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00;00;08;21 - 00;00;09;29
Welcome, everyone, to the

00;00;09;29 - 00;00;13;24
Provider Preparedness
Summit for Performance-Based Contracts.

00;00;14;03 - 00;00;16;04
This is the last of four sessions

00;00;16;04 - 00;00;19;15
providing details on all proposed
performance standards

00;00;20;01 - 00;00;23;08
for performance based
contracting for residential services.

00;00;23;24 - 00;00;26;24
Today's session is scheduled for 2 hours.

00;00;27;05 - 00;00;29;26
The format for today's
session is an ODP lead

00;00;29;26 - 00;00;33;15
presentation that will allow scheduled
question and answer breaks.

00;00;34;01 - 00;00;37;22
Participants are encouraged
to type your questions into the Q&A

00;00;37;29 - 00;00;40;24
at any time during the presentation.

00;00;40;24 - 00;00;44;16
ODP staff will be responding to questions
submitted through the Q&A.

00;00;45;03 - 00;00;48;22
Due to the large audience size,
we will not be opening microphones

00;00;48;29 - 00;00;51;29
during this session.

00;00;52;29 - 00;00;55;02
A copy of the ODP's opening presentation

00;00;55;02 - 00;00;58;17
is available for download using the link
that was just placed into the chat.

00;00;59;05 - 00;01;03;07
Also in the chat is a link to the course
where the recordings of the sessions

00;01;03;07 - 00;01;05;02
will be posted.

00;01;05;02 - 00;01;07;26
Today's session will be recorded
and posted to MyODP

00;01;07;26 - 00;01;10;00
and available after three business days.

00;01;11;16 - 00;01;12;12
Today's ODP

00;01;12;12 - 00;01;15;18
presenters are Deputy Secretary
Kristin Ahrens.

00;01;16;05 - 00;01;19;26
Jeremy Yale, Director, Bureau of Policy
and Quality Management,

00;01;20;10 - 00;01;23;28
and Lauren House
Director, Bureau of Community Services.

00;01;24;22 - 00;01;30;05
I will now turn the session
over to Deputy Secretary Kristin Ahrens.

00;01;31;01 - 00;01;33;08
Thanks, Karen, and good afternoon,
everybody.

00;01;33;08 - 00;01;35;10
Thanks for joining us again.

00;01;35;10 - 00;01;38;28
Karen,
you can go ahead to the first slide here.

00;01;39;10 - 00;01;43;03
So today, a couple of things.

00;01;43;03 - 00;01;45;10
I just want to update everyone.

00;01;45;10 - 00;01;51;16
We are the team
at ODP is very immersed in analysis

00;01;51;16 - 00;01;55;27
and then considering revisions
from the public comment.

00;01;55;27 - 00;01;59;04
As I shared,
I think the last either session or two

00;01;59;14 - 00;02;01;28
and we did get a high volume.

00;02;01;28 - 00;02;05;18
We've got a good team assembled
to be sort of cataloging those and

00;02;06;10 - 00;02;09;09

analyzing those and then working on

00;02;09;09 - 00;02;12;21
revisions
that we'll make in relation to that.

00;02;13;13 - 00;02;19;00
I do want to say that at the end of
the session today,

00;02;19;00 - 00;02;22;24
after we go through our three topic areas
and the measures for competitive

00;02;22;24 - 00;02;27;04
integrated employment, community inclusion
and use of remote support technology,

00;02;27;04 - 00;02;28;18
we do have some poll questions

00;02;28;18 - 00;02;32;29
that we're going to put up that
I think will help us both in planning

00;02;32;29 - 00;02;37;09
for provider support, ongoing provider
support for implementation

00;02;37;21 - 00;02;41;16
of performance based contracting,
but also I think to

00;02;41;18 - 00;02;47;00
give us some kind of immediate feedback
in terms of planning for implementation

00;02;47;19 - 00;02;49;17
based on some things that we're thinking

00;02;49;17 - 00;02;53;09

about from revisions
in terms of public comment.

00;02;53;09 - 00;02;55;19
So please stay till the end.

00;02;55;19 - 00;02;59;23
We we've got
looks like 455 of you on here today.

00;02;59;24 - 00;03;03;04
I think these sessions we've had anywhere
from five

00;03;03;04 - 00;03;06;25
to close to 700 individuals on here.

00;03;06;25 - 00;03;09;03
So I think we have an opportunity to get

00;03;09;03 - 00;03;12;25
some pretty immediate feedback from you
and we are certainly going to take that.

00;03;12;27 - 00;03;13;21
We want to make sure

00;03;13;21 - 00;03;17;22
that we're putting in place,
you know, supportive sessions like this.

00;03;18;02 - 00;03;21;20
Get your feedback to make sure
that we're kind of hitting the mark

00;03;21;20 - 00;03;25;21
in terms of what you need to
to move forward with implementation.

00;03;26;21 - 00;03;27;12
All right.

00;03;27;12 - 00;03;30;15
So you can go ahead to the first slide.

00;03;30;18 - 00;03;32;15
See, we're going to same thing

00;03;32;15 - 00;03;36;13
for those of you who have been on these,
which I hope is most or all of you,

00;03;36;23 - 00;03;41;05
we've got quite a few people from ODP
on this session.

00;03;41;05 - 00;03;46;01
So as you are putting things into the Q&A,
you can put them in the entire time.

00;03;46;12 - 00;03;50;28
We'll plug away,
you know, under some of those in the Q&A

00;03;51;01 - 00;03;54;24
section will also be stopping
frequently to make sure

00;03;54;24 - 00;03;57;23
that, you know, we can kind of get to

00;03;57;27 - 00;03;59;29
the questions that you have.

00;03;59;29 - 00;04;04;09
I will remind you that everything
that we are covering today is based on

00;04;04;09 - 00;04;07;29
what was proposed that you responded
to in terms of the public comment.

00;04;08;12 - 00;04;10;26
That is what we are presenting today.

00;04;10;26 - 00;04;14;26
And again, going through all of that
comment, we are making some revisions.

00;04;14;26 - 00;04;17;00
We will be making some revisions.

00;04;17;00 - 00;04;20;25
What we're presenting is still based on
on all of those proposals.

00;04;20;25 - 00;04;26;02
So, you know, fire away in terms
those questions have been really helpful

00;04;26;03 - 00;04;31;28
for us in thinking about revisions and
where we need to make sure we're sort of

00;04;33;05 - 00;04;34;26
adding additional clarity on

00;04;34;26 - 00;04;38;20
the self-assessment tool
or data dictionary or anything like that.

00;04;38;20 - 00;04;43;12
So please feel free to use that as we go
and we'll try to get to as many questions

00;04;43;12 - 00;04;44;06
as possible.

00;04;44;06 - 00;04;47;07
I think

00;04;47;07 - 00;04;52;15
I actually want to go through I think we
we missed the slide here, Karen.

00;04;52;15 - 00;04;55;11

This is not your this is not your fault.

00;04;55;11 - 00;04;57;28
I think we added this very last minute.

00;04;57;28 - 00;05;00;22
I do want to just clarify.

00;05;00;22 - 00;05;01;09
We're talking

00;05;01;09 - 00;05;05;15
about competitive integrated employment
before we get to assistive tech versus

00;05;05;25 - 00;05;11;10
remote supports in terms of definitions,
competitive, integrated employment,

00;05;11;10 - 00;05;14;28
I think we probably all got
a pretty good handle on what that is.

00;05;14;28 - 00;05;18;21
I'll still go through that,
but we get a lot of questions about what

00;05;18;21 - 00;05;19;18
working age is.

00;05;19;18 - 00;05;23;25
So working age is 18 to 64 years old.

00;05;23;25 - 00;05;27;07
That is the definition
that we use across the Commonwealth

00;05;27;20 - 00;05;29;22
in terms of employment first.

00;05;29;22 - 00;05;31;05
So that is the definition.

00;05;31;05 - 00;05;34;28
When ODP is talking about competitive
integrated employment,

00;05;34;28 - 00;05;38;11
working age,
we are talking about 18 to 64 year olds.

00;05;38;17 - 00;05;41;11
The data that we present is

00;05;41;11 - 00;05;45;06
almost always pulled for 18 to 64 year
olds.

00;05;45;17 - 00;05;49;09
And just a general reminder
about what competitive integrated

00;05;49;09 - 00;05;52;29
employment
is competitive, integrated employment

00;05;52;29 - 00;05;56;07
means a person with a disability
is earning minimum wage or higher.

00;05;56;20 - 00;06;00;17
They're paid at at least the same rate
as people doing the same work.

00;06;00;17 - 00;06;03;23
People out disabilities who are doing
the same work, who have similar training

00;06;03;23 - 00;06;07;21
experience, they are eligible
for the same kind of benefits

00;06;07;21 - 00;06;12;07

that other employees
at that business are eligible for.

00;06;12;21 - 00;06;16;03
They're employed in a setting
where they are interacting with people

00;06;16;03 - 00;06;21;02
who do not have disabilities
and they are presented opportunities

00;06;21;02 - 00;06;23;14
for advancement
that are similar to employees

00;06;23;14 - 00;06;27;18
who are also not individuals
with disabilities

00;06;27;18 - 00;06;30;15
who have similar positions
in those organizations.

00;06;30;15 - 00;06;34;10
So again,
those are pretty standard definitions.

00;06;34;10 - 00;06;38;10
We publish those
when we publish our employment reports

00;06;38;10 - 00;06;42;21
that are in the Employment
First Oversight Commission report.

00;06;43;00 - 00;06;45;28
So that's pretty standard in PA
and that is what we are

00;06;45;28 - 00;06;49;08
operating on when we're talking
about competitive integrated employment.

00;06;49;24 - 00;06;52;17
I'm going to turn the definition

00;06;52;17 - 00;06;55;20
is for AT and remote supports to Jeremy

00;06;55;20 - 00;06;59;21
and then we'll jump into the competitive
integrated employment measures.

00;07;01;10 - 00;07;02;25
Okay.

00;07;02;25 - 00;07;05;25
Thank you, Kristin, and good afternoon, everyone.

00;07;06;09 - 00;07;08;26
We could go to the next slide. Karen.

00;07;08;26 - 00;07;11;19
So as as we've done in the past

00;07;11;19 - 00;07;17;19
summit sessions, we've attempted
to define terms that will have an impact

00;07;17;19 - 00;07;20;28
on our shared work
with performance based contracting.

00;07;21;15 - 00;07;25;20
We think that there is still
some opportunities for education

00;07;25;20 - 00;07;27;04
and clarification

00;07;27;04 - 00;07;31;19
when we look at the differentiation
between assistive technology and

00;07;31;19 - 00;07;35;08
and what that entails versus
remote supports,

00;07;35;08 - 00;07;38;08
and all of that is included
with that service.

00;07;38;19 - 00;07;43;06
So as a refresher, assistive technology,

00;07;43;06 - 00;07;47;17
as we know, is built into the 1915
C waivers.

00;07;47;17 - 00;07;50;26
It is a medicaid service and it really is

00;07;50;26 - 00;07;53;26
designed to enable individuals to use

00;07;54;01 - 00;07;58;28
low tech like picture boards
or smart and electronic devices

00;07;59;06 - 00;08;02;26
that really work to increase
a person's independence

00;08;03;05 - 00;08;08;15
and ultimately reduce their reliance
on paid or natural caregivers.

00;08;10;07 - 00;08;13;07
we've included some examples here,

00;08;13;25 - 00;08;16;23
things like safety sensors
that turn on and off

00;08;16;23 - 00;08;21;12

or turn off stoves and monitor,
monitor water temperature

00;08;21;27 - 00;08;24;15
devices that remind individuals

00;08;24;15 - 00;08;27;15
of appointments or medication times,

00;08;28;05 - 00;08;30;20
and that applications on tablets

00;08;30;20 - 00;08;34;27
or smartphones
that that people already own.

00;08;35;22 - 00;08;40;12
It's important to note here
that assistive technology is not currently

00;08;40;12 - 00;08;44;27
included as a performance area
or there are no standards

00;08;45;04 - 00;08;48;27
related to assistive technology
included in the performance

00;08;48;27 - 00;08;51;27
based contracting measures.

00;08;52;21 - 00;08;55;21
So in contrast,
we'll go to the next slide.

00;08;57;18 - 00;08;59;02
Remote support

00;08;59;02 - 00;09;04;08
is really the area that where
we're concentrating and focusing in on

00;09;05;05 - 00;09;09;16
as Deputy Secretary
Ahrens has said in the past,

00;09;09;24 - 00;09;14;24
we know that remote supports
will have a role to play

00;09;15;04 - 00;09;18;21
in addressing
some of the staffing needs that

00;09;18;21 - 00;09;21;21
we have within within the field.

00;09;22;05 - 00;09;25;20
So again, as a refresher,
Medicaid support,

00;09;25;20 - 00;09;29;04
remote supports are a medicaid service
that combined both technology

00;09;29;20 - 00;09;32;26
and direct care
to support individuals with disabilities.

00;09;34;10 - 00;09;36;24
It at its core,

00;09;36;24 - 00;09;40;03
remote supports are using two way
communication

00;09;40;24 - 00;09;46;09
that is in real time,
and it includes cameras and microphones

00;09;46;10 - 00;09;49;10
and sensors
and other integrated technology

00;09;49;14 - 00;09;52;14
that allow a person, a caregiver,

00;09;52;14 - 00;09;56;05
that is trained to support an individual

00;09;56;16 - 00;09;59;11
that's outside, to monitor
and respond to any

00;09;59;11 - 00;10;04;25
safety needs or really
any other needs that that person may

00;10;04;25 - 00;10;07;27
have as they navigate their home
and their community.

00;10;09;17 - 00;10;13;20
And then remote supports
make it possible for direct

00;10;14;04 - 00;10;17;23
care staff to provide care again
from a remote location

00;10;18;03 - 00;10;21;10
supporting that person's needs around
greater

00;10;21;10 - 00;10;24;10
independence.

00;10;24;16 - 00;10;25;10
Okay,

00;10;25;10 - 00;10;28;10
I think we could probably go
to the next slide

00;10;28;22 - 00;10;31;22
and get started with employment.

00;10;33;07 - 00;10;34;10
Thanks, Jeremy.

00;10;34;10 - 00;10;35;08
All right.

00;10;35;08 - 00;10;39;14
So competitive integrated employment
is the first of the three measures

00;10;39;14 - 00;10;45;14
we'll talk about today and in this case,
the definition of the standard

00;10;45;14 - 00;10;50;09
is demonstrated support of individuals
in residential services

00;10;50;09 - 00;10;53;27
to seek and obtain
competitive integrated employment.

00;10;54;09 - 00;10;58;13
We have three measures
that are related here distinctions

00;10;58;13 - 00;11;04;00
between select and clinically enhanced
and are primary providers.

00;11;04;00 - 00;11;07;13
So in the case of primary

00;11;07;13 - 00;11;11;12
providers, we are looking for basically

00;11;11;12 - 00;11;13;08
do you have a plan
and are you demonstrating?

00;11;13;08 - 00;11;16;29

You demonstrate to us that you support
competitive integrated employment

00;11;17;12 - 00;11;20;02
for select and clinically enhanced.

00;11;20;02 - 00;11;23;02
We've obviously set
some benchmarks there.

00;11;23;09 - 00;11;27;11
So go ahead to the next slide
and we'll kind of jump into this here.

00;11;28;01 - 00;11;30;21
So one of the things we wanted to share

00;11;30;21 - 00;11;34;16
with all of you
is some of the data that we have

00;11;34;16 - 00;11;39;24
when we look at competitive integrated
employment in residential services.

