

Disability Waivers Rate System Webinar

Shared Staffing Data Requests

May 2012

Objectives for Today

- Discuss how shared staffing informs the Rate Management System
- Review previous, current, and upcoming data requests
- Learn a DT&H provider's perspective on data request
- Understand how shared staffing data assists in building a strong rate model

Disability Waivers Rate System Goal

- Create a system that:
 - Reflects assessed needs for particular components within service
 - Has standardized values for service components
 - Is fair and consistently priced across state
 - Assures ongoing participation in federal waiver programs
 - Takes into account other cost variations
 - Supports quality and choice

Scope of DWRS

- Identify methods to standardize rates based on service requirements and individual needs
- Identify structural components of waiver services
- Determine values for service components
- Streamline purchasing and other administrative processes
- Comply with federal financial participation requirements

Components Influencing Rates

- Staffing levels – individual and shared
- Employee related costs
- Transportation needs
- Various types of employees
- Client programming and supports
- Program related expenses
- Administrative overhead

Residential Staffing

- Shared staffing:
 - when direct care staff and supervisors serve multiple recipients that live in a home
- Shared staffing is the norm:
 - Shared staffing includes many individual services such as; Assistance with ADLs, IADLs, and community activities
- Individual staffing (1:1) also available:
 - Staff brought in to provide support as a one-to-one interaction specific to an individual's needs and is not available to provide services to others.

Day Services Staffing

- Direct Care:
 - Direct face-to-face support & assistance with activities of daily living (ADL), instrumental activities of daily living (IADL), community integration, supervision and other supports
- Average Weekly Staffing Ratios:
 - The relationship between the client, direct care staff, and the number of clients being served by one staff over an average week.
- Do not include:
 - Ancillary staff, such as drivers who are not direct care staff, program directors, cooks, etc., because these hours will be accounted for in another part of the rate framework.

How Staffing Informs the system

- Shared staffing
 - Residential pages request number of hours shared staffing is provided and number of residents
 - DT&H, Adult Day Care, Prevocational Services, and Structured Day Program pages request each client's average weekly staffing ratio
- Individual staffing
 - Residential pages request number of hours per week person receives services from a staff person specifically assigned to work only with that person
 - 1:1 direct primary staff
 - RN or LN changing a sterile dressing, administering an IV,

Impetus for Shared Staffing Request

- Data is needed to populate client service plans
 - Residential service by site:
 - Direct primary/awake
 - Direct primary/asleep
 - Supervisor hours per week
 - Supervisor type (non-RN or RN)
 - Number of residents at site
 - DT&H Programs
 - Average weekly staffing ratio provided to client may be different than current DT&H staff ratio requirements
 - Staffing ratio data is currently not available in the system

Foster Care Data Request

December 2011

- Shared staffing data request sent to lead agencies
- Requested information from corporate and family adult and child foster care sites serving clients through a disability waiver

March 2012

- Uploaded shared direct primary awake and asleep hours, and supervisor hours for over 3,000 sites to Provider Information page
- Activated “Search by License Number” in Provider Information
 - Staffing information populates if data for site was uploaded
 - Future release will allow staffing information to auto fill to shared staffing tab

DT&H Data Request

- Request sent March 14, 2012 via MN-ITS
 - MN-ITS is a system for providers enrolled with Minnesota Health Care Programs (MHCP) and their affiliated billers
 - All providers (“pay to” providers, clearinghouses, and billing intermediaries) must register for MN-ITS
 - Each provider has a MN-ITS Primary Administrator (PA)
 - MN-ITS PA can assign system rights to others as needed and perform other functions, including access
 - MN-ITS Mailboxes can be used to transmit protected health information (PHI)

DT&H; moving from present to future

Current state:

- MN Statutes 245B.055 identifies minimum staffing for DT&H, identified staff ratio requirements for each person present in DT&H, and outlines conditions requiring additional direct service staff

Future state:

- Staffing ratio will be driven by individual plan needs for staff support

Rethinking DT&H Staffing Ratios

DT&H providers report that actual ratios may vary from statutory requirements based on

- Community integration
- Employment
- Behavior management
- Habilitation
- Risk management
- Change in staffing intensity based on activity
- Other ISP goals

Current DT&H data request asks for the average daily and weekly staffing ratio being provided to each DD waiver DT&H recipient

DT&H Summary Worksheet Contents

List of DD waiver DT&H clients as of Dec. 2011

- NPI/UMPI number of DT&H provider
- Provider name
- DD waiver recipient name and PMIN
- CFR
- Case manager name

Providers are asked to delete or add names and edit information as necessary.

