

Ohio

Opportunities for Ohioans
with Disabilities

Community Rehabilitation
Program(CRP)

Quality Scorecard

CRP Quality Project Update - Agenda

- Overview status of project deliverables
 - Selecting a Vendor Fact Sheet
 - Status of Satisfaction Surveys for Vendors
 - Vendor Manual Chapter
 - Provider Search Electronic System Demo
 - Evaluation & Assessment of CRPs
policy/procedure
 - Scorecard Basics (Phase 1)
 - Q & A
 - CRPs dismissed -> PIE: Update to Programmatic Case Review policy/procedure

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CRP QUALITY
ASSUMPTIONS, STANDARDS
& BACKGROUND

ASSUMPTIONS

- A scorecard will assist in enhancing consumer's informed choice.
- Cost per outcome must ↓.
- Services (as is) do not result in a sufficient proportion of successful outcomes.
- Individuals with MSD may require a different approach.

ASSUMPTIONS (continued)

- OOD must have more outcomes with similar \$\$\$.

 Effective service delivery should result in reduction of the waiting list.

- Consideration must be given to how other states evaluate their vendors.

SCORECARD STANDARDS

- Scorecard input:
 - Must be based on currently available data
 - Measures must be able to be applied universally to all CRPs
 - Roll-out-ready by October 1, 2014

NEUTRALITY

- Workgroup represented the Ohio provider community, in general.
- Scorecard items represent unbiased elements (not tailored to large/small/urban/rural).
- Considered complexities of ALL disability types.

TRANSPARENCY

- OOD made a cooperative effort to create the scorecard.
- Differences in opinions were respected, although consensus was not always possible
- All options were considered before making final recommendations.
- Intended to create a structure by which OOD and consumers can evaluate vendors, and for vendors to evaluate themselves objectively.

IDEAS FROM OTHER STATES

Demographics

- Population(s) served – gender, age....
- Disability type(s) – (primary)
- Job type (occupational codes)

IDEAS FROM OTHER STATES (continued)

Timeliness

- Auth. Date → Service date
- Services provided within parameter of standardized fee schedule definitions.

Placement Rate:

- # of successful outcomes per auth. for placement



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CRP QUALITY DELIVERABLES

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1. Provider Fact Sheet (training Oct. 2014)
 - (methods for consumers to consider for informed choice selection of provider)

2. Web-based Provider System (demo Sept. 2014)
 - (used by consumers, providers, staff)

3. Satisfaction Surveys (delayed - FFY15)
 - (consumers & counselors)

CRP QUALITY DELIVERABLES (continued)

4. CRP Scorecard and Reports (delivered 6/25/14)
5. Provider manual chapter on CRP Quality System and use (in draft - 9/30/14)*
6. CRP monitoring policy/procedure (9/30/14)*
7. CRP training (Sept. 11 & 15, 2014)*
8. Staff training (Sept. 11 & 15, 2014)

CRP QUALITY DELIVERABLES (continued)

- **Jim Gears**
 - Selecting a Provider Fact Sheet
 - Survey Status
 - Vendor Manual Chapter
 - Electronic System Demo

- **Janet Cool**
 - Evaluation & Assessment of CRPs policy/procedure
 - Future trainings

- **Steve Tribbie**
 - Scorecard basics



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CRP QUALITY SCORECARD

Scorecard – Who We Serve

Provider Business Name

www.providerwebsite.org

WHO WE SERVE

People We Serve (by disability):	
Psychosocial Impairments	36.12%
Physical Impairments	30.46%
Cognitive Impairments	21.25%
Hearing Impairments	5.78%
Visual Impairments	5.60%
Communicative Impairments	0.78%