00;11;39;24 - 00;11;44;23
And this is an area that we have gotten
a significant amount of comment

00;11;44;23 - 00;11;48;27
on primarily,
you know, concern that this is not,

00;11;48;27 - 00;11;52;13
you know, the responsibility
of residential providers,

00;11;52;24 - 00;11;57;08
that there are too many variables,
that residential providers

00;11;57;10 - 00;12;00;19

that are outside of residential providers
control

00;12;00;28 - 00;12;05;25
in terms of ensuring
people have access to

00;12;05;25 - 00;12;09;27
seeking or working in competitive
integrated employment.

00;12;10;06 - 00;12;12;17
So definitely a high volume there.

00;12;12;17 - 00;12;17;12
And I think most of
you have probably heard me many times now

00;12;17;22 - 00;12;23;16
reminding all of us that we are
an employment first state as of 2018.

00;12;23;19 - 00;12;27;11
Is the law in the Commonwealth
that the first consideration

00;12;27;11 - 00;12;31;07
for the use of public funds
related to individuals

00;12;31;07 - 00;12;34;14
with disabilities should be competitive,
integrated employment.

00;12;34;14 - 00;12;37;21
And so to the extent
that we can figure out

00;12;38;01 - 00;12;42;10
how to really make sure
that people have access, you know, we are

00;12;42;10 - 00;12;47;02
we are trying to do that here with some
really starting to think about outcomes.

00;12;47;02 - 00;12;50;13
What instead of, you know,
all of the sort of procedural things

00;12;50;25 - 00;12;54;16
and typical,
you know, pay for pay for quantity

00;12;54;16 - 00;12;56;00
in terms of residential,

00;12;56;00 - 00;13;01;01
this is one of those areas
where, you know, we know employment

00;13;01;01 - 00;13;05;00
is one of the the clearest and best ways

00;13;05;00 - 00;13;08;10
that people really can be integrated
into community settings.

00;13;09;17 - 00;13;10;15
And hence

00;13;10;15 - 00;13;13;29
it being part of performance based
contracting for residential.

00;13;14;10 - 00;13;17;27
And, you know, you can expect
it will also be when we move supports

00;13;17;27 - 00;13;22;06
coordination into performance
based contracting.

00;13;22;06 - 00;13;24;24

It will also live there.

00;13;24;24 - 00;13;27;07
So we've got,

00;13;27;07 - 00;13;31;01
you know, one of the
things that I thought would be helpful

00;13;31;04 - 00;13;35;03
for all of you
to see is in residential services, kind of

00;13;35;03 - 00;13;38;28
what is performance related to competitive
integrated employment look like.

00;13;38;28 - 00;13;40;25
And I'll tell you, it looks decent.

00;13;40;25 - 00;13;43;25
It looks pretty good relative to

00;13;43;27 - 00;13;46;27
the entire system.

00;13;46;27 - 00;13;47;20
Residential.

00;13;47;20 - 00;13;51;15
You'll see in a second
it does outperform non

00;13;51;16 - 00;13;55;14
residential in terms
of a competitive integrated employment

00;13;55;25 - 00;14;00;15
percentage of the people employed,
and that's across acuity levels.

00;14;00;16 - 00;14;03;11

It either is the same or outperform.

00;14;03;11 - 00;14;04;14
So we'll get into that.

00;14;04;14 - 00;14;07;21
But just to give a sense of the spread of

00;14;07;21 - 00;14;11;13
how providers perform,
so this is number of provider agencies.

00;14;11;13 - 00;14;15;23
So we have 153 residential providers

00;14;16;03 - 00;14;20;01
who have no one in competitive
integrated employment.

00;14;20;01 - 00;14;22;10
Obviously of massive concern.

00;14;22;10 - 00;14;27;21
We have 20 providers
who have individuals

00;14;27;21 - 00;14;33;00
between one and 5% of those individuals
have competitive integrated employment.

00;14;33;00 - 00;14;36;05
And I'll say now remember

00;14;36;06 - 00;14;40;18
our statewide percentage for competitive
integrated employment of working age

00;14;40;18 - 00;14;46;02
adults who are known to ODP is 18, almost 19%.

00;14;46;04 - 00;14;51;05

So we've got some very significantly
underperforming providers here.

00;14;51;24 - 00;14;56;25
We've got 64 residential providers
who have between six and 10%,

00;14;57;11 - 00;15;00;02
46 between 11 and 15,

00;15;00;02 - 00;15;03;16
28, between 16 and 20%.

00;15;03;16 - 00;15;09;01
And then we've got 21% that are exceeding
that statewide outside 21 providers

00;15;09;06 - 00;15;12;12
exceeding that statewide average
for employment.

00;15;13;00 - 00;15;13;09
All right.

00;15;13;09 - 00;15;16;09
So gives
you kind of some of the distribution here.

00;15;16;10 - 00;15;17;20
All right. Next slide,

00;15;18;29 - 00;15;19;14
All right.

00;15;19;14 - 00;15;22;28
So this slide is really important,
I think, for context

00;15;22;28 - 00;15;28;01
for residential providers and this slide
and we've dropped some of the key

00;15;28;02 - 00;15;33;01
here, the darker color is performance
in residential services.

00;15;33;15 - 00;15;35;27
You can ignore the needs no needs group
assigned.

00;15;35;27 - 00;15;39;09
That's very few people
that fall into that.

00;15;39;09 - 00;15;43;09
So the important part here is needs Group
one through needs Group four

00;15;43;20 - 00;15;48;24
and you can see that
the rest in residential services,

00;15;48;24 - 00;15;53;00
we actually, you know, are performing
the same as Nonresidential

00;15;53;00 - 00;15;57;04
four needs Group one,
you know, encouraging underneath group

00;15;57;04 - 00;15;59;10
four side we actually are outperforming

00;15;59;10 - 00;16;02;12
residential outperforms
nonresidential services.

00;16;02;17 - 00;16;06;28
But you can also see here
there is a 30% difference

00;16;07;10 - 00;16;12;11
between competitive integrated employment
rates, between needs group one and needs

00;16;12;11 - 00;16;15;28
Group four
and so this is really important is why

00;16;15;28 - 00;16;20;10
we set the benchmarks
that we did in performance based contracts

00;16;20;11 - 00;16;23;26
and therefore based on acuity.

00;16;24;08 - 00;16;28;03
So, you know, our obviously

00;16;28;09 - 00;16;32;14
the onus is on all of us
to make sure that regardless of acuity,

00;16;32;23 - 00;16;37;07
people, you know, are in environments
that are very pro employment,

00;16;37;17 - 00;16;42;02
that we have, you know,
opportunities to be talking with people,

00;16;42;02 - 00;16;46;02
making sure they understand that
they do not need to lose their benefits

00;16;46;21 - 00;16;51;10
if they want to work,
that, you know, the support is available

00;16;51;10 - 00;16;54;29
in terms of transportation,
the support is available to help people,

00;16;55;08 - 00;16;59;04
you know, make sure
if there's a specific attire

00;16;59;04 - 00;17;01;17
that they have to be wearing
while they're on the job,

00;17;01;17 - 00;17;05;07
that they've got that sounding board
when they come home to be,

00;17;05;07 - 00;17;08;12
you know, kind of debriefing on things
that happened at work.

00;17;09;09 - 00;17;12;24
Well, I haven't heard of
that is we have set up environments

00;17;12;24 - 00;17;14;01
that are supportive of that.

00;17;14;01 - 00;17;19;27
But I think this one
very much kind of tells the tale for why

00;17;19;27 - 00;17;25;06
the distinction and some of why,
you know, why this is such an important

00;17;25;06 - 00;17;28;06
outcome to include in performance
based contracting.

00;17;28;07 - 00;17;29;06
All right. Next slide.

00;17;30;05 - 00;17;30;23
All right.

00;17;30;23 - 00;17;35;21
So in this one, this is the
if you recall,

00;17;35;21 - 00;17;40;16
the measure that we have here
is for select and clinically enhanced.

00;17;40;16 - 00;17;44;20
We've got the performance
target set at 19%, 4% competitive,

00;17;44;20 - 00;17;46;10
integrated employment.

00;17;46;10 - 00;17;49;29
And or they're also receiving support.

00;17;49;29 - 00;17;53;11
So somebody has expressed
they want to work, they're not working,

00;17;53;23 - 00;17;58;18
but they have benefits counseling or
they have job development or job coaching.

00;17;58;18 - 00;18;01;05
So we want to get to see the
the full picture.

00;18;01;05 - 00;18;05;00
The benchmarks we set, you know, are near.

00;18;05;01 - 00;18;09;03
Just those are very much mostly
just considering competitive integrated

00;18;09;03 - 00;18;09;14
employment.

00;18;09;14 - 00;18;12;26
We did not really even account for this
to be sort of general.

00;18;12;26 - 00;18;17;08

So we know that this item is of great
concern to residential providers.

00;18;17;08 - 00;18;22;04
So we added some data here.

00;18;22;04 - 00;18;25;14
So you have a sense
we've got in residential services,

00;18;25;24 - 00;18;31;09
you didn't add to that 36% of people
working on average.

00;18;31;09 - 00;18;35;28
We've got, you know, 10% of individuals
are also receiving some kind of employment

00;18;35;28 - 00;18;37;10
related service needs.

00;18;37;10 - 00;18;40;29
Group two 6% again, So here is where
residential and residential

00;18;41;15 - 00;18;44;01
we are outperforming
non residential in terms of people

00;18;44;01 - 00;18;47;15
having access
to supported employment services.

00;18;47;15 - 00;18;49;15
So go up to needs Group four.

00;18;49;15 - 00;18;53;28
We've got 3% of people,
so we have 6% of individuals working

00;18;54;04 - 00;18;57;13

another 3% of them
who aren't working are seeking work

00;18;57;13 - 00;19;00;15
and have some support to do that
through. ODP

00;19;00;17 - 00;19;04;17
So another kind of important number
in terms of context here.

00;19;05;02 - 00;19;05;28
All right, next one.

00;19;09;10 - 00;19;12;12
So and I think I've kind of gone through,

00;19;12;12 - 00;19;14;05
I probably don't
need to spend much time here,

00;19;14;05 - 00;19;18;25
but this is one of the things
that we want to make sure that we are

00;19;18;25 - 00;19;25;27
doing throughout residential services
is being aware of who is working,

00;19;25;27 - 00;19;31;21
who's seeking work, who do we need to be
supporting in ways around employment.

00;19;32;01 - 00;19;35;16
So this is we will be collecting,

00;19;35;16 - 00;19;39;04
we want obviously we have these data,

00;19;39;28 - 00;19;44;14
but we also want to know
that you, as residential providers,

00;19;44;14 - 00;19;50;02
have good awareness and tracking
internally for who is working,

00;19;50;07 - 00;19;54;27
who is seeking work
that needs some support around that

00;19;54;27 - 00;19;58;01
and that you are making sure
that they are getting that,

00;19;58;01 - 00;20;02;11
that you've got that kind of culture,
that supportive culture related to work,

00;20;02;11 - 00;20;06;24
but that you know your own numbers related
to competitive, integrated employment.

00;20;07;05 - 00;20;07;29
All right. Next slide.

00;20;09;11 - 00;20;11;27
We'll be collecting that through that
provider survey.

00;20;11;27 - 00;20;14;00
That'll be out in July.

00;20;14;00 - 00;20;16;27
Same thing we want to know,
what is your plan?

00;20;16;27 - 00;20;19;07
We all it is an employment first date.

00;20;19;07 - 00;20;22;19
We all have responsibilities
related to employment.

00;20;23;03 - 00;20;25;12
What is the residential?

00;20;25;12 - 00;20;30;02
As a residential provider,
what is your plan for improving

00;20;30;02 - 00;20;35;01
competitive integrated employment
for the individuals that you support?

00;20;35;14 - 00;20;38;27
So at a minimum,
you know, we would be looking for

00;20;38;28 - 00;20;42;26
pretty typical action
and your, you know, your

00;20;43;02 - 00;20;46;02
your plan,
which is what kind of action items

00;20;46;23 - 00;20;49;09
do you have targets that you have set?

00;20;49;09 - 00;20;52;06
Have you done that by acuity?
Who's responsible?

00;20;52;06 - 00;20;55;26
What are the dates that you think that
you're going to be able to achieve these

00;20;55;28 - 00;20;58;09
each of these action items?

00;20;58;09 - 00;21;01;11
When will you be able to achieve those By

00;21;01;23 - 00;21;05;18

the the other thing
that we is an important connection here

00;21;05;20 - 00;21;10;17
is that we

00;21;10;17 - 00;21;14;18
the SCs their monitoring tool includes

00;21;14;18 - 00;21;18;00
a number of questions
related to employment.

00;21;18;29 - 00;21;22;04
And so part of
what's going to be really important here

00;21;22;09 - 00;21;28;00
going forward, more important than it is
today is that there is a solid structure

00;21;28;00 - 00;21;32;27
in communication between providers
and supports coordinators to make sure

00;21;33;06 - 00;21;37;24
that we have timely and accurate data

00;21;39;00 - 00;21;42;07
related to individuals employment.

00;21;42;23 - 00;21;45;24
So one of the other things
that we want to see

00;21;46;07 - 00;21;51;24
a description from residential providers
saying, you know, this is this is our sort

00;21;51;24 - 00;21;55;26
of systematic way of making sure
that supports coordinators have this.

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00;21;57;21 - 00;21;58;16
All right.

00;21;58;16 - 00;22;01;18
Next slide.

00;22;02;12 - 00;22;02;25
All right.

00;22;02;25 - 00;22;03;29
Do you have audio?

00;22;03;29 - 00;22;06;25
It sounds like I have
I don't have good Internet.

00;22;06;25 - 00;22;08;17
No matter what I do today.

00;22;08;17 - 00;22;09;20
You take care of you.

00;22;09;20 - 00;22;12;14
I think it's good idea
to keep your video off.

00;22;12;14 - 00;22;15;01
Yeah, I'll I'll I'll go. No video today.

00;22;16;03 - 00;22;16;14
All right.

00;22;16;14 - 00;22;19;20
So the last one here store.

00;22;19;21 - 00;22;22;23
This applies
only to select and clinically enhanced.

00;22;22;23 - 00;22;24;25
We did set benchmarks.

00;22;24;25 - 00;22;30;05
You know, if we've got providers
that are considered to meet

00;22;30;05 - 00;22;31;24
higher standards

00;22;31;24 - 00;22;35;26
that are receiving enhanced payments,
we expect that they're at least meeting

00;22;36;10 - 00;22;38;29
the statewide average

00;22;38;29 - 00;22;42;02
in terms of competitive,
integrated employment.

00;22;42;02 - 00;22;44;20
And that's really
where these numbers came from.

00;22;44;20 - 00;22;50;08
If you were really clued in
to the numbers in the last slides,

00;22;50;08 - 00;22;54;20
you can see that we've been pretty
generous here in terms of setting these.

00;22;54;20 - 00;23;00;14
If you add in the data related to
supportive

00;23;00;14 - 00;23;04;02
services, these are actually below
the statewide averages.

00;23;04;02 - 00;23;07;04
So again, we've tried to be pretty

00;23;07;04 - 00;23;10;27
generous here in terms
of where we set the target,

00;23;10;27 - 00;23;14;19
but we do have at this point
proposed that select

00;23;14;19 - 00;23;18;12
and clinically enhanced
would have to meet or exceed 19%

00;23;18;24 - 00;23;22;15
employment, either competitive,
have integrated employment

00;23;23;12 - 00;23;26;19
or the person is or
people are seeking employment

00;23;26;19 - 00;23;28;15
and using some kind of service for needs.

00;23;28;15 - 00;23;31;19
Group one and two and four percent

00;23;31;19 - 00;23;35;14
or greater, they're either employed
or using an employment service for needs.

00;23;35;14 - 00;23;37;17
Group three and higher.

00;23;37;17 - 00;23;40;01
The way that we'll be looking at this,

00;23;40;01 - 00;23;43;24
we have ODP has data

00;23;43;24 - 00;23;47;10
through our employment dashboard
and through HCSIS.

00;23;47;23 - 00;23;50;21
We also have so we have both

00;23;50;21 - 00;23;53;21
the employment data,
we also have employment service data.

