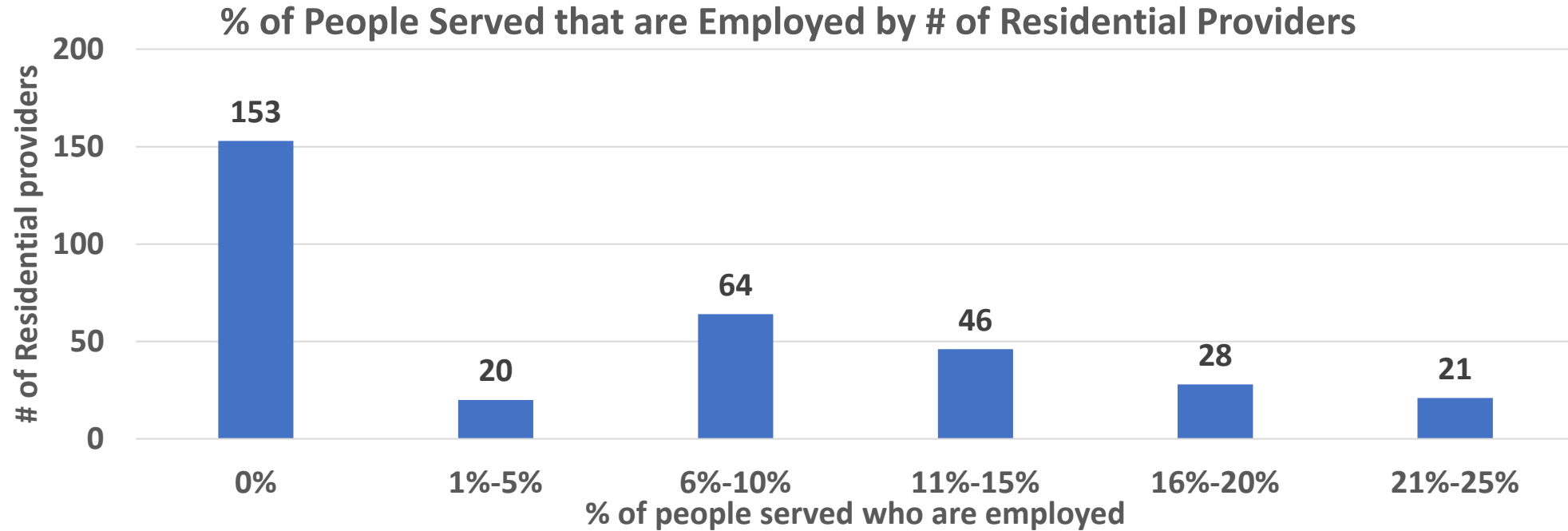


- A Medicaid service that combines technology and direct care to support individuals with disabilities.
- *Remote supports* use two-way communication in real time (including home-based sensors, cameras and other technologies) to allow an off-site caregiver monitor and respond to the safety needs of people living in the community.
- *Remote Supports* makes it possible for direct care staff to provide care from a remote location, supporting a person's need for greater independence while reducing costs.

Employment (EMP)

Definition of Standard: Demonstrated support of individuals to seek and obtain CIE.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
EMP.01.1	Demonstrate tracking of CIE and percentage of working age people with CIE.	✓		
EMP.01.2	Plan for improvement of CIE.	✓		
EMP.01.3	Combined percentage of working age (18-64) individuals that are receiving Career Assessment or Job Finding services through ODP or Office of Vocational Rehabilitation (OVR) AND Competitively employed in integrated settings (working age participants only) must meet or exceed 19% for NG1-2 and 4% for NG3 or greater.		✓	✓