Summary worksheet also contains columns for recording data from Individual Client Worksheets

DT&H Individual Client Worksheet

- Blank worksheet completed for each DD waiver recipient
 - Average number of one-way trips/week (if DT&H provides to/from transportation)
 - One-way trip miles (most direct route) from client's home to drop-off location
 - Average daily staffing ratio
 - Average weekly staffing ratio
 - Average hours attendance/week
- Base ratios on service actually provided to DD waiver recipient

Step 1: Complete Individual Client Worksheet

- Review step-by-step instructions for completing DD waiver DT&H Individual Client Worksheet
 - To/From Transportation (if provided by DT&H)
 - Average one-way trips/week
 - One-way trip miles (direct route)
 - Record activity taking place each hour and DD waiver client's staffing ratio during activity
 - Calculate DD waiver client's average daily staffing ratio
 - Calculate DD waiver client's average weekly staffing ratio
 - For each hour DD waiver client receives service at DT&H, identify activity and staff ratio provided during the activity

Example

- Client attends DT&H Monday, Wednesday, and Friday
- DT&H provides transportation to/from client's home. There are two DT&H staff aboard the van – the driver and another direct care staff
- Client is picked up at 8:00 AM and arrives at 9:00 AM.
- Client leaves for home at 3:00 PM & arrives home at 4:00 PM.
- Client receives a 1:6 staffing ratio while being transported during 8:00-9:00 AM time period.
- Client receives a 1:4 or 1:6 staffing ratio except from Noon-1:00, when client to staff ratio is 1:2.

Average Daily Staffing Ratio Example

8:00-9:00	1:6
9:00-10:00	1:4
10:00-11:00	1:6
11:00 -12:00	1:6
Noon-1:00	1:2
1:00-2:00	1:6
2:00-3:00	1:4
3:00-4:00	1:6

- Always report staff first, followed by clients
- Add number of staff per time period and divide by 8 in this case
- Add number of clients and divide by 8 ($6+4+6+2+6+6+4+6/8$) = 4
- Client has an average daily staffing ratio of 1:4

Average Weekly Staffing Ratio Example

Use average daily ratios to calculate an average weekly staffing ratio.

- Monday 1:4
- Wednesday- brother drops off client at 9 and picks up at 3
1:4.67
- Friday 1:4
- Add $4+4.67+4$ and divide by number of days per week client receives DT&H
- Client receives an average weekly staffing average of 1:4.22

Step 2: Complete DT&H Summary Worksheet

- Review step-by-step instructions for completing DT&H Summary worksheet
 - List DD waiver clients receiving DT&H in 2012
 - Transfer average number of hours of attendance/week
 - Transfer average weekly staffing ratio per week
 - If DT&H is providing or contracting for to/from transportation, transfer average number one-way trips, number of one-way miles, and average time per one-way trip

DT&H - Rate Management System

SSIS Worker - 12.1.3.19

File View Searches/Logs Tools Window Help

Minnesota Department of Human Services Rate Management System minnesota northstar

Log Out

Day Training and Habilitation

PMI: 00000007 Kelly Nelson
 Service Plan: 1111;
 Start Date: 02/01/2012 End Date: 02/29/2012
 Provider ID:

Individual Staffing	Customization	Total
Start Date	End Date	* Hours per Week
<input type="text" value="02/01/2012"/>	<input type="text" value="02/29/2012"/>	<input type="text"/>
Staffing Ratio		<input type="text" value="1:4"/>
Individual (1:1) Nursing RN Staff Hours per Week		<input type="text"/>
Individual (1:1) Nursing LPN Staff Hours per Week		<input type="text"/>
When the provider is providing To/From Transportation as part of the DT&H Service hours:		
Enter the average number of one-way trips per week:	Enter the average amount of time per one-way trip in minutes:	
<input type="text"/>	<input type="text"/>	

Client Information

Provider Information

Let's talk about transportation

Why is this information needed?