00;23;53;23 - 00;23;56;15
We have data sharing

00;23;56;15 - 00;23;59;22
that we a data
sharing agreement with OVR

00;23;59;22 - 00;24;04;10
so that we can also take a look at
who is receiving services through OVR.

00;24;04;23 - 00;24;08;01
So data sources on this one

00;24;08;07 - 00;24;12;06
are going to be HCSIS, claims data
supports, coordination,

00;24;12;06 - 00;24;16;00
monitoring tool
and OVR data through CWDS.

00;24;16;08 - 00;24;22;00
Yes, this is ultimately a measure
that will be included in pay

00;24;22;00 - 00;24;27;26
for performance in terms of,
you know, setting settings and benchmarks

00;24;27;28 - 00;24;31;27
related to percentages of people
being employed

00;24;32;11 - 00;24;36;17
and having some financial compensation
or incentives for them.

00;24;38;10 - 00;24;38;28
All right.

00;24;38;28 - 00;24;42;07
Next one, I think it's probably
Q&A time here.

00;24;43;16 - 00;24;47;09
So Jeremy or Lauren,

00;24;47;19 - 00;24;50;19
you've got some
that you've pulled out already.

00;24;56;02 - 00;24;56;10
You know,

00;24;56;10 - 00;24;59;11
I could start with a general question, Kristin.

00;24;59;11 - 00;25;03;20
You know, I think that this is probably
on a lot of people's minds,

00;25;04;03 - 00;25;09;12
As you mentioned at the top of
of of our discussion this afternoon,

00;25;09;24 - 00;25;13;27
that we're the Office of
Developmental Programs is is incorporating

00;25;13;27 - 00;25;19;27
and still taking a critical look at the

00;25;21;02 - 00;25;23;03
public comments that have come in.

00;25;23;03 - 00;25;26;22
There is a question around
if there's a delay

00;25;26;22 - 00;25;29;23
to any timelines,
when will the field be notified?

00;25;30;04 - 00;25;35;09
You know, we can tie this back into our

00;25;35;10 - 00;25;38;10
our timeline of submitting in July.

00;25;38;15 - 00;25;41;05
It is anticipated that the office
Developmental Programs

00;25;41;05 - 00;25;44;28
will be submitting our waiver applications
to CMS in July.

00;25;45;05 - 00;25;48;25
And at that point
we will be communicating with the field.

00;25;49;12 - 00;25;54;14
All of those impacted changes to
the materials that we're reviewing today

00;25;54;26 - 00;25;59;05
versus
what has changed from public comment.

00;26;05;21 - 00;26;07;06
So to sort of

00;26;07;06 - 00;26;12;18
similar questions, the first one is
does the person who's identified

00;26;12;18 - 00;26;18;17

as working, does it does it matter
how many hours that person is working?

00;26;18;27 - 00;26;22;17
So it could be a person
who's working as few as 8 hours

00;26;22;26 - 00;26;27;08
up to folks who are pretty close to,
full time employment.

00;26;27;19 - 00;26;32;06
And we did not apply a number of hours
threshold

00;26;32;06 - 00;26;35;24
essentially to meet the proposed
performance measures.

00;26;36;07 - 00;26;39;08
And similarly,
there was another question around

00;26;39;21 - 00;26;45;20
how long does
a person need to be employed in order to

00;26;45;20 - 00;26;51;14
be considered, you know, in terms of the
working population for that provider?

00;26;51;22 - 00;26;56;25
Again, we did not establish
any sort of threshold in terms of

00;26;56;25 - 00;26;59;25
length of employment to have those folks

00;26;59;28 - 00;27;03;02
counted for residential providers.

00;27;13;06 - 00;27;13;14

All right.

00;27;13;14 - 00;27;17;26
There's a number of questions here
related to sort of this,

00;27;17;28 - 00;27;24;03
concerns about choice,
concerns about well, there.

00;27;24;04 - 00;27;27;25
And the concrete question
is the denominator

00;27;27;25 - 00;27;32;04
that we're working with just people
who have expressed an in employment.

00;27;32;20 - 00;27;37;04
So a couple of things here on this.

00;27;37;07 - 00;27;40;22
One, we've got 18%

00;27;40;27 - 00;27;46;25
employment
of working age adults with disabilities.

00;27;47;07 - 00;27;49;25
We are

00;27;49;25 - 00;27;53;29
but smack dab in the middle
in terms of other states

00;27;53;29 - 00;27;57;05
and other state systems
in terms of employment.

00;27;57;21 - 00;28;02;20
Certainly when you talk with adults
with disabilities,

00;28;02;20 - 00;28;06;21
there are many more adults who expressed
an interest in employment, particularly

00;28;06;21 - 00;28;10;20
if they understand
that they will always make more money

00;28;10;20 - 00;28;14;06
working than not working.

00;28;14;07 - 00;28;16;16
And it is a matter of getting

00;28;16;16 - 00;28;19;23
in good benefits, counseling,
kind of understanding how to manage that.

00;28;19;23 - 00;28;24;02
There is a question in here
related to that too, or a comment

00;28;24;02 - 00;28;29;01
that people will lose their their SSI
and then have trouble with room and board.

00;28;29;19 - 00;28;32;28
People will make more money working.

00;28;32;28 - 00;28;38;27
That is how Social Security Administration
is set up in terms of work incentives.

00;28;39;09 - 00;28;40;04
They are yes.

00;28;40;04 - 00;28;43;19
They're complicated and it takes work
and reporting to do that.

00;28;44;04 - 00;28;48;15

But there are lots of mechanisms in place
to make sure that people

00;28;48;15 - 00;28;52;28
can keep their Medicaid benefits
if they continue to need them.

00;28;53;13 - 00;28;56;19
And truly, the way the math works

00;28;56;19 - 00;28;59;19
is there,
they're going to make more money working.

00;28;59;19 - 00;29;04;09
So think, you know, part of this
for everyone in our system

00;29;04;09 - 00;29;09;27
is really getting fluent in understanding
what some of the myths are

00;29;10;12 - 00;29;15;07
and making sure
that people have access to

00;29;15;09 - 00;29;18;15
benefits, counseling
and people that can kind of talk them

00;29;18;15 - 00;29;20;19
through what that looks like
and certainly understanding

00;29;20;19 - 00;29;22;04
what the reporting requirements are.

00;29;22;04 - 00;29;25;20
Those they are you know,
there are reporting requirements and it

00;29;26;02 - 00;29;28;03

certainly can be more work to do that.

00;29;28;03 - 00;29;31;22
But I think that's a critical piece
that's missing and a myth

00;29;31;22 - 00;29;34;23
that has persisted in our system
for a really long time

00;29;35;20 - 00;29;38;08
in terms of individual choice.

00;29;38;08 - 00;29;41;29
You know, so some of the public comments
that we got a lot of concern

00;29;41;29 - 00;29;45;10
that this is, you know, we're going
to be forcing people to into employment.

00;29;45;10 - 00;29;49;28
And I just want to go back
to we've got 18%

00;29;49;28 - 00;29;54;19
overall employment for individuals
with the highest acuity of needs.

00;29;54;19 - 00;29;56;11
We have 6%.

00;29;56;11 - 00;29;59;08
There is a lot of room between 6%

00;29;59;08 - 00;30;05;09
and 100% in terms of identifying people
who who may not or who

00;30;05;09 - 00;30;08;10
who may be interested in employment

00;30;08;10 - 00;30;11;10
and encouraging the exploration of that.

00;30;11;14 - 00;30;15;17
So I think I don't have the
I will try to find the data.

00;30;15;17 - 00;30;16;09
There was a question

00;30;16;09 - 00;30;20;11
about what percentage of of individuals
have expressed an interest to work,

00;30;20;11 - 00;30;25;16
and I want to say it's somewhere
in the 40% that we get from our IM4Q.

00;30;25;16 - 00;30;31;19
But I can verify that it is certainly
well more than are currently working

00;30;31;19 - 00;30;35;04
and certainly well more than individuals

00;30;35;04 - 00;30;38;14
who are not working
and have employment services.

00;30;38;14 - 00;30;41;24
So again, we've got a lot of room before.

00;30;41;24 - 00;30;46;03
I think we're getting to people
who really are not interested

00;30;46;03 - 00;30;50;01
in, do not want to work
in terms of making sure people

00;30;50;01 - 00;30;54;02

have a supportive environment
and access to those services.

00;30;57;18 - 00;30;58;11
We had a couple

00;30;58;11 - 00;31;03;03
other questions
asking around of small group employment

00;31;03;03 - 00;31;06;11
and whether those folks would be included
in the count

00;31;06;11 - 00;31;09;20
of numbers of folks who are employed.

00;31;10;01 - 00;31;13;23
And so those those would not small group
employment

00;31;13;23 - 00;31;17;26
does not meet the definition
of competitive integrated employment

00;31;17;26 - 00;31;22;21
while those folks are making minimum wage,
it is not an integrated environment.

00;31;23;01 - 00;31;25;29
And then similarly,
we had another question

00;31;25;29 - 00;31;30;14
along the same lines around folks
who choose to participate,

00;31;30;20 - 00;31;34;17
to participate in
what probably looks more like a pre

00;31;34;17 - 00;31;38;22

vocational
setting or a facility based program.

00;31;39;03 - 00;31;42;25
Those folks would also not be counted
in the numbers of folks

00;31;42;25 - 00;31;46;20
who are meeting the competitive,
integrated employment requirements.

00;31;50;04 - 00;31;51;12
So I have a question here.

00;31;51;12 - 00;31;55;20
I'll tag it
as maybe a technical question around how

00;31;55;23 - 00;32;01;27
ODP is approaching these measures
and how they apply to tiering.

00;32;02;09 - 00;32;06;12
So if we are
we being a residential provider,

00;32;06;12 - 00;32;10;24
our primary care provider,
but we meet the requirements for selected,

00;32;10;24 - 00;32;15;21
clinically enhanced for employment,
does this override the primary requirement

00;32;15;21 - 00;32;18;25
or will we still need to meet
the primary requirements as well?

00;32;19;11 - 00;32;24;01
So, you know, I think this is a good way,
a good opportunity to illustrate,

00;32;24;06 - 00;32;28;28
you know, exactly what we're talking about
with with standards.

00;32;29;09 - 00;32;34;14
So employment,
1.1 is is simply demonstrating that

00;32;34;14 - 00;32;39;03
that an agency has a tracking mechanism
for a competitive integrated employment

00;32;39;12 - 00;32;45;01
and can report their percentage
so that that is a fairly low threshold.

00;32;45;10 - 00;32;51;02
And the other is a plan for improvement
around competitive integrated employment,

00;32;52;08 - 00;32;55;07
knowing that this is

00;32;55;13 - 00;32;57;29
not only law in Pennsylvania, that

00;32;57;29 - 00;33;01;01
this is very important to the office.

00;33;01;04 - 00;33;05;12
You know, we've included very,
very specific standards

00;33;05;12 - 00;33;09;14
and performance based
contracting around around employment.

00;33;09;22 - 00;33;15;02
You know, having a plan for improvement
probably is is a baseline.

00;33;15;04 - 00;33;18;16

You know, if I'm just thinking about how

00;33;18;17 - 00;33;21;27
I would be organizing as a provider,

00;33;22;16 - 00;33;28;05
I likely would be including
a quality management plan

00;33;28;07 - 00;33;32;11
related to competitive integrated
employment, regardless of where

00;33;32;11 - 00;33;36;26
my numbers were, just to continue to
to strive towards towards

00;33;38;04 - 00;33;39;23
expansion and improvement.

00;33;39;23 - 00;33;42;16
So so hopefully that helps all that

00;33;42;16 - 00;33;45;21
to say if you are a primary provider,

00;33;45;21 - 00;33;49;23
yes, you will be responsible
for those two areas

00;33;49;23 - 00;33;53;27
that we just talked
about demonstrate a tracking and a plan.

00;33;57;11 - 00;33;59;11
I'll also just put a quick plug in here.

00;33;59;11 - 00;34;03;25
We had a question of asking
if ODP will publish

00;34;03;25 - 00;34;07;08

sort of employment opportunities for folks
and what sort of being done.

00;34;07;17 - 00;34;13;07
I would think maybe this week was our
last employment symposium for this year.

00;34;13;07 - 00;34;18;03
And so we definitely encourage providers
and others to,

00;34;18;05 - 00;34;22;06
as we continue to host
those on an annual basis,

00;34;22;08 - 00;34;27;21
those are kind of a great opportunity
for folks in the space of employment

00;34;27;23 - 00;34;30;23
and supporting people

00;34;31;10 - 00;34;33;00
to achieve competitive

00;34;33;00 - 00;34;37;02
integrated employment,
to continue to attend and support

00;34;37;02 - 00;34;41;12
those sessions, to make those connections
not only with

00;34;42;25 - 00;34;45;24
supported employment providers,
but also people who I think are doing

00;34;45;24 - 00;34;49;15
a really incredible job of thinking
outside of the box when it comes

00;34;49;15 - 00;34;55;08

to employment and different ways
that we can be really creative around

00;34;55;08 - 00;35;00;16
helping people find the perfect job
for them and the job that really adds

00;35;00;16 - 00;35;06;12
a lot of value to their lives
and a place where they can add value

00;35;06;12 - 00;35;11;04
to not only their employer,
but also their their larger community.

00;35;11;04 - 00;35;17;01
And so not necessarily,
you know, going to be posting those

00;35;17;03 - 00;35;22;04
specific employment opportunities,
but would encourage folks to leverage

00;35;22;06 - 00;35;26;18
all of the chances that you have
to attend those employment symposiums.

00;35;26;18 - 00;35;29;22
And I do think we have one more,
I think out in the central region

00;35;30;05 - 00;35;33;13
and maybe next week, what I understand.

00;35;34;23 - 00;35;35;17
That's right.

00;35;35;17 - 00;35;38;13
A couple of questions here.

00;35;38;13 - 00;35;42;14

Refer to self-employment
count toward the percentage

00;35;42;14 - 00;35;47;19
self-employment would count as competitive
integrated employment.

00;35;48;09 - 00;35;54;00
Question Where are you finding
all these benefit counselors?

00;35;54;00 - 00;35;58;00
So OVR, first of all, there's work
incentive planning,

00;35;58;00 - 00;36;01;28
assistance offices that are funded
through Social Security office.

00;36;02;01 - 00;36;05;04
They have benefit counselors available.

00;36;05;15 - 00;36;09;04
We understood several years

00;36;09;07 - 00;36;14;17
back the Office of Vocational Rehab,
the Office of Development of Programs,

00;36;14;17 - 00;36;19;15
Office of Long Term Living,
all in sort of recognition that

00;36;19;15 - 00;36;23;23
there were people
that would need to wait too long

00;36;23;23 - 00;36;28;25
or didn't wouldn't meet the criteria
to receive work benefits, counseling

00;36;28;25 - 00;36;32;21

through the work incentive planning
assistance officer The WIPAs

00;36;32;21 - 00;36;37;23
we all added benefits
counseling services to our service arrays.

00;36;37;23 - 00;36;43;26
So and with that, we also started
building capacity for benefits counselors.

00;36;43;26 - 00;36;46;28
So we have ODP has a relationship

00;36;47;00 - 00;36;50;11
with Cornell to be training, to meet

00;36;50;11 - 00;36;53;22
the training, to have benefits counselors
that meet that training requirement.

00;36;53;29 - 00;36;58;11
This is a billable service
in the ODP waivers and under

00;36;58;11 - 00;37;02;09
Community Health Choices and again,
for the Office of Rehab as well.

00;37;02;21 - 00;37;06;05
So we've got we've been building
some some capacity there,

00;37;06;05 - 00;37;11;01
and we certainly have some of our
providers who have, you know, sent staff

00;37;11;01 - 00;37;15;18
to get the credentialing to be able
to provide the kind of benefit counseling.