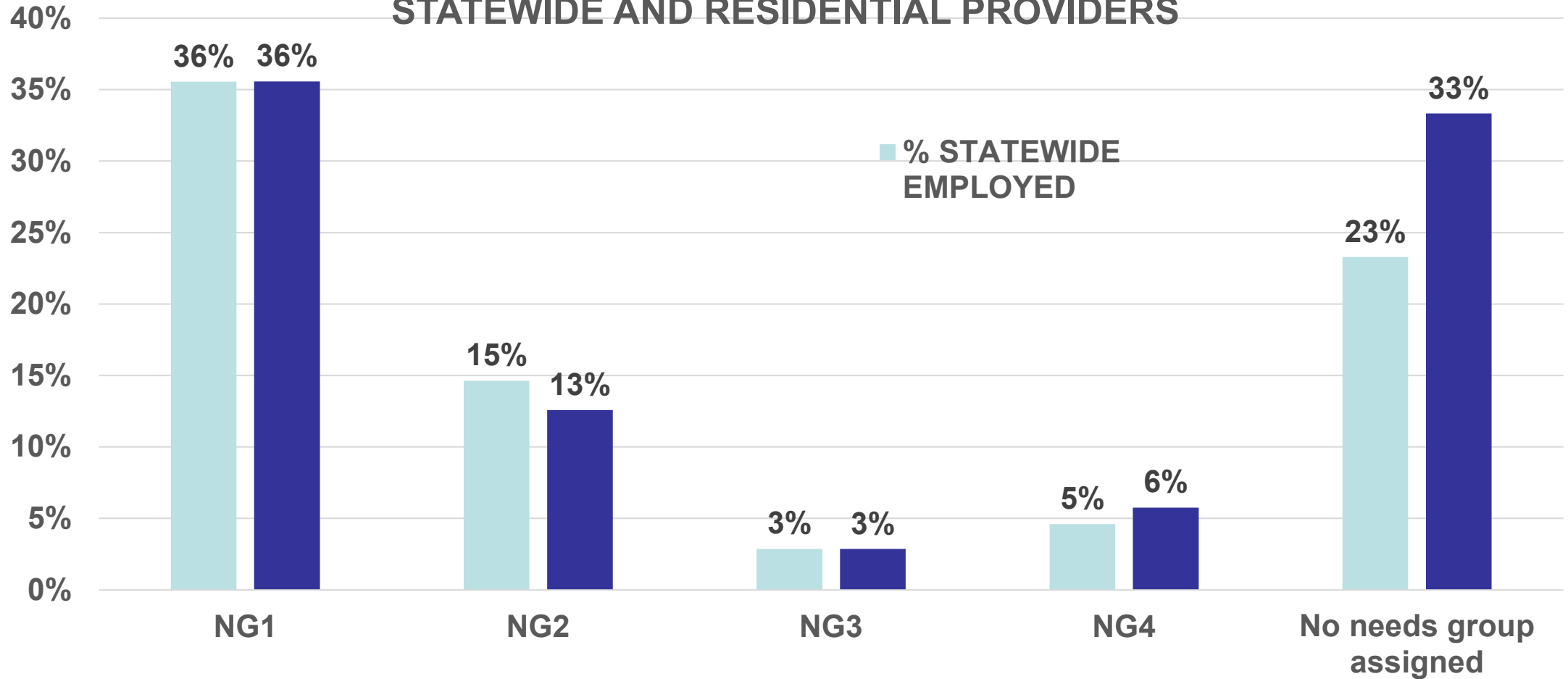
RESIDENTIAL PROVIDERS



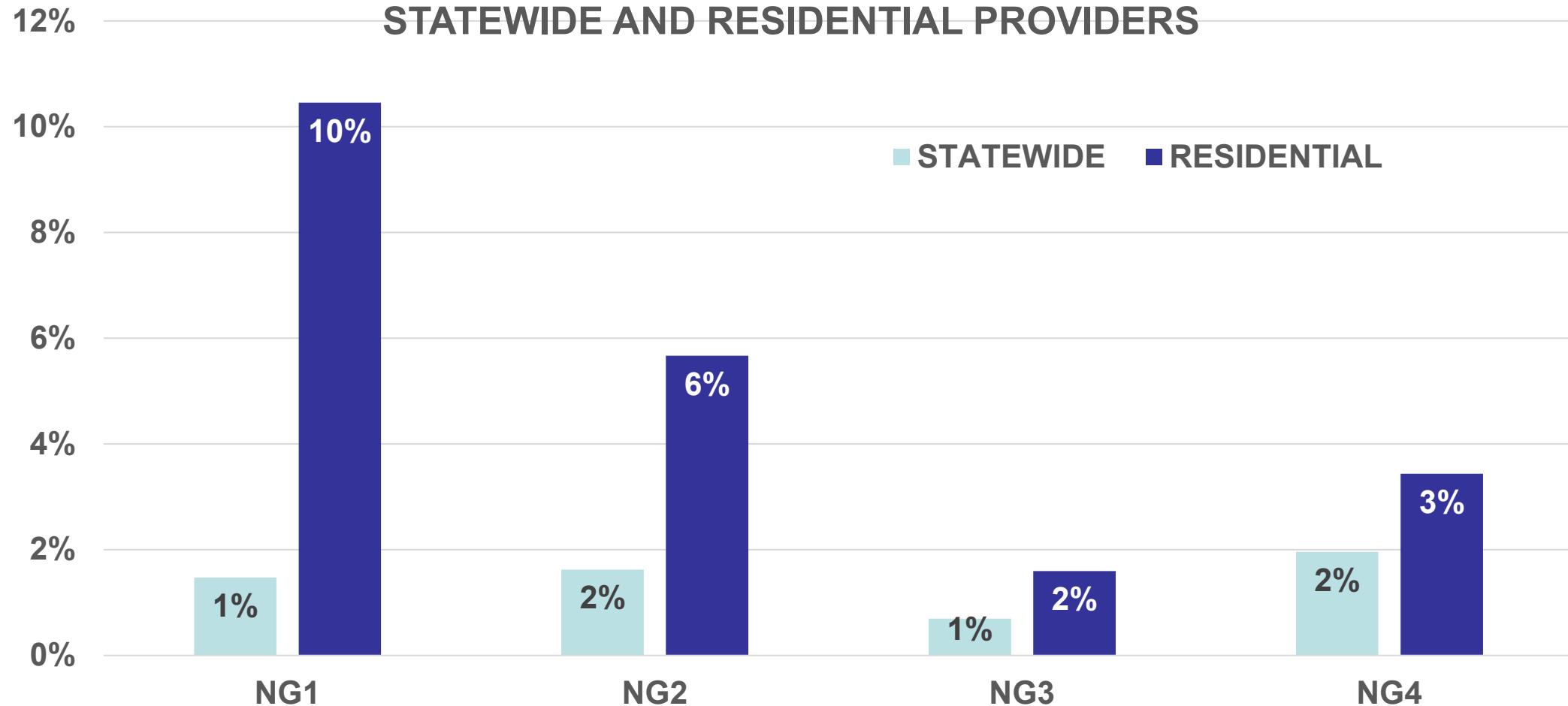
% served and employed	# providers
0%	153
1%-5%	20
6%-10%	64
11%-15%	46
16%-20%	28
21%-25%	21

EMPLOYMENT RATE AND ACUITY

% OF WORKING AGE PEOPLE EMPLOYED BY LEVEL OF NEED – STATEWIDE AND RESIDENTIAL PROVIDERS



% OF PEOPLE WORKING AGE NOT EMPLOYED AND UTILIZING EMPLOYMENT SERVICES BY LEVEL OF NEED STATEWIDE AND RESIDENTIAL PROVIDERS



Employment (EMP)



Definition of Standard: Demonstrated support of individuals to seek and obtain CIE.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
EMP.01.1	Demonstrate tracking of CIE and percentage of working age people with CIE.	✓		
Process Details (How and What?)	By way of provider survey, providers will demonstrate tracking of CIE and individuals with CIE.			
Data Source	Provider survey and documentation submission.	Pay for Performance Measure?		No

Employment (EMP)

Definition of Standard: Demonstrated support of individuals to seek and obtain CIE.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
EMP.01.2	Plan for improvement of CIE.	✓		
Process Details (How and What?)	By way of provider survey, residential providers, will annually report on their plan for improving CIE. Plans must include the following elements at a minimum: Action items and/or measurable targets for improving CIE, responsible person(s), goal date for achieving each target/action item, progress made toward achieving each target/action item when applicable, describe the structure/communication plan with the individual's Supports Coordinator to ensure employment information is up to date and accurate and completion date when applicable.			
Data Source	Provider survey and documentation submission.	Pay for Performance Measure?		No

Employment (EMP)

Definition of Standard: Demonstrated support of individuals to seek and obtain CIE.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
EMP.01.3	Combined percentage of working age (18-64) individuals that are receiving Career Assessment or Job Finding services through ODP or Office of Vocational Rehabilitation (OVR) AND Competitively employed in integrated settings (working age participants only) must meet or exceed 19% for NG1-2 and 4% for NG3 or greater.		✓	✓
Process Details (How and What?)	By way of Employment Dashboard and HCSIS, ODP will obtain percentage of working age individuals that receive Career Assessment or Job Finding services through ODP as well as competitively employed in integrated settings by Needs Group. ODP will collaborate with OVR to obtain information on individuals receiving Career Assessment or Job Finding services through OVR.			
Data Source	HCSIS, Claims, SC Monitoring Tool, CWDS (OVR data).	Pay for Performance Measure?		Yes

