

Governor's Nonprofit Cabinet on Health and Human Services

October 31, 2017

Team 1

Employment and Training Workgroup

Co-Chairs: Cheryl Cepelak, Deputy Commissioner, Department of Corrections and Jeannette Archer-Simons, Executive Director, The Open Door Shelter, Inc.

Workgroup Initiatives / Recommendations

- ▶ Strategies for recruitment, training, retention and career advancement
 - Partner with the Board of Regents
 - Link with web-site
 - Educational opportunities (i.e., “empty seat initiative”)
 - Internships

Workgroup Initiatives / Recommendations

- ▶ Create an effective internship framework
 - *(Charges A & B)*
 - Define criteria
 - Non-paid
 - Resume building
 - Add value for organization and intern
 - Quality experience
 - Communicate / Partner
 - State agencies
 - Nonprofits
 - Colleges / universities

Workgroup Initiatives / Recommendations

- ▶ Foundational components for effective collaborations
 - Create a comprehensive non-profit email distribution list – combine info from OPM; agencies; CT Non-profit; etc.
 - Create a non-profit portal / virtual resource link
 - Plan a Training / Resource Fair
 - Non-profit toolbox

Workgroup Initiatives / Recommendations

- ▶ Access to DECD capital and technical assistance
 - Communicate DECD Small Business Express opportunities
 - Loans
 - HEDCO – lines of credit
 - SBDC

Workgroup Initiatives / Recommendations

- ▶ Access to process improvement and technical assistance
 - Advertise CT Data Academy
 - Trainings / Workshops (i.e., November 14th – Data Basics Workshop)
 - Meetings with non-profit staff

Summary

- ▶ Develop opportunities for educational partnerships that advance organizations.
- ▶ Increase awareness of resources and incentives for nonprofits from DECD.
- ▶ Create opportunities for accessing data which add value and effectiveness.
- ▶ Advance understanding of collaborative opportunities through training activities.
- ▶ Promote opportunities for partnership on Second Chance Initiatives.

Employment and Training Workgroup

QUESTIONS?



Team 2 Update

Data Collection | Rate Setting | Contract Management

Co-Chairs: Robert Dakers, Executive Finance Officer, Office of Policy and Management, and Barry Simon, President and Chief Executive Officer, Oak Hill

Cabinet Charges to Team 2

1) Data Use/Reporting – Outcomes:

- Consistent, streamlined set of data and reporting methods that can be used uniformly across state agencies is created.
- Cross-agency data management tools that show population level results are reviewed and recommendations made to the Cabinet.

2) Rate Setting Office – Outcomes:

- The true cost of doing business as a non-profit is defined.
- Research is completed on models for establishing a Rate Setting Office and recommendations made to the Cabinet.
- Policy changes are identified to prioritize paying for cost of services to ensure sustainability of the Nonprofit Health and Human Services system.

Cabinet Charges to Team 2

3) Best Practices in Contract Procurement

- *Best practices in contract procurement are identified.*
- *Three best practices are identified for implementation in cooperation with OPM.*

Update: Data Use/Reporting – Outcomes

- ▶ Team 2 reviewed the data collection tools and outcome measures currently utilized by State POS agencies and the CSSD
- ▶ Team 2 discussed the Results–Based Accountability (RBA) Questions of: “How Much Did We Do?”, “How Well Did We Do It?”, “Is Anyone Better Off?”
- ▶ Reviewed the work and recommendations of the Cabinet’s 2013 Population Results Work Group

Update: Data Use/Reporting – Outcomes

Preliminary Recommendations:

- 1) Performance measures within purchase of service (POS) contracts for health and human services should demonstrate a program's contribution to population indicators and results; OPM, in consultation with CSSD, lead effort.
- 2) POS contracting agencies strongly encouraged to establish an intra-agency team (that includes staff from data, operations, and contracts divisions) to support the inclusion of appropriate performance measures into POS contracts.
- 3) State agencies and providers need adequate resources/guidance/assistance to develop, implement and use appropriate performance measures as outlined in Recommendations 1 and 2.
- 4) Additional Recommendations in Process: Review/update 2013 work group's population indicators; Work with CT Data Collaborative on these matter; creation of coordinating entity of stakeholders.

Rate Setting Office

This charge reflects Cabinet's role as a vehicle to promote "best practices" in rate setting and contracting standards that can be used to ensure the sustainability of the Nonprofit Health and Human Services system while taking into consideration the State's budget realities.

Rate Setting Office

These following principles are intended to help guide Policy changes for payment, as well as, the future establishment of a Rate Setting Office.

Principles–Residential Rate Setting Systems

- ▶ State procurement, rate setting, and budgetary systems should enable the health and human service delivery system to achieve appropriate levels and models (a continuum/menu) of care
- ▶ Rate setting systems should have accurate methods of identifying and reimbursing providers for different levels of client acuity, and ensuring sufficient rates to comply with regulatory requirements.
- ▶ Rate setting systems should reflect increases in costs over time, and encourage efficiencies related to productivity improvements, shared services, and technological advances.

Rate Setting Office–continued

- ▶ In rate setting, state agencies should work with providers to maintain the balance between service quantity (units of service), quality, and service needs.
- ▶ Payment for services is set in a fair and transparent fashion with clear methodology, and noting if there is a cost settlement component.
- ▶ Rate setting systems should have the following characteristics:
 - Be standardized across agencies and providers to the extent feasible in order to minimize administrative burden for providers and state agencies
 - Be transparent and understandable
 - Clearly identify expected outcome measures
 - Comply with federal and statutory requirements
 - Maximize federal or third party revenue
 - Support the principles outlined above

Best Practices in Contract Procurement

- ▶ **Approach.** Team 2 will review the status of OPM's Procurement Standards, in general, and the changes made by the cabinet a few years back, and see how they are working for state agencies and providers.
- ▶ **Outcomes.** Team 2 expects to have findings and recommendations available for inclusion in the December report.

Team 2

QUESTIONS?