00;37;17;21 - 00;37;20;05

And then the last one all grab.

00;37;20;05 - 00;37;24;27
And then I think we should probably move
on to the next sections.

00;37;24;27 - 00;37;29;23
Here is there's several questions here
about the sort of denominator.

00;37;29;23 - 00;37;32;27
So there is some questions here.

00;37;32;27 - 00;37;36;23
What if there are people who are staying
in their prevocational work

00;37;37;01 - 00;37;39;22
what if someone chooses not to work?

00;37;39;22 - 00;37;42;02
Are they counted in the denominator?

00;37;42;02 - 00;37;44;25
The denominator here is your entire

00;37;44;25 - 00;37;47;25
residential population under your MPI.

00;37;47;26 - 00;37;50;26
So there's another question here
about a particular house

00;37;50;26 - 00;37;55;17
that all of this will be evaluated
at an MPI level.

00;37;55;17 - 00;38;01;05
We will look at all individuals
receiving residential rehabilitation, life

00;38;01;05 - 00;38;06;09

sharing, supported living,
and then that will be the number,

00;38;06;11 - 00;38;09;27
the overall number that we look at
and then take the percentage

00;38;09;27 - 00;38;13;12
of those individuals
who are either working in competitive

00;38;13;12 - 00;38;18;26
integrated employment
or have a service, a supportive service

00;38;18;27 - 00;38;23;12
of benefits, counseling, job coaching,
job development.

00;38;23;14 - 00;38;28;07
Those would all be considered
attempts, you know,

00;38;28;08 - 00;38;31;26
to support someone to seek competitive,
integrated employment.

00;38;33;28 - 00;38;34;06
All right.

00;38;34;06 - 00;38;37;08
Well, and if we have more time again,
we'll come back to employment.

00;38;37;10 - 00;38;41;18
We'll also try to answer some of these
while we're moving along here.

00;38;41;18 - 00;38;44;17
We'll type in some answers.
So let's go ahead to the next one.

00;38;44;17 - 00;38;47;06
I think. Lauren, you're. Yep, you're up.

00;38;47;06 - 00;38;48;11
All right.

00;38;48;11 - 00;38;50;28
So our next performance area
that we'll cover today

00;38;50;28 - 00;38;54;23
is community integration,
which I think we can all agree

00;38;54;23 - 00;38;59;13
is critical to the success of the folks
that we're supporting.

00;38;59;13 - 00;39;04;28
And so the definition of the standard
is that demonstrate that individuals

00;39;04;28 - 00;39;09;24
are engaged in meaningful activities
as defined by the individual outside

00;39;09;24 - 00;39;12;28
of their home, based on their strengths,
interests and preference.

00;39;12;28 - 00;39;16;00
So under this performance

00;39;16;00 - 00;39;19;02
standard,
we have two performance measures.

00;39;19;20 - 00;39;22;05
Both of these performance measures

00;39;22;05 - 00;39;26;07
are applicable to all provider tiers.

00;39;26;07 - 00;39;31;08
So primary select and clinically enhanced
all will be required

00;39;31;16 - 00;39;35;19
to essentially participate

00;39;35;20 - 00;39;39;01
in the collection of this data

00;39;39;20 - 00;39;42;11
so we can move on to the next slide

00;39;42;11 - 00;39;45;15
and we'll dig into some details
here on the next one.

00;39;46;00 - 00;39;49;00
So our first performance measure

00;39;49;02 - 00;39;53;20
is using the same questions
from the National Core

00;39;53;20 - 00;39;57;08
Indicators
survey around social connectedness.

00;39;57;22 - 00;40;01;09
The question is what the measure is.

00;40;01;09 - 00;40;05;15
The proportion of people who report
that they do not feel lonely.

00;40;06;09 - 00;40;11;17
And so the process details meaning
how are we going to collect

00;40;11;17 - 00;40;16;02

and look at this information is again
following the national core

00;40;16;02 - 00;40;19;02
indicators in person survey question.

00;40;19;03 - 00;40;23;21
We will ask that question of individuals
that are being served by the provider.

00;40;24;01 - 00;40;27;01
Question is, do you ever feel lonely?

00;40;27;02 - 00;40;30;21
The response options are yes, often.

00;40;31;07 - 00;40;33;08
Sometimes times and no.

00;40;33;08 - 00;40;36;11
And then when an individual replies

00;40;36;11 - 00;40;40;11
with yes, often
those responses are what get reported

00;40;40;11 - 00;40;44;02
in the rates
or the national core indicator reports.

00;40;44;14 - 00;40;47;11
And so this is a situation

00;40;47;11 - 00;40;50;11
where the lower those numbers are,
the better.

00;40;50;29 - 00;40;56;04
Important to note here
that we will not be looking to implement

00;40;56;04 - 00;41;00;03

this measure until 2026,

00;41;00;03 - 00;41;03;03
because the way that we envision

00;41;03;03 - 00;41;05;26
collecting this data will be through

00;41;05;26 - 00;41;09;00
the Enterprise Case Management
survey tool.

00;41;09;14 - 00;41;12;12
So again, we're replicating the NCI

00;41;12;12 - 00;41;17;03
survey question,
but we are delivering it through the ODP

00;41;17;03 - 00;41;20;17
and DHS developed survey tool

00;41;20;27 - 00;41;23;23
through the Future Case Management System.

00;41;23;23 - 00;41;25;06
And we do anticipate

00;41;25;06 - 00;41;29;15
that this will be a pay for performance
measure based on provider performance.

00;41;29;15 - 00;41;33;22
But again, this will not be
fully implemented until 2026.

00;41;35;13 - 00;41;37;13
We can move to the next slide

00;41;37;13 - 00;41;42;15
and what we'll share is current data
on this particular measure.

00;41;42;28 - 00;41;47;29
And so you do have links to the
two national reports,

00;41;48;02 - 00;41;51;26
one from 2020 and 2021

00;41;52;10 - 00;41;55;03
and then 2021 to 2022.

00;41;55;03 - 00;41;59;22
There's an NCI in person surveys, so
you can take a look at the full reports.

00;42;00;17 - 00;42;05;06
But what we've got highlighted
here on the screen

00;42;05;10 - 00;42;08;13
for you is especially pay close

00;42;08;13 - 00;42;11;13
attention to these numbers
highlighted in green.

00;42;11;22 - 00;42;16;20
These are Pennsylvania numbers
where the referenced NCI report

00;42;17;02 - 00;42;22;00
shows significantly below
the weighted NCI average.

00;42;22;08 - 00;42;26;19
And so, again, these are instances
where low numbers are good.

00;42;26;27 - 00;42;30;23
And so we want to continue
to see numbers

00;42;30;25 - 00;42;34;22
that are low, which demonstrate, again,
people are not reporting

00;42;35;01 - 00;42;39;12
that they're feeling lonely
and that they're feeling lonely often

00;42;41;24 - 00;42;42;28
and then Karen.

00;42;42;28 - 00;42;45;24
And we can move to the next slide here.

00;42;45;24 - 00;42;50;13
This graph comes from the NCI IDD

00;42;50;13 - 00;42;53;13
report from 2122

00;42;53;18 - 00;42;56;28
and represents
national findings broken down

00;42;56;28 - 00;43;01;01
by how individuals answered the question
Do you ever feel lonely?

00;43;01;16 - 00;43;04;23
And so just to kind of call out

00;43;04;23 - 00;43;07;23
what specifically we're looking at here,

00;43;07;26 - 00;43;12;12
this is all of the response options
nationally.

00;43;12;24 - 00;43;17;09
And then the previous slide,
we were looking at the population

00;43;17;09 - 00;43;22;12
who responded, Yes, they feel lonely,
often want to share that

00;43;23;06 - 00;43;26;06
this is the totality of all responses.

00;43;28;18 - 00;43;31;18
We can move to the next slide here.

00;43;32;03 - 00;43;34;04
So the next performance measure

00;43;34;04 - 00;43;37;24
for community integration

00;43;37;24 - 00;43;43;10
is again using questions
from national core indicators,

00;43;43;23 - 00;43;47;20
where we're looking at satisfaction
with community inclusion.

00;43;47;23 - 00;43;50;23
So the proportion of people
who report satisfaction

00;43;50;23 - 00;43;55;00
with the level of participation
in community inclusion activities,

00;43;55;16 - 00;43;59;10
again, just a reminder that these
these two performance

00;43;59;10 - 00;44;02;16
measures are applicable
to all providers in all tiers.

00;44;03;11 - 00;44;08;02

And the process details here
are that the following

00;44;08;02 - 00;44;12;07
for National Core Indicator in-person
survey questions

00;44;12;21 - 00;44;16;02
will be asked of individuals
being being served by the provider.

00;44;17;00 - 00;44;19;19
So the questions are person is satisfied

00;44;19;19 - 00;44;22;18
with how often
they went out shopping in the past month.

00;44;22;27 - 00;44;24;02
The person is satisfied

00;44;24;02 - 00;44;27;02
with how often they went out
for entertainment in the last month.

00;44;27;29 - 00;44;31;01
The person is satisfied with how often
they went out to a restaurant

00;44;31;01 - 00;44;35;17
or coffee shop in the past month,
and the person is satisfied with how often

00;44;35;17 - 00;44;39;21
they went to a religious service
or spiritual practice in the last month.

00;44;40;11 - 00;44;44;22
And so these skills are used to combine
responses from multiple similar questions

00;44;44;22 - 00;44;48;07

and one variable
to measure an overall arching concept.

00;44;48;25 - 00;44;52;00
This is another area of performance
measure, rather,

00;44;52;22 - 00;44;55;27
that we will not implement until 2026.

00;44;55;27 - 00;45;01;04
Again, until we have the ability
to survey individuals

00;45;01;04 - 00;45;05;25
through enterprise case management
in order to collect this data

00;45;06;05 - 00;45;10;18
and we are looking at this to be a future
pay for performance measure

00;45;10;21 - 00;45;15;12
again of future in that
we don't have ECM available to us yet.

00;45;15;22 - 00;45;18;19
The ability to survey folks in this way.

00;45;21;09 - 00;45;23;28
And I'm Carol we'll go on to the next one

00;45;23;28 - 00;45;26;28
which again
is a demonstration of the data here.

00;45;27;01 - 00;45;31;12
So this slide contains the national
and Pennsylvania specific NCI

00;45;31;12 - 00;45;37;03

data collected in May 2020 and 2021
and 2021 2022.

00;45;37;04 - 00;45;39;23
Reports regarding this measure.

00;45;39;23 - 00;45;44;10
So in the table, the Pennsylvania numbers
are highlighted in red and represent

00;45;44;10 - 00;45;49;03
where Pennsylvania scored worse
than the national average

00;45;49;13 - 00;45;52;13
by at least 5%.

00;45;54;00 - 00;45;55;09
One thing that I will note

00;45;55;09 - 00;45;58;09
here, too,
so those of you who are following

00;45;58;10 - 00;46;02;00
some of the new
federal rules and CMS rules

00;46;02;13 - 00;46;06;28
is that the rates reported here
for average within state,

00;46;07;10 - 00;46;10;24
this would be the rate
that ODP will be reporting this

00;46;10;24 - 00;46;13;24
CMS as part of the new quality measure set

00;46;14;03 - 00;46;17;04
that will be required
under the new access rule.

00;46;17;19 - 00;46;19;12
And again, you have links here

00;46;19;12 - 00;46;23;11
at the bottom of each of these slides
to be able to look at the full reports

00;46;26;18 - 00;46;29;04
and we can move on to the

00;46;29;04 - 00;46;32;04
questions and answers.

00;46;35;06 - 00;46;38;04
So relative to

00;46;38;04 - 00;46;42;21
what was just presented on community
integration,

00;46;42;22 - 00;46;46;10
one question here, I think
we probably have this multiple times.

00;46;46;21 - 00;46;50;07
How will these questions be asked to those
who are nonverbal or how will

00;46;50;07 - 00;46;53;19
individuals who were able to respond
independently be surveyed?

00;46;53;25 - 00;46;56;25
We are working with

00;46;57;28 - 00;47;02;02
the folks who are helping us design
ECM to

00;47;02;04 - 00;47;05;17
help us kind of create survey tools

00;47;05;17 - 00;47;09;14
that will be as accessible as possible

00;47;09;14 - 00;47;15;06
so that we can capture these responses
pretty easily that way.

00;47;15;15 - 00;47;20;23
We also recognize that in some cases,
ECM will likely not be the only way

00;47;21;03 - 00;47;23;26
that we will need to offer

00;47;23;26 - 00;47;26;29
in terms of an avenue
to collect this information.

00;47;27;02 - 00;47;30;02
And so we will have alternative methods
as well,

00;47;30;08 - 00;47;34;01
in addition to ECM
to be able to collect this information.

00;47;36;22 - 00;47;39;06
Another question we support

00;47;39;06 - 00;47;42;22
many individuals that are going to answer
no because they have limited funds.

00;47;42;22 - 00;47;46;01
They can't eat out or go to a movie
theater three or four times a week.

00;47;46;01 - 00;47;47;13
How do we account for that?

00;47;47;13 - 00;47;50;09

Yeah, I definitely understand.

00;47;50;09 - 00;47;53;11
There will always be sort
of those limitations.

00;47;53;22 - 00;47;56;25
And again, remember that these are

00;47;56;25 - 00;48;00;19
kind of skills
that they'll be able to respond to.

00;48;00;19 - 00;48;03;26
And then additionally,
we're talking about averages

00;48;03;26 - 00;48;07;22
of the numbers of populations of people
in the population that you support.

00;48;08;01 - 00;48;13;10
You may have folks who sort of are
reporting that they're not satisfied

00;48;13;16 - 00;48;16;05
based on

00;48;16;05 - 00;48;18;28
what they're able to do,
what is within their means.

00;48;18;28 - 00;48;22;01
But I think that's also part
of our responsibility

00;48;22;01 - 00;48;25;24
to make sure that we're doing
the kind of education in

00;48;25;24 - 00;48;29;04

and rehabilitative support
to help folks understand

00;48;29;21 - 00;48;31;08
their finances and their budgets.

00;48;31;08 - 00;48;32;25
And, you know what?

00;48;32;25 - 00;48;37;06
What is more realistic for them
on an individual basis?

00;48;37;14 - 00;48;41;04
And, you know, those can definitely be
hard conversations to have and,

00;48;41;24 - 00;48;44;16
you know, sort of hard
expectations does that for folks.

00;48;44;16 - 00;48;46;06
But Definitely.

00;48;46;06 - 00;48;48;03
That is,
I think, part of our responsibility

00;48;48;03 - 00;48;53;29
to make sure that folks are integrated
and involved in their communities

00;48;54;00 - 00;48;58;10
to the degree that they want to be,
and then also making sure

00;48;58;10 - 00;49;02;20
that they have the skills to be able
to do things like manage their finances

00;49;02;20 - 00;49;07;23

and schedule those sort of outings
as it's appropriate for them to do so.

00;49;15;11 - 00;49;16;06
Got a question.

00;49;16;06 - 00;49;17;19
Who will be completing the surveys?

00;49;17;19 - 00;49;18;19
Supports coordinators.

00;49;18;19 - 00;49;21;00
IM4Q staff, providers.

00;49;21;00 - 00;49;21;18
Good question.

00;49;21;18 - 00;49;24;18
So we do anticipate, like I said,

00;49;24;26 - 00;49;28;06
the surveys being available
through enterprise case management.

00;49;28;06 - 00;49;32;06
And so but we also envision
through enterprise case management,

00;49;32;16 - 00;49;37;10
essentially a participant portal
where individuals will be able to access

00;49;37;19 - 00;49;40;13
their own ISP and be able

00;49;40;13 - 00;49;43;15
to look at services
that are being utilized.

00;49;43;25 - 00;49;48;00

They'll have an opportunity
to sort of communicate with their support

00;49;48;02 - 00;49;51;08
coordinators and providers
within the ECM platform.

