

## ATTENDANCE BASED SUB-COMMITTEE 5/27/10

Present: Pat Bourne, SARAH, Inc.; Jerry Brennan, KUHN; Paula Pfistner, DSS; Judy Dowd, OPM; Joe Drexler, DDS; Peter Mason, DDS; Paul Rosin, CRI

1. DDS submitted a "Per Diem Attendance Report" for committee review.
  - Report reflects Feb, March & April attendance
  - April includes Good Friday holiday. Overall attendance was 91.6%. The attendance was 89 + % with the adjustment for those open on Good Friday.
  - Still some agencies not completing monthly attendance
  - The number of participants with no attendance = 115 in April. This number is decreasing each month
  - Analysis of March data by program type shows consistent average of 89% attendance.
  - DDS also handed out a report of all providers by percentage of service type offered (ie: day and residential). DDS will add a column to this report showing attendance % by agency to determine impact for day only providers. 23 of 109 agencies provide only day services.
  
3. The trade associations asked providers to complete a survey about benefits and paid time off currently offered to supported workers. (see attached). The committee reviewed the completed survey. The survey was completed by 18 providers, many of whom did not offer benefits. The small survey sample does not provide enough info to make a determination as to the impact of benefits on attendance. However, the question remains: will benefits for clients be eliminated as providers attempt to manage attendance?
  
4. The committee attempted to answer the question: "Is 90% a reasonable attendance factor and what is definition of "reasonable"?"

Rationale: for 90% attendance factor

  - It is important to recognize and understand that the attendance based system was primarily implemented to save the state money.
  - The 90% factor is based on 225 service days (10 holidays & 25 "other" days are excluded from the calculation)
  - There is no cap (as other states have imposed). Providers will get paid for attendance over 90%
  - Data shows attendance % is increasing within past few months. While there is still not much attendance history, the assumption is that attendance will increase as agencies establish more systems/procedures to manage attendance.
  - Should there be a special consideration for agencies that offer benefits to supported workers in group supported employment (GSE)? DDS currently offers providers with supported worker benefits a higher rate in IB (individual budget) waiver services. DDS will need to calculate costs. If a benefit rate is developed, DDS would like systems to be similar to make process simpler.

- Providers not offering other paid benefits to supported workers get the 35 day exclusion (services based on 225 days). What is the “threshold” basic requirement/expectation to be considered as offering “benefits” ? Providers must offer a minimum of 5 days off for supported workers to get the higher benefit rate for those clients on individual budgets.
  - Does the availability of an additional benefit package reduce overall attendance? Providers have to decide if they can manage attendance if they offer other additional time off as a benefit.
  - Trend (with limited data) shows attendance % is increasing
  - Attendance-based “fee for service” is the standard for CMS waiver services
  - Payment for attendance based services must be audit competent
5. The committee will also consider the reasons for absence and address safeguards for clients.
- It is still important for DDS to develop a system to track the reasons for absences.
  - Can DDS add a “code” to attendance based on res/day to identify basic reasons for absences.
  - Providers feel there should be policies and procedures similar to FMLA or other “extended leave of absences” to protect clients and their services. DDS feels there are individual safeguards thru the team process and attempting to set timeframes thru policies may be misused to benefit providers.

NEXT MEETING 6/24/10 @ 9:30 AM – Room TBD

- DDS will add attendance percentage to provider report and divide report into quartiles to see if there are trends that identify high/low percentage rates among providers.

