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.



### Goals

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

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

### 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

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

### 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 % |

### Specialization Caseload (only a one specific service type i.e. Support and stabilization referrals only)

* + - * **Blended Caseload**
      * **Other**

### 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**?**

### 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?

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

### What costs is DCF is not paying for?

### Accommodation Rate (monthly budget)

### Add-Ons

### Flex Spending

* 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](http://www.mass.gov/eohhs/provider/contracting/chap257/meetings-and-events)

Comments and questions regarding Chapter 257 process can be sent to: [EOHHSprovidersurvey@pcgus.com](mailto:EOHHSprovidersurvey@pcgus.com)