00;49;51;20 - 00;49;55;24
And so that's one way, right, is
that individuals can go into their portal

00;49;56;14 - 00;50;00;04
and as they're doing the other
sort of work within their portal,

00;50;00;04 - 00;50;02;11
they'll have the opportunity
to complete the survey there.

00;50;02;11 - 00;50;07;25
So a lot of this will be independent,
but we will likely need to leverage,

00;50;09;06 - 00;50;12;06
whether
it's any of the folks that you listed here

00;50;12;07 - 00;50;14;29
or others,
to be able to collect this information

00;50;14;29 - 00;50;18;19
so that we have a large enough
sample of individuals

00;50;19;10 - 00;50;22;10
in the surveys.

00;50;31;21 - 00;50;33;12
We've got a suggestion structure.

00;50;33;12 - 00;50;37;24

The question is how many times per month
an individual participated in outings

00;50;38;06 - 00;50;41;12
based on the response
of how someone feels.

00;50;41;12 - 00;50;42;09
It's very subjective.

00;50;42;09 - 00;50;42;21
It is.

00;50;42;21 - 00;50;46;02
We will likely not change
the structure of these questions

00;50;46;02 - 00;50;49;13
because they are NCI questions.

00;50;49;15 - 00;50;50;27
They're already vetted.

00;50;50;27 - 00;50;56;03
And what we want to be able to do
is compare Pennsylvania's performance

00;50;56;22 - 00;51;01;02
and provider performance
to other states in this way.

00;51;01;02 - 00;51;04;19
And so we'll likely maintain
the questions as they are written.

00;51;04;29 - 00;51;09;22
But definitely this is certainly not
the first time that folks have raised

00;51;10;02 - 00;51;15;13
that might just be that the person is
taking the survey on a grumpy day, right?

00;51;15;15 - 00;51;17;25
Or they're not having it.
They're in a bad mood.

00;51;17;25 - 00;51;21;13
And in some of that going to sort of
turn out.

00;51;21;13 - 00;51;25;05
And that's always a possibility,
sort of the nature of surveys.

00;51;25;05 - 00;51;29;14
But again, when we're talking about
a large enough sample and averages

00;51;29;23 - 00;51;32;19
and hopefully folks are getting

00;51;32;19 - 00;51;36;09
the appropriate sort of opportunities to
go out and participate

00;51;36;09 - 00;51;40;12
and be included in their community
in a way that is satisfactory to them,

00;51;40;20 - 00;51;44;01
I think that will
be reflected in the data.

00;51;50;23 - 00;51;52;06
Looking through the rest

00;51;52;06 - 00;51;55;06
of the questions, you

00;52;01;12 - 00;52;05;00
So in the past it has been difficult
to get provider specific data,

00;52;05;00 - 00;52;08;25
especially for smaller
residential providers on national core

00;52;08;26 - 00;52;13;11
indicators, since the sample size for that
agency could compromise confidentiality.

00;52;13;24 - 00;52;16;27
Will everyone in residential
be surveyed in 2026

00;52;17;01 - 00;52;20;01
and will providers
receive that level of detail?

00;52;20;03 - 00;52;23;01
The intent is that everyone in residential
will be surveyed.

00;52;23;01 - 00;52;24;22
Yes and yes.

00;52;24;22 - 00;52;28;29
Providers, because again, these are
this is going to be

00;52;28;29 - 00;52;34;16
these are surveys that ODP is providing
while we're using the NCI questions

00;52;34;16 - 00;52;38;16
and the structure of those questions
so that we have some comparability.

00;52;38;28 - 00;52;42;13
But it will they will be ours
and we'll be able to share that back

00;52;42;13 - 00;52;44;12
with individual providers

00;52;44;12 - 00;52;48;11
with respect to the population of people
that they're supporting.

00;52;50;14 - 00;52;52;07
Yeah, that's a really great question.

00;52;52;07 - 00;52;58;04
We have had some difficulties linking
these

00;52;58;11 - 00;53;02;14
outcomes
and results back to specific providers.

00;53;02;22 - 00;53;06;23
I think the through the access rule
and some of the related to the quality

00;53;06;23 - 00;53;09;23
measure set and some of the other

00;53;10;25 - 00;53;14;01
sampling
methodologies, demographic information

00;53;14;01 - 00;53;17;21
that we're looking to collect
on a statewide level will help.

00;53;17;28 - 00;53;22;04
But but as Lauren said, you know, really
driving at each individual

00;53;22;07 - 00;53;25;07
in ensuring that we have data
for each individual

00;53;25;24 - 00;53;28;24
is to the future frame.

00;53;31;18 - 00;53;35;23

There's a number of questions here
about and

00;53;35;23 - 00;53;39;17
this is a really important question,
I think for our system is how

00;53;39;17 - 00;53;43;01
how are we getting this kind of feedback
from people who aren't verbal

00;53;43;01 - 00;53;46;06
or who aren't going to
respond to the surveys?

00;53;46;06 - 00;53;49;19
And, you know, historically, through
IM4Q and NCI,

00;53;50;01 - 00;53;54;16
we have the teams that go out
and they will interview,

00;53;54;16 - 00;53;55;17
you know, they'll interview

00;53;55;17 - 00;53;59;16
family, they'll interview
DSPs trying to get at the answer.

00;53;59;20 - 00;54;01;00
You know, if that person

00;54;01;00 - 00;54;05;13
were able to respond for themselves,
how would they respond to those questions?

00;54;05;13 - 00;54;08;27
So we do have some some history of,

00;54;08;28 - 00;54;11;28

you know,
certainly trying to get at that.

00;54;12;00 - 00;54;16;02
And I think that that's a great question

00;54;16;02 - 00;54;19;12
because this will be
a very important thing for us to address,

00;54;19;12 - 00;54;23;06
knowing how many people, particularly
how many people in residential don't

00;54;23;06 - 00;54;24;11
use words, talk

00;54;25;16 - 00;54;27;22
is another question here.

00;54;27;22 - 00;54;33;03
Does integrated employment count towards
community integration in the real world?

00;54;33;03 - 00;54;34;04
Yes, it does.

00;54;34;04 - 00;54;38;26
It is a an excellent way for people
to be integrated in the community

00;54;39;04 - 00;54;44;17
in terms of what this discrete
national core indicators measure is.

00;54;44;17 - 00;54;50;05
Measuring the questions
do not include employment in there.

00;54;50;20 - 00;54;54;22
And since my mike is open,
I did pull the the latest

00;54;54;24 - 00;54;58;16
NCI data
on how many individuals in our system

00;54;58;26 - 00;55;03;18
have expressed that they want employment
and that number is currently at 40%.

00;55;04;10 - 00;55;08;26
So again, we've got quite,
quite a distance between where we are

00;55;08;28 - 00;55;14;01
for people working or seeking work
through some kind of supportive service.

00;55;14;13 - 00;55;17;07
And how many have expressed
the interest in working

00;55;24;01 - 00;55;27;10
Just to expand on Kristin's point

00;55;27;14 - 00;55;32;25
with NCI and and protocols
for engaging individuals

00;55;32;25 - 00;55;38;00
that may not have formal communication
or formal formal communication system.

00;55;38;13 - 00;55;41;01
Know, I think it's important to note
as we move

00;55;41;01 - 00;55;46;06
deeper into relying on NCI
to to drive some of the metrics

00;55;46;11 - 00;55;48;26

so that we better understand
the work that doing.

00;55;48;26 - 00;55;53;15
HRSI has been at this work
for the last 25 years.

00;55;53;24 - 00;55;57;15
And there are some
some pretty sound approaches

00;55;58;11 - 00;56;01;12
to collecting that information.

00;56;10;19 - 00;56;15;14
I'm not seeing anything else in the chat
questions.

00;56;16;03 - 00;56;19;08
Yeah, there's still some on employment
related, but

00;56;19;08 - 00;56;23;18
I think we can move on to remote supports,
make sure we get through those.

00;56;23;18 - 00;56;25;18
Before we go back to other questions,

00;56;27;01 - 00;56;30;01
I've got one.

00;56;30;28 - 00;56;31;13
Okay.

00;56;31;13 - 00;56;37;04
So I'm going to take us through
the last leg of our presentation today

00;56;37;18 - 00;56;42;03
before we get to two broader
questions, questions on remote supports.

00;56;42;21 - 00;56;46;16
So just to include

00;56;47;00 - 00;56;50;10
our standard definition,
where we're talking about

00;56;50;10 - 00;56;53;27
demonstrated use of technology
to improve health and wellness

00;56;54;13 - 00;56;58;16
stabilization of the workforce
and create additional opportunities

00;56;58;16 - 00;57;01;18
to increase independence
for for individuals.

00;57;01;19 - 00;57;08;00
And we know that this is
an emerging part of our field there.

00;57;08;00 - 00;57;12;05
There is a lot of interest
from individuals and families about remote

00;57;12;05 - 00;57;17;05
support and assistive technology
and how they can be incorporated,

00;57;17;16 - 00;57;22;19
certainly as a
as a larger, more global society.

00;57;23;04 - 00;57;28;06
We were accelerated
or thrust into the incorporating

00;57;28;06 - 00;57;31;23
technology as a result of COVID 19.

00;57;32;07 - 00;57;35;01
So when we look at other disciplines
around

00;57;35;01 - 00;57;38;01
telehealth, at some of the other work
that has been doing

00;57;38;21 - 00;57;44;02
in the space of health
care and human services, right,

00;57;44;04 - 00;57;49;06
it makes good sense for us to
to really move into this area.

00;57;49;16 - 00;57;51;00
We've had a lot of interest

00;57;51;00 - 00;57;54;05
from our provider associations
as well as individual

00;57;54;05 - 00;57;58;15
providers
around expanding their knowledge base

00;57;58;15 - 00;58;01;17
and expanding the utilization
of remote support.

00;58;01;22 - 00;58;05;13
So we feel pretty confident,
including remote support

00;58;05;13 - 00;58;08;23
in performance
based contracting approach.

00;58;09;09 - 00;58;14;19

But I think it's also important to note
that this is a lot of this is exploratory

00;58;14;29 - 00;58;20;01
and I think that translates
in these five performance measures

00;58;20;13 - 00;58;24;21
that we're really working with agencies

00;58;24;26 - 00;58;30;03
to establish a baseline
around remote support technology usage.

00;58;31;25 - 00;58;33;13
So as as you can see,

00;58;33;13 - 00;58;39;10
remote support technology
one through five are applying

00;58;39;10 - 00;58;42;20
to primary select and clinically enhanced

00;58;42;28 - 00;58;45;28
and equally across the board.

00;58;47;02 - 00;58;51;09
And why don't we go to the
to the next slide

00;58;51;09 - 00;58;56;00
and we'll go through these
each so remote support technology.

00;58;56;00 - 00;58;59;03
1.1 is simply

00;58;59;03 - 00;59;02;05
reporting the type
of remote support technology in use.

00;59;02;18 - 00;59;05;06
And as as we went through, those

00;59;05;06 - 00;59;08;06
those basic definitions
at the top of our discussion,

00;59;09;16 - 00;59;12;15
we we thought it was important to

00;59;13;03 - 00;59;17;12
operationalize and really provide
some examples to providers

00;59;17;21 - 00;59;20;21
so that as as you're reporting this out,

00;59;20;22 - 00;59;25;24
you can kind of select those areas
that are meaningful

00;59;26;03 - 00;59;29;03
and are the types of service,

00;59;29;16 - 00;59;32;21
the types of components of remote supports

00;59;32;21 - 00;59;36;03
that are utilized
within your organization.

00;59;37;25 - 00;59;40;24
So, you
know, some of this you will you'll notice

00;59;40;24 - 00;59;45;20
that it's really directly connected to
the service definition.

00;59;46;04 - 00;59;48;23
So when when we're talking

00;59;48;23 - 00;59;53;00
about remote support, again,
we're talking about technology

00;59;53;00 - 00;59;55;29
used by the residential agency,

00;59;57;09 - 00;59;58;07
by select.

00;59;58;07 - 01;00;02;26
So we're selecting from these areas,
but we only want technology

01;00;03;04 - 01;00;07;16
that alert off site staff
as part of that remote support system.

01;00;08;14 - 01;00;10;25
You know, earlier in our definition

01;00;10;25 - 01;00;14;15
of assistive technology,
we talked about the inclusion of sensors,

01;00;14;27 - 01;00;20;00
and now we see the inclusion of sensors
here as as just an example.

01;00;20;10 - 01;00;24;03
When we talk about sensors
as part of remote support,

01;00;24;03 - 01;00;29;13
we're talking about sensors know, again,
we have a few examples, doorway

01;00;29;13 - 01;00;32;15
and windows, kitchen devices, pressure
motion, etc.

01;00;33;06 - 01;00;35;27

But those are sensors

01;00;35;27 - 01;00;39;04
that are connected to a broader
array of technology

01;00;39;12 - 01;00;43;28
that includes that real time
audio video communication for the person

01;00;44;05 - 01;00;47;11
when remote supports that remote support

01;00;47;11 - 01;00;51;13
service is is active versus, you know,

01;00;51;14 - 01;00;57;02
many of your agencies
are incorporating things

01;00;58;02 - 01;01;01;25
like cameras that are forward facing

01;01;01;27 - 01;01;07;26
and public facing on your front porches
that also alert may have

01;01;07;28 - 01;01;12;23
the opportunity to to alert staff
when when they're triggered.

01;01;13;05 - 01;01;16;25
That is not the type of technology
that we're talking about when we're

01;01;16;25 - 01;01;21;09
talking about measuring what agencies
are doing related to remote support.

01;01;21;09 - 01;01;24;09
So hopefully that that help to clarify.

01;01;25;07 - 01;01;28;00
But some other areas, you see wearable

01;01;28;00 - 01;01;31;00
technology,

01;01;34;03 - 01;01;36;04
smartwatches, glucose monitors,

01;01;36;04 - 01;01;40;27
etc., medication dispensers,
part of the service definition

01;01;40;27 - 01;01;44;24
also includes that there is a main hub
connecting all of those

01;01;44;24 - 01;01;47;01
remote supports technologies.

01;01;47;01 - 01;01;51;19
Any any use of software that's designed
specifically for remote supports.

01;01;52;02 - 01;01;56;24
We've seen some examples
of some pretty sophisticated integrated

01;01;57;28 - 01;02;01;13
systems that incorporate

01;02;01;21 - 01;02;06;06
things like the individual support
plan to all notifications,

01;02;06;08 - 01;02;10;07
all of that are directly connected
sensors, cameras, etc.

01;02;11;05 - 01;02;13;27
and a one stop

01;02;13;27 - 01;02;16;27
integrated package

01;02;18;24 - 01;02;21;11
devices
for controlling residential environments,

01;02;21;11 - 01;02;24;11
things like lights and temperatures
and blinds,

01;02;26;27 - 01;02;29;03
that contract

01;02;29;03 - 01;02;33;15
contract with outside vendors to provide
remote support services for technology

01;02;33;15 - 01;02;36;22
only so agencies
staff are used for monitoring.

01;02;37;01 - 01;02;40;01
So with with these questions with ten, 11

01;02;40;02 - 01;02;43;22
and 12 really trying to get a better sense
of how

01;02;44;27 - 01;02;47;21
how agencies are organizing

01;02;47;21 - 01;02;51;15
around utilization of remote support,

01;02;51;15 - 01;02;55;24
I think just purely using
a contracted vendor

01;02;55;24 - 01;03;00;06
for both the technology
and for the staff involved,

01;03;01;04 - 01;03;04;21
Or is there a combination of that?

01;03;08;01 - 01;03;09;14
And we anticipate

01;03;09;14 - 01;03;13;16
that, again, this is
this is going to be baseline data

01;03;14;04 - 01;03;17;13
and this will be included in a survey.

01;03;17;22 - 01;03;24;03
This is not currently noted for performance based for pay, for performance.