Submitted by: Pat Bourne

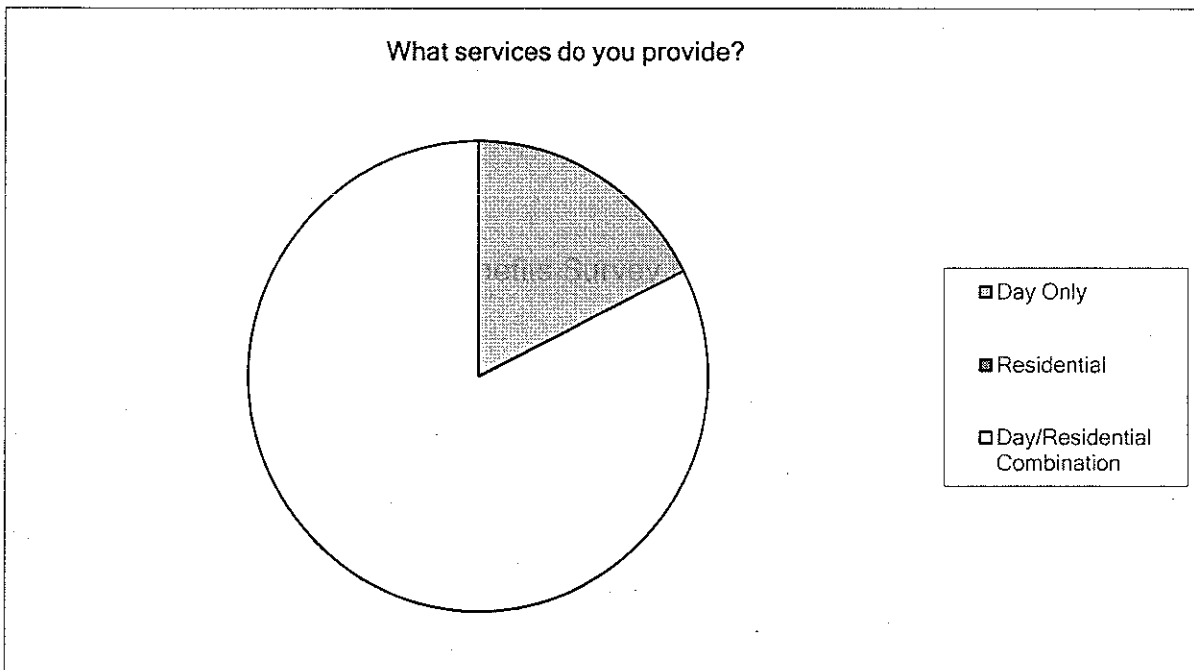
DDS Rate Study - Consumer Benefits Survey May 2010 Responses Received as of 5/25/10: 17

	Responses Received as of 5/25/10: 17	Provides benefits to consumers on the master contract?	
1	Anonymous	Yes	
2	Arc of Greater New Haven		No
3	Arc of Meriden/Wallingford (via Arc of CT)	Yes	
4	Cheshire Occupational & Career Opportunities, Inc. (COCO)	Yes	
5	Community Enterprises, Inc	Yes	
6	Community Residences, Inc (CRI)		No
7	Continuum of Care		No
8	Goodwill Industries of Western CT	Yes	
9	Horizons		No
10	Institute for Professional Practice (IPPI)		No
11	Key Human Services, Inc.		No
12	Litchfield Arc (via the Arc of CT)		No
13	MARCH, Inc. of Manchester		No
14	Network, Inc.		No
15	SARAH, Inc.	Yes	
16	Sunrise Northeast & UCP of Greater Hartford		No
17	The Kennedy Center, Inc.		No

# DDS Rate Study - Consumer Benefits Survey May 2010

What services do you provide?

Answer Options	Response Percent	Response Count
Day Only	17.6%	3
Residential	0.0%	0
Day/Residential Combination	82.4%	14
<i>answered question</i>		17
<i>skipped question</i>		0



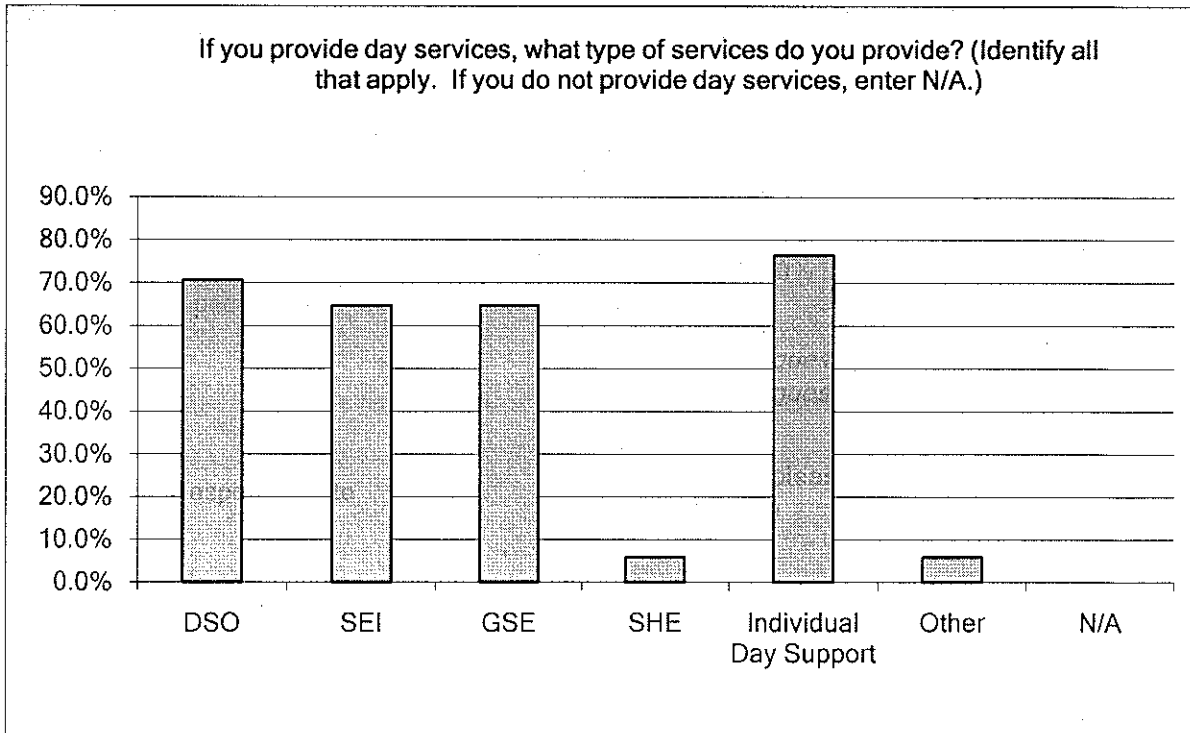
# DDS Rate Study - Consumer Benefits Survey May 2010