Questions and Answers

Community Integration (CI)

Definition of Standard: Demonstrate that individuals are engaged in meaningful activities, as defined by the individual, outside of their home, based on their strengths, interests, and preferences.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
CI.01.1	NCI-IDD CI-1: Social Connectedness (The proportion of people who report that they do not feel lonely).	✓	✓	✓
CI.01.2	NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).	✓	✓	✓

Community Integration (CI)



Definition of Standard: Demonstrate that individuals are engaged in meaningful activities, as defined by the individual, outside of their home based on their strengths, interests, and preferences.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
CI.01.1	NCI-IDD CI-1: Social Connectedness (The proportion of people who report that they do not feel lonely)	✓	✓	✓
Process Details (How and What?)	<p>The following National Core Indicators In-Person Survey (NCI IPS) question will be asked of individuals being served by the provider: <i>Do you ever feel lonely?</i></p> <p>Response options are "Yes, often," "Sometimes," and "No." The "Yes, often" responses are what get reported in the rates in the NCI reports. This is a scenario where low numbers are better.</p> <p>Implementation is targeted for 2026.</p>			
Data Source	NCI survey question delivered via ECM tool	Pay for Performance Measure?		Yes

Community Integration (CI)



CI-1: Often feels <u>lonely</u>	PA Avg (Yes) FY 20/21 N = 349	NCI-IDD Avg (Yes) FY 20/21 N = 11,574	PA Avg (Yes) FY 21/22 N = 382	NCI-IDD Avg (Yes) FY 21/22 N = 7,865
ICF/IID: Nursing Facility & Other Institutional Settings	NA	17%	N/A	18%
Community-Based Group Residential Settings	7%	13%	10%	12%
Own Home or Apartment	5%	13%	10%	13%
Parent's or Relative's Home	3%	10%	3%	9%
PA Average within State	5%	--	8%	--
CI-1: Often feels <u>lonely</u>	PA (Yes) FY 20/21 N = 322		PA (Yes) FY 21/22 N = 334	
People Living in Residential Settings Only - PA	5.9%		8.4%	

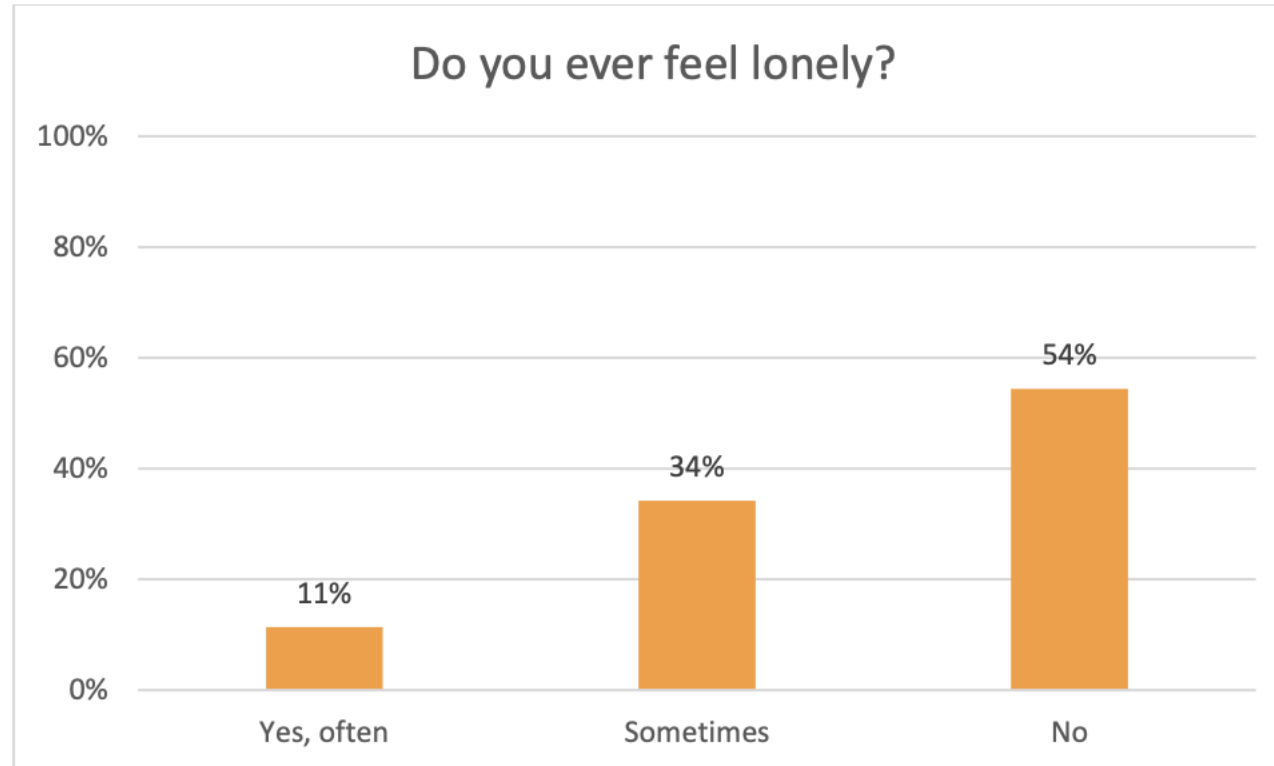
Data sources:

[NCI-IDD National Report 2020-21 In-Person Survey: Relationships Section](#)

[NCI-IDD National Report 2021-22 In-Person Survey: Relationships Section](#)

Community Integration (CI)

NCI-IDD CI-1: Social Connectedness



Community Integration (CI)

Definition of Standard: Demonstrate that individuals are engaged in meaningful activities, as defined by the individual, outside of their home based on their strengths, interests, and preferences.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
CI.01.2	NCI-IDD PCP-5: Satisfaction with Community Inclusion Scale (The proportion of people who report satisfaction with the level of participation in community inclusion activities).	✓	✓	✓
Process Details (How and What?)	<p>The following 4 National Core Indicators In-Person Survey (NCI-IPS) questions will be asked of individuals being served by the provider (scale includes results of all):</p> <ul style="list-style-type: none"> -Person is satisfied with how often they went out shopping in the past month. -Person is satisfied with how often they went out for entertainment in the past month. -Person is satisfied with how often they went to a restaurant or coffee shop in the past month. -Person is satisfied with how often they went to a religious service or spiritual practice in the past month. <p>Scales are used to combine responses from multiple similar questions into one variable to measure an overarching concept. To create a scale, statistical tests are required. Implementation is targeted for 2026.</p>			
Data Source	NCI survey questions delivered via ECM tool	Pay for Performance Measure?		Yes*

**Future P4P*

Community Integration (CI)

PCP-5: Community Inclusion Scale	PA Avg (Yes) FY 20/21 N = 659	NCI-IDD Avg (Yes) FY 20/21 N = 19,760	PA Avg (Yes) FY 21/22 N = 671	NCI-IDD Avg (Yes) FY 21/22 N = 11,712
ICF/IID: Nursing Facility & Other Institutional Settings	19%	27%	58%	63%
Community-Based Group Residential Settings	54%	55%	79%	75%
Own Home or Apartment	68%	70%	78%	78%
Parent's/Relative's Home	62%	62%	76%	76%
PA Average within State	56%	--	77%	--
PCP-5: Community Inclusion Scale	PA (Yes) FY 20/21 N = 581		PA (Yes) FY 21/22 N = 571	
People Living in Residential Settings Only - PA	58%		78%	

Data sources:

[NCI-IDD National Report 2020-21 In-Person Survey: Community Inclusion, Participation & Leisure Section](#)

[NCI-IDD National Report 2021-22 In-Person Survey: Community Participation Section](#)

Questions and Answers

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.1	Report types of remote support technology in use.	✓	✓	✓
RST.01.2	Report number and percentage of individuals using remote support technology.	✓	✓	✓
RST.01.3	Report estimated direct care hours that are being redirected with use of technology.	✓	✓	✓
RST.01.4	Report if there are savings, how are you using these value-based savings to invest in your organization resulting in improvements to workforce, service delivery, etc.?	✓	✓	✓
RST.01.5	Report how many employees and/or contracted entities have Assistive Technology Professional certificates from Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) or Enabling Technology Integration Specialist (SHIFT) certifications.	✓	✓	✓