01;03;25;13 - 01;03;28;13
We could go to the next slide.

01;03;29;01 - 01;03;30;02
So performance

01;03;30;02 - 01;03;34;15
measure number two is report number
and percent of individuals

01;03;34;15 - 01;03;37;15
using remote support technology.

01;03;39;05 - 01;03;41;16
And that is really just again,

01;03;41;16 - 01;03;45;10
to establish baseline data,
report the total number of individuals

01;03;45;10 - 01;03;51;02
that are using remote supports
within that previous calendar year and

01;03;52;27 - 01;03;55;28

this is going to be self-reported
through agency

01;03;56;06 - 01;03;59;15
and not marked for paper performance.

01;04;01;10 - 01;04;05;03
So to go to the next slide,
have some baseline data.

01;04;05;03 - 01;04;08;27
Again, we don't have tremendous amount
of information here,

01;04;08;27 - 01;04;13;23
although as we've made some changes
to our service definitions

01;04;13;23 - 01;04;19;12
and how we account for for claims data,
we are starting to get

01;04;19;12 - 01;04;23;16
some sort of new information
around utilization of remote supports,

01;04;24;13 - 01;04;26;22
but it's still a bit of a blind spot

01;04;26;22 - 01;04;30;08
in residential
because, as this group knows,

01;04;30;17 - 01;04;33;14
residential remote supports is included

01;04;33;14 - 01;04;36;16
in in the residential service itself.

01;04;38;02 - 01;04;40;19
So back in May we published

01;04;40;19 - 01;04;44;07
some some baseline data
related to technology.

01;04;44;26 - 01;04;47;23
And as you could see,

01;04;47;23 - 01;04;51;15
a relatively small response set.

01;04;51;26 - 01;04;56;12
So 94 providers responded
and of those 94 providers,

01;04;56;18 - 01;04;59;27
13 or 14%

01;05;01;00 - 01;05;03;21
responded that their agency provides

01;05;03;21 - 01;05;06;21
remote support and residential services.

01;05;06;21 - 01;05;10;03
And that accounted for,
if you look at to a

01;05;10;07 - 01;05;15;05
that accounted for 692 locations,

01;05;15;24 - 01;05;18;16
discrete location service locations

01;05;18;16 - 01;05;22;04
and then approximately eleven hundred individuals

01;05;22;19 - 01;05;27;08
that were were being impacted
by those services.

01;05;28;01 - 01;05;31;26

So, you know, again,
think we may have some data

01;05;31;26 - 01;05;36;21
integrity issues with with the survey,
but it at least gives us a target.

01;05;36;21 - 01;05;40;02
It starts to give us a sense of where

01;05;40;10 - 01;05;43;10
where our starting point is.

01;05;43;21 - 01;05;44;27
We could go to the next slide.

01;05;49;23 - 01;05;53;08
So for remote support technology three,

01;05;53;24 - 01;05;58;14
we're asking for providers
to report the estimated direct

01;05;58;14 - 01;06;01;29
care hours that are being redirected
with the use of technology.

01;06;02;25 - 01;06;05;26
And again, as as we have been

01;06;06;15 - 01;06;10;20
really focusing in on
the expansion of technology,

01;06;11;00 - 01;06;16;01
we also want to understand
how providers are utilize

01;06;16;19 - 01;06;20;04
any time that is saved

01;06;20;04 - 01;06;23;14

with with the incorporation
of remote support.

01;06;24;03 - 01;06;26;19
Anecdotally,
we've we've had some conversations

01;06;26;19 - 01;06;30;03
with some providers
that have some really good outcomes

01;06;30;03 - 01;06;33;25
and some really good examples
of of how this is working.

01;06;34;12 - 01;06;39;13
But but it's an area that we want to study
more and be able to then

01;06;39;19 - 01;06;43;05
share back with the provider
network around success

01;06;43;05 - 01;06;45;21
and how to continue
to build that capacity.

01;06;47;14 - 01;06;50;13
So for this measure,

01;06;50;13 - 01;06;53;21
we're looking to report
the estimated direct care hours

01;06;54;01 - 01;06;55;13
that would have been provided

01;06;55;13 - 01;06;58;28
if remote supports were not used
as part of residential services.

01;06;59;21 - 01;07;03;05

And so to calculate
that providers should review

01;07;03;05 - 01;07;06;16
all individuals receiving remote supports
in residential services

01;07;06;24 - 01;07;10;06
and determine the number of hours
they received in that year

01;07;10;21 - 01;07;13;16
from the total hours of remote supports
rendered.

01;07;13;16 - 01;07;17;16
Subtract the total number of direct
care hours that would have been

01;07;17;16 - 01;07;20;15
delivered
through the previous calendar year,

01;07;20;16 - 01;07;24;19
and we've included
an example for providers.

01;07;24;21 - 01;07;28;16
Take a look at and you know this

01;07;28;26 - 01;07;31;26
this is is marked as pay for performance.

01;07;32;24 - 01;07;36;28
But as you can see,
there's a footnote here that all savings

01;07;37;06 - 01;07;40;03
from reduction in staff or other costs

01;07;40;03 - 01;07;43;03
are retained by by the provider.

01;07;43;08 - 01;07;47;06
We know that some states have models
where

01;07;47;06 - 01;07;51;13
if remote supports are being utilized
at residential services.

01;07;51;28 - 01;07;54;20
Again, the rate is different.

01;07;54;20 - 01;07;57;22
It's typically lower than than

01;07;57;22 - 01;08;00;24
what the established rate
is for that residential service.

01;08;01;02 - 01;08;04;01
Pennsylvania has not taken that approach.

01;08;04;08 - 01;08;09;16
We we are dedicated to to really
promoting remote supports

01;08;09;19 - 01;08;12;22
to drive independence and address the

01;08;12;28 - 01;08;15;28
the workforce shortage.

01;08;16;07 - 01;08;21;02
And so one of those ways is that
we're asking providers to ask how you,

01;08;21;18 - 01;08;25;18
you know, share how you are approaching,
that share how you are reinvesting

01;08;26;00 - 01;08;30;02
those those resources into either

01;08;31;10 - 01;08;32;07
other,

01;08;32;07 - 01;08;36;06
you know, other individuals
to receive those services.

01;08;36;14 - 01;08;40;09
Is it is it, you know,
helping to reduce overtime costs?

01;08;40;21 - 01;08;43;21
How is this how is this being accounted?

01;08;47;19 - 01;08;50;19
It could go to the next slide

01;08;51;14 - 01;08;55;01
now. So performance measure number four

01;08;55;21 - 01;09;00;02
is to report if there are savings,
how are you using

01;09;00;09 - 01;09;04;00
these value savings
to invest in your organization

01;09;04;05 - 01;09;07;13
resulting in improvements, workforce
service delivery

01;09;07;25 - 01;09;10;25
and so on.

01;09;10;26 - 01;09;13;25
So DSPs and frontline supervisors,

01;09;13;25 - 01;09;17;22
we know our primary cost driver
and residential rates

01;09;18;15 - 01;09;23;07
when remote supports are utilized,
residential services ODP allows.

01;09;23;07 - 01;09;26;00
And this is exactly what we were
just talking about,

01;09;26;00 - 01;09;29;08
allows providers to build out
the established residential rate.

01;09;29;23 - 01;09;32;25
Please report any cost savings.

01;09;34;00 - 01;09;39;08
How are agencies using these value based
savings to invest in your organization,

01;09;39;19 - 01;09;43;08
resulting in improvements
in workforce service delivery, etc.?

01;09;44;01 - 01;09;47;14
And again, this is exploratory.

01;09;47;23 - 01;09;49;15
This is

01;09;50;18 - 01;09;52;06
this is

01;09;52;06 - 01;09;54;20
simply a baseline report out

01;09;54;20 - 01;09;57;20
that we're asking providers
to respond to.

01;09;57;28 - 01;10;01;13

And again, as a reminder,
this is for primary select

01;10;01;13 - 01;10;04;13
and clinically enhanced.

01;10;05;17 - 01;10;08;17
You could go to the next slide.

01;10;08;19 - 01;10;11;00
And then lastly,

01;10;11;00 - 01;10;13;21
for performance measure

01;10;13;21 - 01;10;18;10
under remote support technology
number five, the report how many employees

01;10;18;10 - 01;10;23;01
and or contracted entities
have assistive technology

01;10;23;01 - 01;10;26;05
professional certificates

01;10;27;11 - 01;10;29;12
from Rehabilitation,

01;10;29;12 - 01;10;32;19
Engineering and Assistive Technology
Society of North America?

01;10;32;22 - 01;10;36;21
Reznor
or the Enabling Technology Integration

01;10;36;21 - 01;10;41;05
specialist that is available
through shift certification?

01;10;41;24 - 01;10;45;16

Both of these certifications

01;10;45;16 - 01;10;49;17
are required
as part of remote supports being rendered

01;10;49;20 - 01;10;53;23
and are included
in these approved waivers.

01;10;54;29 - 01;10;57;14
So this is just simply

01;10;57;14 - 01;11;02;23
reporting the number of Reznor,
number of shift credentialed,

01;11;02;23 - 01;11;06;04
and again, that could be employees

01;11;06;19 - 01;11;11;24
with the residential provider or
that could be through a contracted entity

01;11;14;02 - 01;11;16;16
to take an opportunity.

01;11;16;16 - 01;11;19;15
There has been maybe some

01;11;20;08 - 01;11;21;12
some some rumors

01;11;21;12 - 01;11;25;09
or some misinformation
floating around about this that

01;11;25;09 - 01;11;28;21
that somehow
maybe the requirements to have

01;11;30;05 - 01;11;33;05

Reznor or shift certified

01;11;33;24 - 01;11;37;27
professionals either on staff
or on contract for this would be changing.

01;11;38;13 - 01;11;42;29
I clear that up and let the field know
that there are

01;11;42;29 - 01;11;45;28
requirements are not changing
related to these requirements.

01;11;47;08 - 01;11;49;12
Those will most

01;11;49;12 - 01;11;52;12
in our waivers.

01;11;52;24 - 01;11;55;22
So with that, Karen,
I think we could move to our next slide,

01;11;55;22 - 01;11;58;22
which is questions and answers and people

01;11;59;28 - 01;12;03;00
take a minute to get acclimated here.

01;12;08;12 - 01;12;10;08
Jeremy, while you're getting

01;12;10;08 - 01;12;14;25
caught up on the question and answer
frame, I'll just jump in quickly.

01;12;14;25 - 01;12;19;18
We got a couple of questions coming in
kind of specifically

01;12;19;18 - 01;12;23;28

about individual pieces of equipment,
right?

01;12;23;29 - 01;12;27;00
So questions about cell phones,

01;12;27;03 - 01;12;30;26
smartwatches, thermostats,

01;12;31;11 - 01;12;38;00
devices can support, face time
so that an individual can face time

01;12;38;00 - 01;12;40;29
with their family, all asking basically,

01;12;40;29 - 01;12;44;13
does this meet
the remote support criteria?

01;12;44;24 - 01;12;47;22
So remember that remote supports

01;12;47;22 - 01;12;50;25
are sort of the alleviation

01;12;50;25 - 01;12;53;25
of the direct staff time

01;12;54;05 - 01;12;58;01
rather than the piece of equipment
itself?

01;12;58;01 - 01;12;58;11
Right.

01;12;58;11 - 01;13;03;04
So those pieces of equipment
might be considered assistive technology.

01;13;03;04 - 01;13;06;10

They might be pieces of equipment
that could be used

01;13;06;10 - 01;13;09;25
to support the provision
of remote supports,

01;13;10;06 - 01;13;13;15
but that remote supports is going to be

01;13;13;17 - 01;13;17;08
pretty clearly defined in terms

01;13;17;08 - 01;13;22;19
of the service definition
that went through and some of the

01;13;23;01 - 01;13;26;04
requirements on the

01;13;26;04 - 01;13;29;04
on the slides here
in terms of the performance measures,

01;13;29;10 - 01;13;35;12
the distinction here right
is that those devices are connected to

01;13;36;24 - 01;13;39;24
if you're maybe using a third party,
for example,

01;13;40;03 - 01;13;43;03
for the provision, remote supports

01;13;43;06 - 01;13;48;28
that those things are connected to
something like a remote support provider

01;13;48;28 - 01;13;54;01
or if the residential provider
is also rendering those remote supports

01;13;54;13 - 01;13;59;02
that they are connected to,
whether it's a call center,

01;13;59;08 - 01;14;04;01
all of those devices sort of trigger
an action for someone to

01;14;04;12 - 01;14;07;24
get in touch
with that individual, to say, hey,

01;14;07;24 - 01;14;11;17
we got an alert that, you know,
you left your stove on.

01;14;11;17 - 01;14;14;17
And so we're calling you to remind you to

01;14;14;26 - 01;14;18;15
make sure that it that it's off,
that sort of thing.

01;14;18;23 - 01;14;23;17
So it's not necessarily
about counting the elements of equipment,

01;14;23;19 - 01;14;26;23
more so than making sure
that those pieces of equipment

01;14;26;23 - 01;14;30;24
are directly tied to
that remote support provision.

01;14;33;14 - 01;14;34;01
And this is,

01;14;34;01 - 01;14;37;08
as we've mentioned
earlier, is an emerging part of our field.

01;14;37;08 - 01;14;41;24
It, you know, and you know, based

01;14;41;24 - 01;14;45;07
based on a number of these questions
kind of really asking,

01;14;45;14 - 01;14;48;07
you know, what counts as remote supports,
where that line is

01;14;48;07 - 01;14;51;27
between assistive technology
and remote support.

01;14;52;05 - 01;14;58;13
One good thing I could share with
the field is that we have some resources

01;14;58;13 - 01;15;01;17
being organized through what we're

01;15;01;21 - 01;15;05;04
dubbing the technology accelerator,

01;15;05;12 - 01;15;09;19
and it really is designed to focus in
and support

01;15;09;29 - 01;15;15;21
residential providers and providers alike
that are interested in learning more

01;15;15;21 - 01;15;19;19
and figuring out ways to incorporate
a remote supports into their

01;15;19;29 - 01;15;22;29
into their business model

01;15;27;06 - 01;15;28;03

is another question.

01;15;28;03 - 01;15;32;24
Is there any data that you can share
within the state of Pennsylvania

01;15;33;06 - 01;15;37;18
to show who is certified, either
resident, certified or shift

01;15;37;19 - 01;15;42;14
certified to
for contacts to contract with?

01;15;42;22 - 01;15;47;17
So Reznor does have very easy to use
website

01;15;47;17 - 01;15;50;28
where you can put in your state

01;15;51;09 - 01;15;55;28
and what you're looking for
and all of the certified

01;15;55;28 - 01;16;01;08
Reznor folks will be populated in a list
for you to take a look at this shift

01;16;02;17 - 01;16;04;26
website
to see if they have a similar resource.

01;16;04;26 - 01;16;09;29
But definitely the Reznor website
is very straightforward

01;16;10;02 - 01;16;13;03
for folks to use
and to find professionals There.

01;16;16;20 - 01;16;19;17

And then there's a couple of questions
here.

01;16;19;17 - 01;16;24;29
There is a question about a concern
essentially is ODP concerned

01;16;24;29 - 01;16;29;20
this is going to push providers
to be trying

01;16;29;23 - 01;16;33;25
remote support
and putting people at risk.

01;16;37;00 - 01;16;37;21
Another

01;16;37;21 - 01;16;41;10
well, that a couple of questions
related to that.

01;16;41;12 - 01;16;46;29
Are there,
you know, populations within ODP, that

01;16;46;29 - 01;16;50;13
remote support wouldn't be appropriate
and wouldn't shouldn't be served.

01;16;50;13 - 01;16;53;16
And are we taking that into account

01;16;53;16 - 01;16;57;21
as as Jeremy noted when we started,
this is a reporting measure.

01;16;57;21 - 01;17;00;23
Remote support is not for everyone.