- Currently there are a number of unknowns regarding transportation
- Gathering this data will help to shape future policy and payment systems as we move from the current state of purchasing transportation to a future state

Next Steps

- Submit data results to the county of financial responsibility
- Case manager review Individual Worksheet and Summary Worksheet
- If further discussion is needed with provider; do it
- Agree upon average weekly staffing ratio
- Case manager or other Rate Management System user enters the data into the Rate Management System between now and August 15, 2012

Adult Day Care, Prevocational, and Structured Day Services Request

May 2012

- A similar data request will be sent late May 2012 via MN-ITS
- Will also be announced on Lead Agency and Stakeholder e-lists
- Disability Waiver Adult Day Care, Prevocational Services, and Structured Day Services providers with open service agreements will receive two spreadsheets
 - Day Services Summary Worksheet
 - Day Services Individual Worksheet

Staffing Ratios

Similar shared staffing occurs in adult day service, prevocational service, or structured day service; as was discussed in DT&H

Day services data request asks for the average daily and weekly staffing ratio being provided to each disability waiver recipient of.

Day Services Individual Client Worksheet

Blank worksheet completed for each disability waiver recipient receiving adult day service, prevocational service, or structured day service

- Average daily staffing ratio
 - Average weekly staffing ratio
 - Average hours attendance/week
-
- Do not include ancillary staff, such as drivers or program directors in average staffing calculations
 - Base the staffing ratios on service provided to client

Day Services Summary Worksheet Contents

Blank worksheet for listing names of disability waiver clients receiving adult day service, prevocational service and structured day service

- NPI/UMPI number and provider name
- Waiver recipient name and PMIN
- CFR and Case manager name
- Providers are asked to list names of disability waiver clients as of May 2012
- Summary worksheet also contains columns for recording data from Individual Client Worksheets
- Additionally, if the day provider also provides transportation to the program; include the number of miles from the pick up point to the program

Pre-voc & Structured Day alike in RMS

The screenshot displays the Rate Management System (RMS) interface within an SSIS Worker window (version 12.1.3.19). The interface is titled "Minnesota Department of Human Services Rate Management System" and includes a "Log Out" link. The main content area is titled "Pre-Vocational" and displays the following information:

- PMI: 00000007 Kelly Nelson
- Service Plan: 1107
- Start Date: 03/02/2012 End Date: 03/02/2013
- Provider ID: Find

Below this information is a form with three tabs: "Individual Staffing", "Customization", and "Total". The "Individual Staffing" tab is active and contains the following fields:

Start Date	End Date	* Hours per Week
<input type="text" value="03/02/2012"/>	<input type="text" value="03/02/2013"/>	<input type="text"/>

Below the table is a "Staffing Ratio" field with a dropdown menu set to "1.4".

At the bottom of the form are "Save" and "Close" buttons.

On the right side of the interface, there is a sidebar with the following sections:

- Client Information
- Search by PMI
- Provider Information

The status bar at the bottom of the window shows the user is logged in as [Idle]Cass\pwitam81 and the system time is NUM | 05/25/2012 9:53:18 AM | 4%.

One Way Transportation has number of a miles consideration built in

The screenshot shows a web application window titled "SSIS Worker - 12.1.3.19". The main content area is titled "Transportation One Way Trip" and includes the following information and form fields:

- Client Information: PMI: 00000007 Kelly Nelson, Service Plan: 1111, Start Date: 02/01/2012, End Date: 02/29/2012
- Form Fields:
 - One Way Trip: Please Enter Provider ID (text input), Provider Name (dropdown menu)
 - One Way Mileage Range: 0-10 (dropdown menu)
 - Lift Required: No (dropdown menu)
 - Type of Transportation: Shared (dropdown menu)
 - Care Plan Total Units (Unit = One Way Trip): (text input)
 - Care Plan Unit Price: (text input)
 - Total Price for Service: (text input)
- Buttons: Save, Add Item, Close

The right sidebar contains "Client Information" and "Provider Information" sections, with a "Search by PMI" button. The status bar at the bottom shows "Logged On: [idle] Cas's\pwntan81" and "NUM 05/25/2012 9:45:00 AM 4%".