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.1	Report types of remote support technology in use.	✓	✓	✓
Process Details (How and What?)	Report the type(s) of remote supports technology used by the residential agency by selecting from the following list. Include only technology that alert off-site staff as part of a remote support system. Providers should select all that apply: 1. Two-way real-time audio video communication devices. 2. Audio only, no video communication devices. 3. Sensors (ex. doorways and windows, kitchen devices, pressure, motion). 4. Wearable technology (ex. Smart watch, glucose monitor). 5. Medication dispensers. 6. A main hub connecting remote supports technology. 7. The use of software designed to provide remote supports services. 8. Audio-video devices that record service delivery. 9. Devices for controlling the residential environment (ex. lights, temperature, window blinds, door locks). 10. Contract with an outside vendor to provide remote supports services for both technology and monitoring. 11. Contract with an outside vendor to provide remote supports services for technology only, agency staff used for monitoring. 12. Contract with an outside vendor to provide remote supports services for monitoring only, agency installs and maintains technology.			
Data Source	Annual Provider survey.	Pay for Performance Measure?		No

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.2	Report number and percentage of individuals using remote support technology.	✓	✓	✓
Process Details (How and What?)	To establish baseline data, report the total number of individuals that used remote supports within the previous calendar year.			
Data Source	Annual Provider survey.	Pay for Performance Measure?		No

Remote Support Data



Office of Developmental Programs Technology Usage Survey Results

ODPs Technology Task Force surveyed qualified providers serving individuals with intellectual/developmental disabilities and autism about current experiences with Remote Supports, Assistive Technology, Teleservices, and Video Monitoring. Results included below.

Number of Provider Respondents:	94	Survey Date Issued:	April 17, 2023	Survey Date Closed:	May 5, 2023	Survey Results Published:	May 23, 2023
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SECTION A: REMOTE SUPPORTS

This waiver service involves the use of technology for two-way, real-time communication in the participant's home and/or community that allows someone from off-site to monitor and respond to the individual's health and safety needs. (Examples include third-party vendors providing Remote Supports through a service agreement, in-house Remote Supports meeting all technical requirements and that ensure privacy, safety, and informed consent.)

1. Does your agency provide Remote Supports in Private Homes?	2. Does your agency provide Remote Supports in Residential Services?	2a. Based on the definition above, how many service locations are equipped with remote support capabilities that meet all requirements specified under the Remote Supports service definition?	2b. How many individuals who reside at these service locations receive Remote Supports?
15 (16%)	13 (14%)	692	1093

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.3	Report estimated direct care hours that are being redirected with use of technology.	✓	✓	✓
Process Details (How and What?)	Report estimated direct care hours that would have been provided if remote supports were not used as part of residential services. To calculate, providers should review all individuals receiving Remote Supports in residential services and determine the number of hours they received in the year. From the total hours of remote supports rendered, subtract the total number of direct care hours that would have been delivered throughout the previous calendar year. (Example: An agency implemented remote supports services for three people beginning in July. After assessment, team planning, device selection, and trialing between February through June, remote supports were developed as an outcome in the persons ISP to provide support during 11pm to 6am each night. Prior to July, a DSP was present during that time. To estimate the time, calculate 7 hours [11pm-6am] x 7 days [1 week] x 26 weeks [July 1 – December 31] = 1,274 hours redirected.)			
Data Source	Annual Provider survey.	Pay for Performance Measure?		Yes**

*** All savings from reduction in staff or other costs are retained by provider*

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.4	Report if there are savings, how are you using these value-based savings to invest in your organization resulting in improvements to workforce, service delivery, etc.?	✓	✓	✓
Process Details (How and What?)	Direct Support Professionals and Frontline Supervisors are a primary cost driver of residential rates. When remote supports are utilized in residential services, ODP allows providers to bill at the established residential rate. Please report if there are cost savings, how are you using these value-based savings to invest in your organization resulting in improvements to workforce, service delivery, etc.?			
Data Source	Annual Provider survey.	Pay for Performance Measure?		Yes**

*** All savings from reduction in staff or other costs are retained by provider*

Remote Support Technology (RST)



Definition of Standard: Demonstrated use of technology to improve health and wellness, stabilize workforce, and create additional opportunities to increase independence for individuals.				
PM Code	Performance Measure (PM)	Applies to Primary Providers	Applies to Select Providers	Applies to Clinically Enhanced Providers
RST.01.5	Report how many employees and/or contracted entities have Assistive Technology Professional certificates from Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) or Enabling Technology Integration Specialist (SHIFT) certifications.	✓	✓	✓
Process Details (How and What?)	Report how many employees and/or contracted entities have Assistive Technology Professional certificates from Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) or Enabling Technology Integration Specialist (SHIFT) certifications.			
Data Source	Annual Provider survey.	Pay for Performance Measure?		No

Questions and Answers