01;17;00;27 - 01;17;05;12

Life sharing supported
living are not for everyone.

01;17;05;12 - 01;17;10;12
We we know this
and you know this is where your expertise

01;17;10;12 - 01;17;13;26
as residential providers comes in in

01;17;14;06 - 01;17;20;04
evaluating the people that you support
and you know, looking at where

01;17;20;04 - 01;17;23;28
there may be technology solutions
that can better support someone's health,

01;17;23;28 - 01;17;27;06
better support their independence,
that in some cases

01;17;27;06 - 01;17;30;27
may replace staff,
that's not going to work in many cases.

01;17;30;27 - 01;17;32;14
And we know that.

01;17;32;14 - 01;17;34;02
But I think, you know, some

01;17;34;02 - 01;17;38;06
I guess there's a little bit
of a trend here in terms of concerns.

01;17;38;10 - 01;17;41;19
So we just had that about competitive
integrated employment.

01;17;42;02 - 01;17;47;01

Are we going to be forcing
people into employment?

01;17;47;13 - 01;17;51;19
This, you know, our interest
in really promoting life

01;17;51;19 - 01;17;52;21
sharing and supported living?

01;17;52;21 - 01;17;57;16
Are we going to be forcing people
into choices that we don't want by setting this up?

01;17;57;16 - 01;18;01;20
Are we going to be forcing people
into remote support technology?

01;18;01;28 - 01;18;04;11
And the answer is no.

01;18;04;11 - 01;18;09;27
There is a lot of daylight
between where we are

01;18;10;00 - 01;18;14;06
and supporting people in competitive
integrated employment today

01;18;14;19 - 01;18;20;05
and what adults with disabilities
tell us they want in terms of employment.

01;18;20;06 - 01;18;23;03
Again,
where you know an 18% in residential,

01;18;23;03 - 01;18;25;20
frankly we're at 11% employment
if you look at the

01;18;25;20 - 01;18;29;01

entire residential population
because we have higher acuity,

01;18;29;14 - 01;18;32;27
the residential individuals
in residential

01;18;32;27 - 01;18;37;21
are actually 11% and we have 40% of people
that are saying we want employment.

01;18;37;21 - 01;18;41;12
So a lot of daylight there, life
sharing is supported.

01;18;41;12 - 01;18;45;23
Living less than 10% of people
are supported in those two models.

01;18;46;03 - 01;18;49;13
So do we know what the right
number is for?

01;18;49;13 - 01;18;52;13
How many people could be supported
in those other settings?

01;18;52;13 - 01;18;53;10
We don't yet.

01;18;53;10 - 01;18;55;15
I think we will know that someday.

01;18;55;15 - 01;19;00;22
But I think there's again, room
between where we are today

01;19;01;05 - 01;19;04;10
and where we can be
if we're really making sure

01;19;04;10 - 01;19;09;17

that people have the opportunities
to be looking at other

01;19;09;19 - 01;19;13;19
living models
in terms of remote support technology.

01;19;14;03 - 01;19;19;04
You know, I think we're only beginning
to really understand and this technology

01;19;19;04 - 01;19;23;26
changes and improves every day,
but there are people it is not.

01;19;23;26 - 01;19;26;14
It is not
and there is not an application that is

01;19;26;14 - 01;19;29;26
and we're not interested
in pushing this on people.

01;19;29;26 - 01;19;30;27
It's not appropriate for.

01;19;31;29 - 01;19;33;01
But we do think there are

01;19;33;01 - 01;19;37;00
opportunities here to support people,
to be healthier,

01;19;37;00 - 01;19;42;18
to support people to be safer,
and in some cases reduce the

01;19;42;22 - 01;19;48;06
the direct staffing that people are using
based on that technology.

01;19;48;06 - 01;19;51;16

But like, you know, this
this is very much

01;19;51;16 - 01;19;54;28
a measurement we are asking you to report.

01;19;55;13 - 01;19;58;29
And I think as a community,
we have a lot of work to do

01;19;58;29 - 01;20;04;18
still in terms of figuring out
how how you assess these needs very well.

01;20;04;18 - 01;20;08;10
And you know, where where
there are best practices

01;20;08;10 - 01;20;11;10
and good applications
of remote support technology.

01;20;15;06 - 01;20;16;25
And to continue with that,

01;20;16;25 - 01;20;20;29
Kristin,
we have a question that I think is, is

01;20;20;29 - 01;20;23;29
just kind of captures the spirit of that.

01;20;23;29 - 01;20;29;05
So one of your colleagues is asking,
might an example be that individual

01;20;29;05 - 01;20;32;11
receiving supported living services
to work with a staff person

01;20;32;11 - 01;20;35;11

in partnership
with another household to cook a meal?

01;20;35;11 - 01;20;38;13
This would require one staff member

01;20;38;18 - 01;20;41;17
to support
two or three homes at the same time.

01;20;41;17 - 01;20;45;03
So, you know, as as Kristin is driving
at, we're really talking

01;20;45;03 - 01;20;48;26
about person centered
planning at the core of all of this.

01;20;48;26 - 01;20;52;08
And but but I you know,

01;20;52;08 - 01;20;55;08
this question drives at the intent.

01;20;55;19 - 01;20;59;14
How can we
how can we really engage our staff?

01;20;59;16 - 01;21;02;29
You know,
which we know is such a critical resource

01;21;03;09 - 01;21;08;00
and and, you know, employ them in a way

01;21;08;00 - 01;21;12;21
that really maximizes independence
and choice and control over environments.

01;21;13;09 - 01;21;16;29
You know, in this particular example
of cooking

01;21;16;29 - 01;21;20;09
a meal may
be something that somebody is working on.

01;21;20;09 - 01;21;26;25
It may not be, you know, but but you have
if that were built into a plan,

01;21;26;25 - 01;21;32;07
into a remote support plan, you know,
you could envision how not having

01;21;32;07 - 01;21;37;26
a staff member in your space,
you know, might might really drive,

01;21;38;05 - 01;21;42;26
might really drive
that that person's independence.

01;21;44;25 - 01;21;47;25
So I think
you're getting the spirit of it.

01;21;50;04 - 01;21;51;05
There's a question

01;21;51;05 - 01;21;55;12
here around offsite, what is the
definition of offsite if a staff is asleep

01;21;55;12 - 01;22;00;15
in the room of house into
and are not provided care and technology

01;22;00;15 - 01;22;04;20
used to notify staff of a problem
with an individual in a wake

01;22;04;21 - 01;22;08;17

and have to go provide support,
is that acceptable?

01;22;08;27 - 01;22;11;27
Acceptable of remote support technology?

01;22;12;11 - 01;22;15;21
So the offsite is

01;22;15;21 - 01;22;19;18
is offsite
part of the service definition?

01;22;19;18 - 01;22;23;01
And I would encourage, you know,
if you're less familiar with that,

01;22;23;12 - 01;22;26;12
with that service
definition, go back and take a look

01;22;26;12 - 01;22;29;12
at the most recent approved

01;22;29;22 - 01;22;33;11
waivers or take a look at the

01;22;34;18 - 01;22;36;12
ISP manual to

01;22;36;12 - 01;22;39;16
to gain
some additional insight into that.

01;22;39;28 - 01;22;43;12
But offsite is defined as

01;22;43;12 - 01;22;48;14
a wake staff that has access to
audio, video communication

01;22;49;01 - 01;22;52;05

that's connected to a hub
that has redundancy.

01;22;52;20 - 01;22;56;09
So this
this is a capacity building exercise.

01;22;56;18 - 01;23;00;17
This is not something that agencies
are going to want to rush into.

01;23;00;29 - 01;23;05;02
You know, we're finding agencies
that are successful with this

01;23;05;12 - 01;23;08;09
are going at it slow and methodically,

01;23;08;09 - 01;23;12;10
and it has a multi-year strategy

01;23;12;10 - 01;23;17;13
to to really implement and coordinate
these this this expanded service.

01;23;18;03 - 01;23;23;18
So in this example, I would not consider
that remote supports.

01;23;27;20 - 01;23;27;27
There's a

01;23;27;27 - 01;23;31;08
question around shift credentialing,

01;23;31;23 - 01;23;35;16
the shift credentialing
that is included in

01;23;35;16 - 01;23;39;00
the waiver is the enabling technology
integrated specialist

01;23;40;26 - 01;23;43;26
certification.

01;23;47;03 - 01;23;47;13
We're

01;23;47;13 - 01;23;50;13
trying to work through
and see whether there are remote

01;23;50;28 - 01;23;51;29
support ones.

01;23;51;29 - 01;23;54;29
There are before we get into general,

01;23;59;02 - 01;24;01;05
do you answer the contracted

01;24;01;05 - 01;24;04;05
provider question, Jeremy,

01;24;05;17 - 01;24;08;21
does the service have to be
with a contracted provider

01;24;08;21 - 01;24;11;21
or could it be a situation
where someone has a long time but

01;24;11;21 - 01;24;14;21
has access to staff through a cell phone?

01;24;19;00 - 01;24;21;22
Does the service have to be the contractor
provider?

01;24;21;22 - 01;24;27;09
The situation where someone has low time
has access to a staff through cell phone.

01;24;27;12 - 01;24;30;27
So, you know, having an individual

01;24;30;27 - 01;24;33;27
having approved time in

01;24;35;13 - 01;24;39;10
in their ISP, having approved time
in their ISP, where they don't need direct

01;24;39;10 - 01;24;44;07
supervision, but
but being able to contact staff member

01;24;44;07 - 01;24;49;02
as a backup plan in case they need to,
you know, need some support

01;24;49;14 - 01;24;52;22
if that's all built into a person's

01;24;53;02 - 01;24;56;02
plan,
that's not necessarily remote supports.

01;24;56;07 - 01;25;01;00
I you know,
I don't quite know how we define that.

01;25;01;00 - 01;25;02;20
If that's a backup plan

01;25;02;20 - 01;25;06;06
or if that's just, you know,
part of that person support plan.

01;25;06;17 - 01;25;10;08
But remote,
remote supports are a little bit more

01;25;11;14 - 01;25;12;14
connected and

01;25;12;14 - 01;25;15;20
again, typically start with a
an assessment,

01;25;17;04 - 01;25;21;04
some planning,
some exploration of different technologies

01;25;21;04 - 01;25;24;04
that might support that independence.

01;25;24;13 - 01;25;27;13
But what I'll say with that example

01;25;27;26 - 01;25;31;08
is that really is driving
at very similar outcomes

01;25;31;20 - 01;25;34;21
because what we're
what we're hoping to see is

01;25;34;21 - 01;25;38;14
that people have more control and choice
over their environment,

01;25;38;24 - 01;25;42;25
which, you know, in that in that example
that certainly sounds like

01;25;42;28 - 01;25;45;28
it would have.

01;25;48;03 - 01;25;50;17
There's there were a few questions around
telehealth

01;25;50;17 - 01;25;53;26
and telemedicine
being considered remote support.

01;25;54;13 - 01;25;57;11
By the definition that we're using

01;25;57;11 - 01;26;00;13
for these purposes, the answer is no.

01;26;00;21 - 01;26;05;02
Telehealth and telemedicine
are also very useful tools.

01;26;05;13 - 01;26;08;13
And as we've seen,

01;26;08;13 - 01;26;12;18
our specialty telehealth and
assessment teams come online.

01;26;14;23 - 01;26;16;13
So those those are great

01;26;16;13 - 01;26;19;12
services,
but they're not considered remote support.

01;26;20;17 - 01;26;24;28
I think we got through

01;26;24;28 - 01;26;27;28
a majority of these here.

01;26;30;03 - 01;26;31;15
Yeah, I think so.

01;26;31;15 - 01;26;33;06
Yeah. And your questions are great.

01;26;33;06 - 01;26;37;27
Like, we need we will continue at this,
you know, just another plug.

01;26;38;10 - 01;26;43;15

Lauren and I will be working
to working with our partners

01;26;43;15 - 01;26;48;10
through the Office of Long Term
Living to really bring over the next year

01;26;48;23 - 01;26;52;14
plus some additional resources to

01;26;52;15 - 01;26;56;11
to providers to to help your organizations
build capacity

01;26;56;11 - 01;26;59;11
in this space.

01;27;00;09 - 01;27;01;19
Right.

01;27;01;19 - 01;27;05;06
Jeremy,
I kind of scroll back up to the top here.

01;27;05;08 - 01;27;09;28
We had some employment questions
we did not get to. So.

01;27;10;09 - 01;27;14;22
Question for competitive integrated
employment, is there a stipulation

01;27;14;22 - 01;27;21;00
for how many hours a week they work
also possible if they are self-employed

01;27;21;00 - 01;27;25;28
and yes, self-employed counts
as competitive integrated employment

01;27;26;15 - 01;27;30;05

in terms of stipulations for hours
per week?

01;27;30;23 - 01;27;33;12
We have not included that yet.

01;27;33;12 - 01;27;40;06
So I do think over time that probably is
a benchmark that we will add.

01;27;40;08 - 01;27;43;11
But at this point that

01;27;43;11 - 01;27;46;12
that's not part of it is just a yes or no.

01;27;46;12 - 01;27;49;29
They're they're working in competitive
integrated employment or not.

01;27;50;11 - 01;27;54;24
But down the road, I do think
in other states that look at this

01;27;55;18 - 01;27;57;24
have included

01;27;57;24 - 01;28;01;16
some benchmarking sort
of a minimum number of hours so that it's,

01;28;01;19 - 01;28;05;19
you know, meaningful at this point.

01;28;05;19 - 01;28;10;24
We are we are just looking for
any competitive integrated employment.

01;28;13;10 - 01;28;15;04
There is

01;28;15;04 - 01;28;19;26

couple of questions here on sort of the
the relationship with OVR

01;28;20;02 - 01;28;24;25
and if someone if OVR completed
a work assessment

01;28;25;06 - 01;28;29;25
and sort of deemed person

01;28;29;25 - 01;28;33;17
not appropriate at that time
for competitive integrated employment.

01;28;34;02 - 01;28;38;01
What you know
how how would we handle that?

01;28;38;01 - 01;28;41;16
Does that make a difference
in terms of how ODP is looking at it?

01;28;42;01 - 01;28;43;28
And I'll say two things.

01;28;43;28 - 01;28;48;16
One, if that comes up, you know, please,
certainly be reaching out

01;28;48;16 - 01;28;52;17
to the employment lead,
you know, talking with the SCO.

01;28;52;24 - 01;28;58;14
You can bring in the employment
leads at the AE and at our regional office.

01;28;58;14 - 01;29;02;12
I would be curious
how often that is happening.

01;29;02;14 - 01;29;07;00

We we do not at ODP,
we don't certainly don't have some

01;29;07;02 - 01;29;12;07
the same standards and requirements,
you know, are our rules

01;29;12;07 - 01;29;16;12
largely come from the Centers
for Medicare and Medicaid services.

01;29;16;21 - 01;29;19;15
Different than the Rehab Services
Administration,

01;29;19;15 - 01;29;23;05
which funds
the Office of Vocational Rehabilitation.

01;29;23;07 - 01;29;26;25
So I'd be curious
when and how that's coming up.

01;29;26;26 - 01;29;30;20
You don't need to share that now,
but certainly would like

01;29;30;26 - 01;29;35;28
any any insight you've got in terms
of how you are seeing that we

01;29;35;28 - 01;29;40;27
we would still include those individuals
in sort of that denominator.

01;29;40;27 - 01;29;44;14
It is still any any individuals that are

01;29;44;16 - 01;29;48;24
you are serving residentially you know

01;29;48;27 - 01;29;53;19

certainly if they're in the process
of evaluation with OVR

01;29;53;19 - 01;29;59;11
we would look at that as you know working
seeking seeking employment in that case.