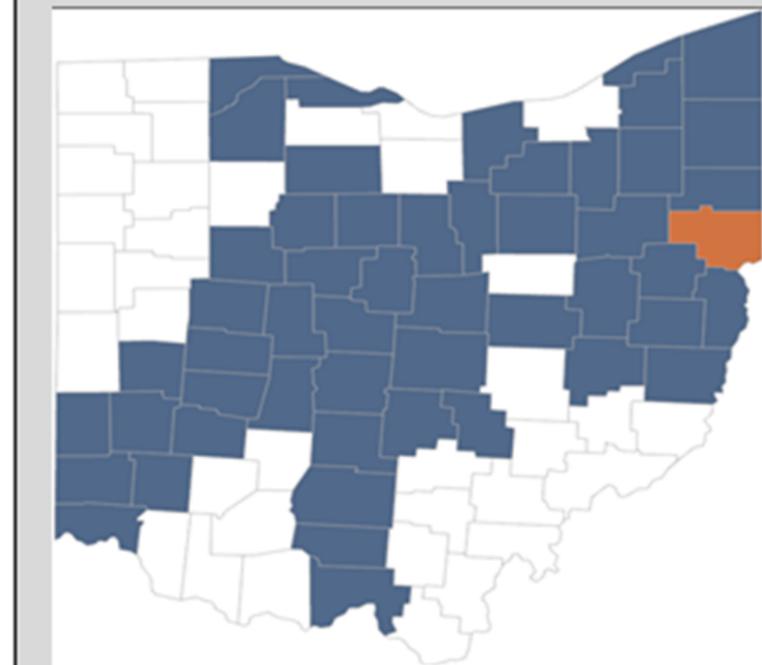
Percent also reporting a secondary disability:	64.30%
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People We Serve (by race/ethnicity):	
White	78.20%
Black or African American	16.94%
Hispanic or Latino, White	0.84%
Asian	0.60%
White, Hispanic or Latino	0.60%
Other ethnic groups	2.82%

Gender:	
Male:	Female:
57.24%	42.76%

Transition (ages 14 to 22 at application):	37.03%
Non-Transition:	62.97%

Counties We Serve:



Office Location Other County Served

Scorecard – Services We Offer

SERVICES WE OFFER		
Community Based Assessment	Job Retention	
Vocational Testing	Job Seeking Skills Training	
Career Exploration	Job Development: Units of Service	
Personal Adjustment		
Travel Training		
	Customized Employment	
Work Adjustment		
Summer Youth - Career Exploration Track		
Summer Youth - Work Experience Track		
Job Readiness Training		
Job Coaching		

Scorecard – Job Placement Service Results

JOB PLACEMENT SERVICE RESULTS

Types of Jobs		
Job Group (SOC Major Group Code)	Count	%
Office and Administrative Support Occupations (43)	26	27.08%
Healthcare Practitioners and Technical Occupations (29)	12	12.50%
Food Preparation and Serving Related Occupations (35)	12	12.50%
Sales and Related Occupations (41)	11	11.46%
Building and Grounds Cleaning and Maintenance Occupations (37)	10	10.42%
All Other Occupations	25	26.04%
Total Placements:	96	100.00%

Average Length of Service	
Per Unit Basis	Performance Based
63.30 units	days
45.21 days	

SSI/SSDI Beneficiaries		
Avg. Hours Per Week	Avg. Hourly Wage	Benefits Available
22.87	\$9.35	N/A

Non-SSI/SSDI Beneficiaries		
Avg. Hours Per Week	Avg. Hourly Wage	Benefits Available
29.63	\$10.14	N/A

% of Successful Closures
47.52%

ADDITIONAL SCORECARD ITEMS

(placeholders for future phases)

Fiscal

- Time from service completed to date billing submitted.
 - Frequency of charges for non-billable items.
 - # of rejected bills.
 - Response time on rejected payments.
-  (significance of N/A rating)
- Cost per case

QUALITY MEASURES

(placeholders for future phases)

- Wages per hour
- Hours per week
- Benefits

SATISFACTION SURVEY RESULTS

(placeholders for future phases)

- Consumer
- Counselor

The surveys were placed on hold with delivery anticipated in FY15.

Greg Dormer and Jim Gears are point for the surveys.

PARKING LOT ITEMS (for future discussion)

- Timeliness between auth/referral/service start and service completed
- Definitions for each of the selected scorecard measures (*completed by workgroup*)
- Quality measure – Benefits → What if consumer declines available benefits? (*see Q & A document*)*
- Value of demographic data (*see Q & A document*)*
- Must tie service to survey to reflect which vendor provided service

PARKING LOT ITEMS (for future discussion)

- Clearly distinguishing WHO is being evaluated
- Survey response rates
- Emailing surveys - consumer support advocates (CSAs)?
- New vendors (w/no data for scorecard)
- Fee schedule for specialized programs

SCORECARD WORKGROUP

- Six mtgs face-to-face for 3-1/2 hrs each
- List of members:
 - ✓ *Karen Blumhorst*
 - ✓ *Cora Hammon*
 - ✓ *Debi Kuhn*
 - ✓ *Kelly Manns*
 - ✓ *Doug Mitchell*
 - ✓ *Dan Orosco*
 - ✓ *Ken Penix*
 - ✓ *Randy Strunk*
 - ✓ *Jason Umstot*
 - ✓ *Dave Volak*
 - ✓ *OOD: Greg Dormer, Jim Gears, Steve Tribbie, Janet Cool*

QUESTIONS*