New System considers all sorts of way to get places

The screenshot shows a software window titled "SSIS Worker - 12.1.3.19" with a menu bar (File, View, Searches/Logs, Tools, Window, Help) and a toolbar. The main content area is titled "Transportation (e.g. bus passes)" and contains the following information:

PMI: 00000007 Kelly Nelson
Service Plan: 351
Start Date: 03/01/2012 End Date: 02/08/2013
Provider ID:

Transportation

Transportation		
Bus Card <input type="button" value="Item"/>		
Price <input type="text"/>	Number of Items <input type="text"/>	Total Price for Bus Card <input type="text"/>
Light Rail Pass <input type="button" value="Item"/>		
Price <input type="text"/>	Number of Items <input type="text"/>	Total Price for Light Rail Pass <input type="text"/>
Accessible Transit Provider <input type="button" value="Item"/>		
Price <input type="text"/>	Number of Items <input type="text"/>	Total Price for Accessible Transit Provider <input type="text"/>
Tax <input type="button" value="Item"/>		
Price <input type="text"/>	Number of Trips <input type="text"/>	Total Price for Taxi <input type="text"/>
Select the appropriate category of "Other" transportation and provide detailed description.		
Other <input type="button" value="Item"/>		
Detailed Description <input type="text"/>		
Price <input type="text"/>	Amount <input type="text"/>	Total Price for Other <input type="text"/>

Client Information

Provider Information

Logged On: [ide]Cars\pvtam81 NUM 05/25/2012 10:00:57 AM 4%

What about Supported Employment?

Great Question!

- We are not asking for supported employment information at this time because it is delivered differently in the DD Waiver compared to the other disability waivers.
- We will be looking at Supported Employment as we have further discussions about shared services in the broader sense; which will include other waiver services as well.

Next Steps

- Day services provider and case manager review Individual Worksheet and Summary Worksheet
- Agree upon average weekly staffing ratio with provider
- Case Manager or Rate Management System user enters average weekly staffing ratio into RMS by August 15, 2012
- If foster care sites do not have shared data in the RMS; contact the county of service and let them know; include the license number you are referring to
- COS should then follow up with the provider

Why is Shared Staffing Data Important?

- The amount of direct care staff needed to deliver a service is and should be the greatest expense to a provider
- The pricing structure, as designed, recognizes that
- The current statewide system contains no information on direct care staff to client ratios in residential services
 - Residential data request provides information about amount of direct primary, asleep, and supervisor time at that setting
- Current DT&H staff to client ratios that exist in statute may be different from what actually is provided to a client
 - Staffing ratios fluctuate hour to hour and day to day depending on needs of individual clients
- Other day services provided on a shared basis do not have identified staffing ratios
 - Provides information not currently available

How Will Shared Staffing Data Be Used?

- Assists in building a payment system that reflects client needs for direct care support
- Assists in building a payment system that generates rates that are fairly and consistently priced across the state
- Allows for a constant platform to discuss changing client needs and possible need for staffing changes
- Provides for a transparent system, for all parties, on the expectations for direct care support

Next Steps

- Providers
 - Subscribe to Stakeholder E-list
 - Identify your agency's MN-ITS PA
 - Ask MN-ITS PA for data request
 - Communicate with lead agency about data request
- Lead Agencies
 - Subscribe to Lead Agency E-list
 - Communicate with provider agency about data request

Stakeholder E-list

- Archives of Past Stakeholder E-Lists
 - <https://mn.gov/dhs/people-we-serve/people-with-disabilities/services/home-community/resources/stakeholder-elist-archives.jsp>
- Instructions for subscribing to Stakeholder E-list
 - Click on link below
<https://mn.gov/dhs/people-we-serve/people-with-disabilities/services/home-community/resources/stakeholder-elist-archives.jsp>
 - Enter e-mail address to subscribe

MHCP News

- MHCP Enrolled Providers Home Page
 - <https://mn.gov/dhs/partners-and-providers/policies-procedures/minnesota-health-care-programs/provider/>
 - MHCP News – section on Waiver Providers included announcement of DWRS Webinars <https://mn.gov/dhs/partners-and-providers/news-initiatives-reports-workgroups/minnesota-health-care-programs/provider-news/>

Lead Agency E-list

- Archives of Past E-Lists
 - http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_142969#
 - Instructions for subscribing to Lead Agency E-list http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000677#