01;30;02;01 - 01;30;02;17
Another

01;30;02;17 - 01;30;07;00
question concern here
someone's just noting

01;30;07;00 - 01;30;10;22
that some of the challenges
for individuals who are working

01;30;10;22 - 01;30;16;12
it may not be as much about the fact
that their Social Security,

01;30;16;12 - 01;30;20;02
it's not as much about the loss
of the Social Security funds,

01;30;20;10 - 01;30;24;10
but just working with a representative
payee

01;30;24;22 - 01;30;29;00
in terms of how bills get paid
and appreciate.

01;30;29;00 - 01;30;34;00
Again, I you know,
I hope I didn't sort of under emphasize

01;30;34;00 - 01;30;39;08
it it certainly working
can add some complications in terms of

01;30;39;08 - 01;30;43;04
all of the reporting requirements
and then managing

01;30;44;02 - 01;30;47;24
all of the bill paying
when you've got Social Security check

01;30;47;24 - 01;30;51;18
that may be fluctuating in amount
certainly adding you know,

01;30;51;18 - 01;30;55;23
and an external payee into the mix
also makes

01;30;55;23 - 01;30;59;27
that more complicated for the individual
and for you as providers.

01;30;59;27 - 01;31;03;25
So I don't I don't want to downplay that
or make it sound like

01;31;03;25 - 01;31;06;04
that is not an issue we appreciate.

01;31;06;04 - 01;31;08;16
It does certainly
add some complexity to it.

01;31;15;15 - 01;31;16;06
Fine.

01;31;16;06 - 01;31;17;13
To me is asking where you find

01;31;17;13 - 01;31;20;25
the list of providers
that offer benefits counseling.

01;31;21;05 - 01;31;24;09

You can technically find that

01;31;24;09 - 01;31;28;12
in HCSIS, though
I think it is a bit challenging.

01;31;28;22 - 01;31;31;07
I would suggest that.

01;31;31;07 - 01;31;34;24
And Lauren, jump in
if you've got a quicker way to do this,

01;31;34;24 - 01;31;37;27
but reaching out to the employment lead,

01;31;37;27 - 01;31;42;16
the administrative entity, the supports
coordinators should have access to that.

01;31;42;25 - 01;31;46;10
And then the administrative
entity employment lead,

01;31;46;12 - 01;31;49;10
our regional office
employment leads can certainly point

01;31;49;10 - 01;31;53;04
you to the benefits
counseling providers as well.

01;31;53;28 - 01;31;54;25
Yeah, definitely.

01;31;54;25 - 01;31;57;04
That's I think the best recommendation

01;31;57;04 - 01;32;00;09
is to just do the direct outreach
and figure out

01;32;01;11 - 01;32;04;11
who those local providers are

01;32;06;10 - 01;32;07;05
scrolling through.

01;32;07;05 - 01;32;10;07
We have a number of questions
that are not related

01;32;10;07 - 01;32;13;22
to this session,
trying to get to these first,

01;32;18;10 - 01;32;19;11
this answer a

01;32;19;11 - 01;32;22;11
question that came through the chat.

01;32;23;05 - 01;32;25;27
What if there's a long
wait for employment services

01;32;25;27 - 01;32;31;07
and can't can't receive the supports
until they can receive those services?

01;32;31;22 - 01;32;35;09
So I'm going to answer this kind of in

01;32;35;11 - 01;32;38;11
more of a broad term and

01;32;39;06 - 01;32;41;03
kind of drive at the essence

01;32;41;03 - 01;32;44;18
of what performance based
contracting embodies

01;32;44;18 - 01;32;48;00

and how we've seen it work in
in other systems,

01;32;48;10 - 01;32;51;10
including physical health
and in behavioral health.

01;32;52;15 - 01;32;55;12
Essentially,

01;32;55;12 - 01;32;58;27
you know, when there are identified
waiting lists,

01;32;58;27 - 01;33;04;00
we want to have providers
be part of that system to

01;33;04;16 - 01;33;07;17
to to really engage and do outreach

01;33;08;01 - 01;33;10;25
is an organization.

01;33;10;25 - 01;33;14;28
So a residential provider
is not in a position to expand

01;33;14;28 - 01;33;18;25
their their service array,
which I think is very reasonable.

01;33;18;28 - 01;33;24;03
The expertise that goes along
with employment and supportive employment

01;33;24;12 - 01;33;30;20
I think takes takes a lot of talent
and certainly education.

01;33;30;20 - 01;33;32;29
And in a business model on how to do that.

01;33;32;29 - 01;33;36;09
So, you know,
if an organization is not interested in

01;33;36;24 - 01;33;41;21
simply taking that on themselves,
really encouraging providers to work back

01;33;41;21 - 01;33;45;13
with supports, coordination
organizations and administrative entities

01;33;45;22 - 01;33;49;06
and our ODP Regional Employment leads

01;33;49;24 - 01;33;54;26
and, you know, just another opportunity
to reference

01;33;54;26 - 01;33;59;14
our local employment coalitions
that really are looking at local capacity.

01;33;59;25 - 01;34;01;29
They're intending,

01;34;03;00 - 01;34;04;12
you know, identify

01;34;04;12 - 01;34;08;20
grant opportunities
and and really looking to identify

01;34;08;20 - 01;34;13;05
what what in that local area
needs to be developed and addressed.

01;34;13;19 - 01;34;16;23
So, you know, if you are identifying that

01;34;17;04 - 01;34;21;01

there are long wait lists
for supporting employment services,

01;34;21;10 - 01;34;25;04
right at my suggestion,
our suggestion would be to elevate that,

01;34;25;04 - 01;34;29;17
you know, and ensure that others know
that that is an issue that you're facing

01;34;30;07 - 01;34;33;07
and begin
to address that through a systemic

01;34;33;11 - 01;34;36;11
approach.

01;34;36;23 - 01;34;37;10
Good question.

01;34;37;10 - 01;34;40;09
Thank you

01;34;48;09 - 01;34;49;18
for the question here

01;34;49;18 - 01;34;55;05
about the rates
that came out as proposed

01;34;55;05 - 01;34;59;27
and whether or not they will be effective
July 1st, whether that's definite.

01;35;00;14 - 01;35;03;22
So the

01;35;04;01 - 01;35;06;24
the rates that came out as proposed.

01;35;06;24 - 01;35;09;07

So there's two things here.

01;35;09;07 - 01;35;13;22
There is the fee schedule rates
that were published as proposed

01;35;14;03 - 01;35;17;05
for implementation on July 1st.

01;35;17;15 - 01;35;21;17
There was also as part of performance
based contracting

01;35;21;17 - 01;35;25;12
starting January one.

01;35;25;12 - 01;35;29;10
We also proposed
the enhanced rates for select

01;35;29;10 - 01;35;32;20
and clinically enhanced at 5% and 8%.

01;35;33;08 - 01;35;37;09
All of that is subject to

01;35;37;09 - 01;35;40;15
the General Assembly
and the budget that they passed.

01;35;40;15 - 01;35;46;12
So the governor asked for $483
million in rate

01;35;46;12 - 01;35;50;20
increases that included those enhanced
rates,

01;35;50;29 - 01;35;55;00
performance based contracting
and the other value based payments

01;35;55;00 - 01;35;58;05
at the same the pay for performance
that we've been talking about.

01;35;58;26 - 01;36;01;15
So all of that is subject

01;36;01;15 - 01;36;04;19
to the General Assembly
passing the budget.

01;36;04;29 - 01;36;09;04
If the budget is not passed on time
but is ultimately passed, that includes

01;36;09;04 - 01;36;12;29
the 483 million, then

01;36;13;05 - 01;36;17;28
presumably
we would be able to go back to July 1st.

01;36;18;10 - 01;36;24;03
But all of this is subject to the General
Assembly passing the budget as proposed.

01;36;24;03 - 01;36;27;22
If they do not pass
the budget as proposed,

01;36;27;22 - 01;36;30;29
there will most likely be changes.

01;36;37;26 - 01;36;40;26
All right, Karen.

01;36;43;18 - 01;36;44;00
let me

01;36;44;00 - 01;36;47;26
do one more kind of general question here,
and then I do want

01;36;47;26 - 01;36;50;07
to get the poll questions up
because I think they may

01;36;50;07 - 01;36;53;15
take people a minute to complete.

01;36;54;06 - 01;36;57;08
So the last one here, is there

01;36;57;10 - 01;37;01;13
a question about quality assessment
and improvement and, a process

01;37;01;13 - 01;37;06;12
and whether or not that will continue
along with performance based contracting?

01;37;06;21 - 01;37;10;10
So one of the things, QA&I

01;37;10;10 - 01;37;14;08
will continue, but we have

01;37;14;10 - 01;37;18;26
I think we have a real opportunity here
with performance based contracting.

01;37;18;26 - 01;37;21;26
One of the things that we want to do is

01;37;22;12 - 01;37;25;29
since we will be evaluating providers

01;37;25;29 - 01;37;31;08
on these performance
standards, on these quality standards,

01;37;31;18 - 01;37;36;06
we think we will have some opportunities
to streamline oversight

01;37;36;06 - 01;37;40;15
both Q A and I and licensing.

01;37;41;02 - 01;37;45;11
So over time,
this isn't going to happen immediately.

01;37;45;17 - 01;37;51;08
You know, we will have to sort of
watch and observe and make sure that our

01;37;51;08 - 01;37;55;11
our theory is correct,
which is, you know, our our theory here

01;37;55;11 - 01;37;59;02
is that for providers
that can meet these quality standards,

01;37;59;05 - 01;38;02;04
they're not going to have issues meeting

01;38;02;04 - 01;38;06;02
the compliance standards,
which is what we measure through.

01;38;06;02 - 01;38;09;02
Q and I and through licensing.

01;38;09;08 - 01;38;12;22
And so if that, you know, bears out,
then

01;38;12;22 - 01;38;17;22
we will be able to make some adjustments
in terms of the oversight

01;38;17;22 - 01;38;21;02
that is conducted through, QA
and I and through licensing.

01;38;21;02 - 01;38;24;02
So I do think this will give some
some nice opportunity

01;38;24;14 - 01;38;27;15
for streamlining as we go forward here.

01;38;30;00 - 01;38;32;15
Another question when will providers know

01;38;32;15 - 01;38;36;06
if there are any changes based on comments
submitted for the waiver?

01;38;36;19 - 01;38;41;27
So we are shooting that,
that you will know that we will have

01;38;41;29 - 01;38;46;09
the performance, the the metrics,

01;38;46;09 - 01;38;50;13
the call matrix with all the performance
standards and the performance measures.

01;38;50;24 - 01;38;55;16
We intend to publish that July 1st
since we are asking you

01;38;55;16 - 01;38;59;24
to be submitting back
the provider agreements by July 31st,

01;39;00;11 - 01;39;04;28
you should have those in your hands
so that that is what we're shooting for

01;39;05;08 - 01;39;09;27
and we can certainly be communicating
some of those other changes.

01;39;09;27 - 01;39;14;12

But, you know, I think we'll we'll update
will likely have some changes

01;39;15;02 - 01;39;17;21
with the implementation plan as well.

01;39;17;21 - 01;39;19;19
And the other tools that go with that.

01;39;19;19 - 01;39;24;03
So, yes, our aim is to get this out to you
by July 1st so that you can,

01;39;24;06 - 01;39;27;28
you know, make make decisions
and have some opportunity

01;39;28;09 - 01;39;33;07
related to what
you will be submitting to us in July

01;39;33;07 - 01;39;38;08
and and related to the fact that we've
asked you for those provider agreements.

01;39;39;07 - 01;39;44;20
and we'll of say some closing words here
and then we can move closer.

01;39;44;23 - 01;39;46;19
You can close the
poll right before I leave.

01;39;48;15 - 01;39;50;12
So I appreciate

01;39;50;12 - 01;39;54;15
their is one of the last questions
that came in here on the chat

01;39;54;15 - 01;39;58;29

was what
the sort of next steps are as a provider.

01;39;58;29 - 01;40;05;00
So the next steps are
were you to please please stay tuned in

01;40;05;00 - 01;40;08;27
to all the communications
coming out of our office

01;40;09;09 - 01;40;13;01
that's both you know your whatever

01;40;13;01 - 01;40;16;14
you have given as the contact information

01;40;16;25 - 01;40;21;19
for the provider listservs
that are out there

01;40;22;04 - 01;40;25;20
and our formal communication system.

01;40;26;04 - 01;40;30;21
We will be publishing
updated performance areas

01;40;30;21 - 01;40;35;04
and updated metrics
based on the public comment.

01;40;35;17 - 01;40;38;16
We will be sending out
a number of documents.

01;40;38;16 - 01;40;41;16
So at this point, you know, states
stay tuned

01;40;41;16 - 01;40;45;23

for additional communications
and sessions.

01;40;46;01 - 01;40;51;18
We are feverishly working
through the comments and trying to make

01;40;51;21 - 01;40;54;23
adjustments that, you know, help

01;40;54;28 - 01;41;00;03
help this performance based
contracting hit the mark in terms

01;41;00;03 - 01;41;05;10
of all of the objectives
that we are attempting to meet here.

01;41;05;10 - 01;41;10;26
So, you know, trying to tackle
our workforce issues aggressively

01;41;10;26 - 01;41;16;18
and as quickly as we can,
trying to build up our clinical capacity,

01;41;16;18 - 01;41;20;21
trying to make sure
people have access to services

01;41;20;21 - 01;41;24;03
and lifting up the quality
our residential services.

01;41;24;03 - 01;41;29;04
So we are working through that
and we will certainly be sending out

01;41;29;07 - 01;41;33;25
communications
related to status on all of that.

01;41;34;17 - 01;41;35;07
And I want to reiterate

01;41;35;07 - 01;41;38;28
because I can see a couple of references
in questions here in.

01;41;38;28 - 01;41;42;14
The Q&A pane ODP does not expect

01;41;42;14 - 01;41;45;19
all providers to be moving selecting.

01;41;45;19 - 01;41;49;10
You're moving up to select
or clinically enhanced.

01;41;49;22 - 01;41;54;14
We also need primary providers
and we fully expect

01;41;54;14 - 01;41;58;25
that there will be providers
that are staying at primary

01;41;58;25 - 01;42;03;28
and not selecting to
go for select or clinically enhanced.

01;42;03;28 - 01;42;06;28
And that's fine
that it is not the expectation for ODP

01;42;07;03 - 01;42;10;03
that providers are moving the tiers.

01;42;10;15 - 01;42;13;19
I will say though, over time

01;42;13;19 - 01;42;17;29
we will be adjusting performance

01;42;17;29 - 01;42;22;24
standards to keep getting at,
you know, quality standards,

01;42;22;24 - 01;42;26;11
keep working toward
a more highly credentialed workforce.

01;42;26;25 - 01;42;31;02
So we've said we won't do that
more than once a year.

01;42;31;02 - 01;42;34;01
We would only do that
at that contract period.

01;42;34;01 - 01;42;38;14
But the performance standards
as our system, as we improve on all

01;42;38;14 - 01;42;44;18
these measures in these areas, we will,
you know, change update benchmarks

01;42;44;23 - 01;42;49;11
so that we are really in
a cycle of continuous quality improvement.

01;42;49;11 - 01;42;52;24
So being a primary provider

01;42;52;24 - 01;42;58;15
does not mean that you that you would be
in a sort of static environment

01;42;58;21 - 01;43;03;15
because over time
the whole system will continue to,

01;43;03;16 - 01;43;08;24
you know, move benchmarks and really aim
for higher quality services.

01;43;10;21 - 01;43;11;01
All right.

01;43;11;01 - 01;43;14;14
We have taken you over time,
really appreciate

01;43;14;14 - 01;43;18;08
all of your engagement
and these we've had great participation.

01;43;18;09 - 01;43;21;09
I these were helpful for you.

01;43;21;21 - 01;43;24;08
And please stay tuned

01;43;24;08 - 01;43;27;08
for publications that will be coming out.

01;43;27;28 - 01;43;28;18
Thanks, everybody.