

Department of Children and Families – Family Network Lead Agency (FNLA)

Chapter 257 Rate Development Provider Session

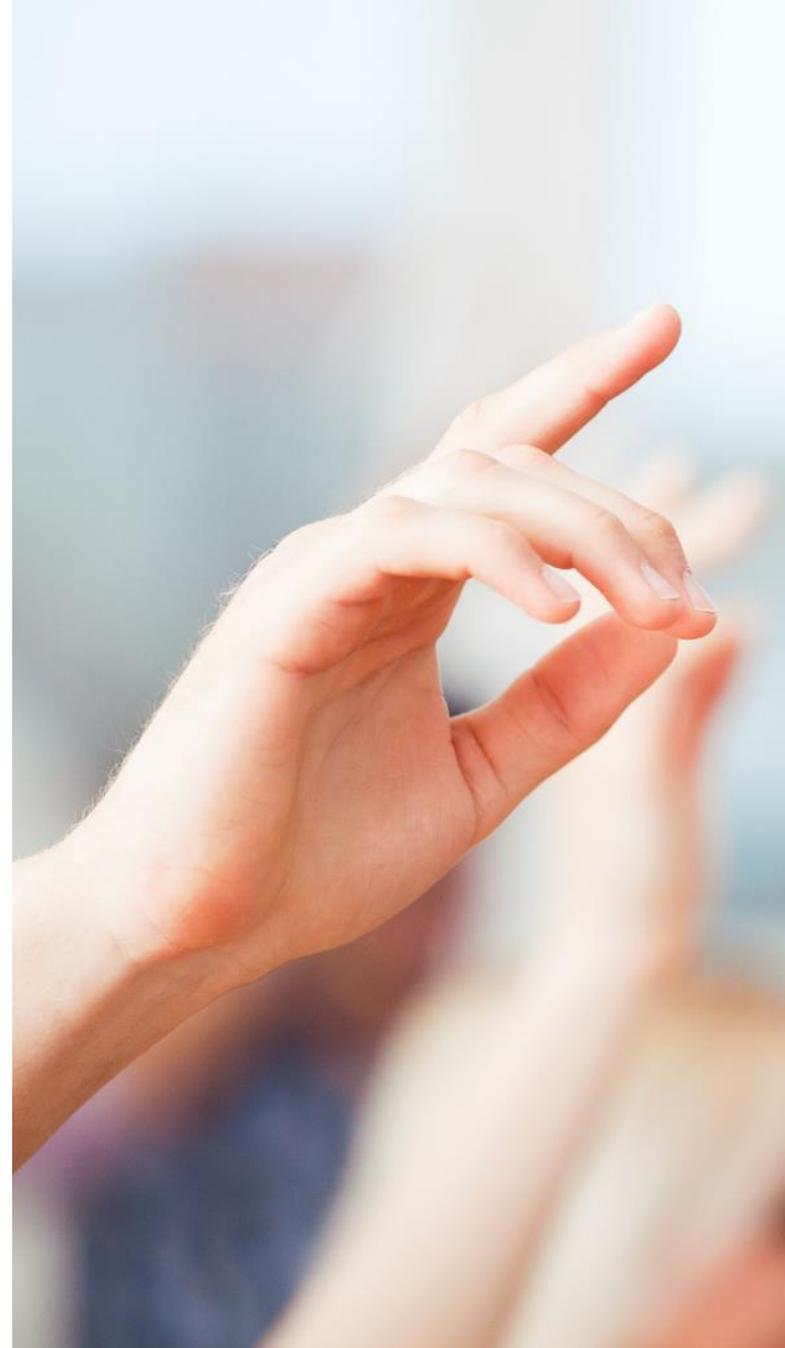
March 15, 2016

Some opening thoughts before we get started today...

- Thank you for taking the time to participate in today's session!
- This is an opportunity for DCF and EOHHS to gather *constructive* feedback related to the FNLA program.
- DCF and EOHHS have performed a significant amount of work on the rates, but thus far nothing is finalized or set in stone.
- DCF is interested in hearing feedback about what the FNLA program *should* include in the rates.

Agenda

- **Goals**
- **Chapter 257 Overview**
- **Progress to Date**
- **Area Lead Activities Review**
- **Caseload Assignment**
- **Communication Considerations**
- **Training Information**
- **Cost Considerations**
- **Possible Rate Structure**
- **Next Steps**



Goals for Today

- Overview of Chapter 257 rate development process
- Understand the challenges to providing effective service provision
- Discuss costs considerations for rate development

Chapter 257 Overview

Chapter 257 of the Acts of 2008 Overview

- Regulates pricing for the Purchase of Service (POS) system.
- Places authority for determination of POS reimbursement rates with the Executive Office of Health and Human Services under MGL 118E.
- Public Consulting Group (PCG) provides consulting and staffing support for the development of Chapter 257 pricing.

Chapter 257 of the Acts of 2008 Requirements

- Reasonable costs incurred by efficiently and economically operated providers
- Reasonable costs to providers of any existing or new governmental mandate
- Changes in costs associated with the delivery of services (e.g. inflation)
- Substantial geographical differences in the costs of service delivery

Progress to Date

- ✓ Reviewed Provider UFR submissions
- ✓ Reviewed Provider budgets and contracts
- ✓ Conducted a variety of focus groups (Internal to DCF as well as external stakeholders)
- ✓ Researched possible rate structures
- ✓ Discussed desired core services
- ✓ Explored potential caseload and staff ratios
- ✓ Engaged providers through a survey and focus groups

Area Lead Agency Activities

Based on the survey results:

Activity	Average Hours to Complete Referral	% of Time
Administrative	n/a	10 %
Services Coordination	n/a	30 %
Support and Stabilization Referrals	2.3 hours	23 %
Comprehensive Foster Care Referrals	8 hours	21 %
Caring Together Referrals	9.4 hours	16 %

Caseload Assignment

- **Specialization Caseload (only a one specific service type i.e. Support and stabilization referrals only)**
- **Blended Caseload**
- **Other**

Communication Considerations

- **Communication and support for Area Lead from within your organization**
 - Executive Director
 - Meeting
 - Support
 - Communication
- **Communication between Area Director and Executive Director**
- **Communication for Area Lead from within DCF Area Office management**
 - Regular meetings
- **What works well?**
- **What would be helpful?**

Training Information

- **What is training to you?**
 - In-services
 - Off site
 - Formal classroom
 - Staff meetings
- **What is the average # of training hours per year for an individual employee?**
- **Do Program Directors also attend training?**

Cost Considerations

- **What are other non-staffing costs that should be considered in setting the rate?**

- **What costs is DCF is not paying for?**

Possible Rate Structure

- **Accommodation Rate (monthly budget)**
- **Add-Ons**
- **Flex Spending**

Next Steps

- Discuss provider feedback internally (EHS, PCG & DCF)
- Propose rates via a draft regulation (EHS)
- Conduct public hearing (EHS, PCG, DCF & Providers)
- Review testimony, revise rates as needed, and finalize rates (EHS, PCG & DCF)

The meeting presentation will be posted on Chapter 257 website:
www.mass.gov/eohhs/provider/contracting/chap257/meetings-and-events

Comments and questions regarding Chapter 257 process can be sent to: EOHHSprovidersurvey@pcgus.com