If you provide day services, what type of services do you provide? (Identify all that apply.  
If you do not provide day services, enter N/A.)

Answer Options	Response Percent	Response Count
DSO	70.6%	12
SEI	64.7%	11
GSE	64.7%	11
SHE	5.9%	1
Individual Day Support	76.5%	13
Other	5.9%	1
N/A	0.0%	0
Other (please specify)		1
<i>answered question</i>		17
<i>skipped question</i>		0

Number      Response Date      Other (please specify)

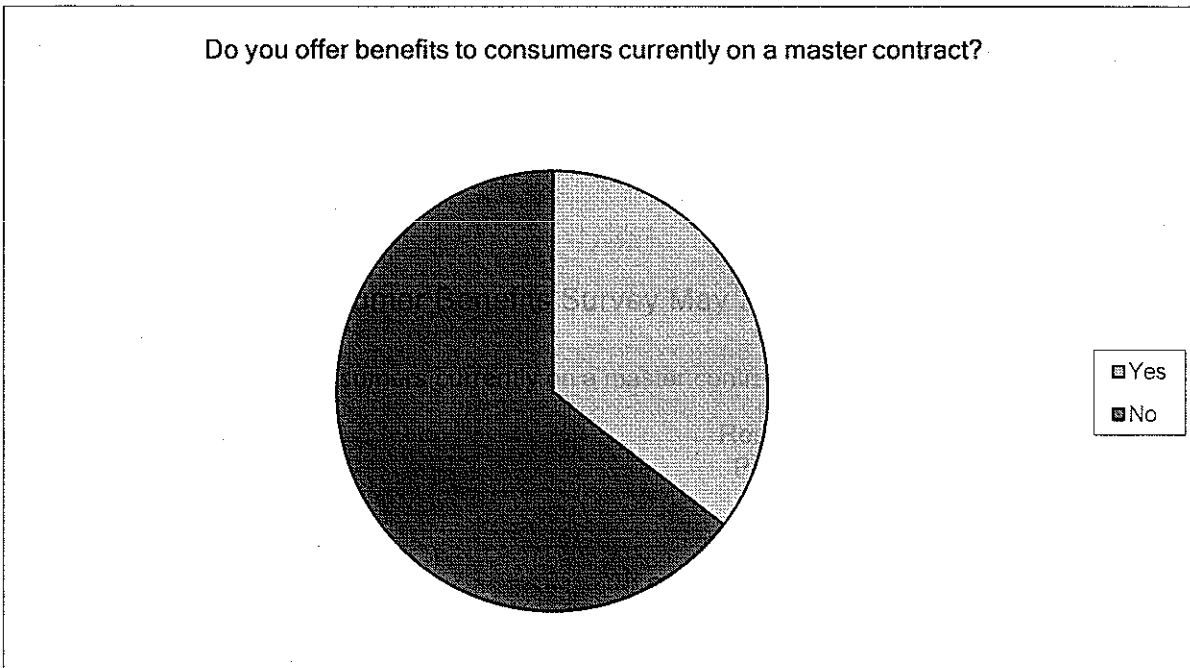
We only have on eperson in day services, part of a wrap  
1 around program



# DDS Rate Study - Consumer Benefits Survey May 2010

Do you offer benefits to consumers currently on a master contract?

Answer Options	Response Percent	Response Count	
Yes	35.3%	6	
No	64.7%	11	
	<i>answered question</i>	17	
	<i>skipped question</i>	0	

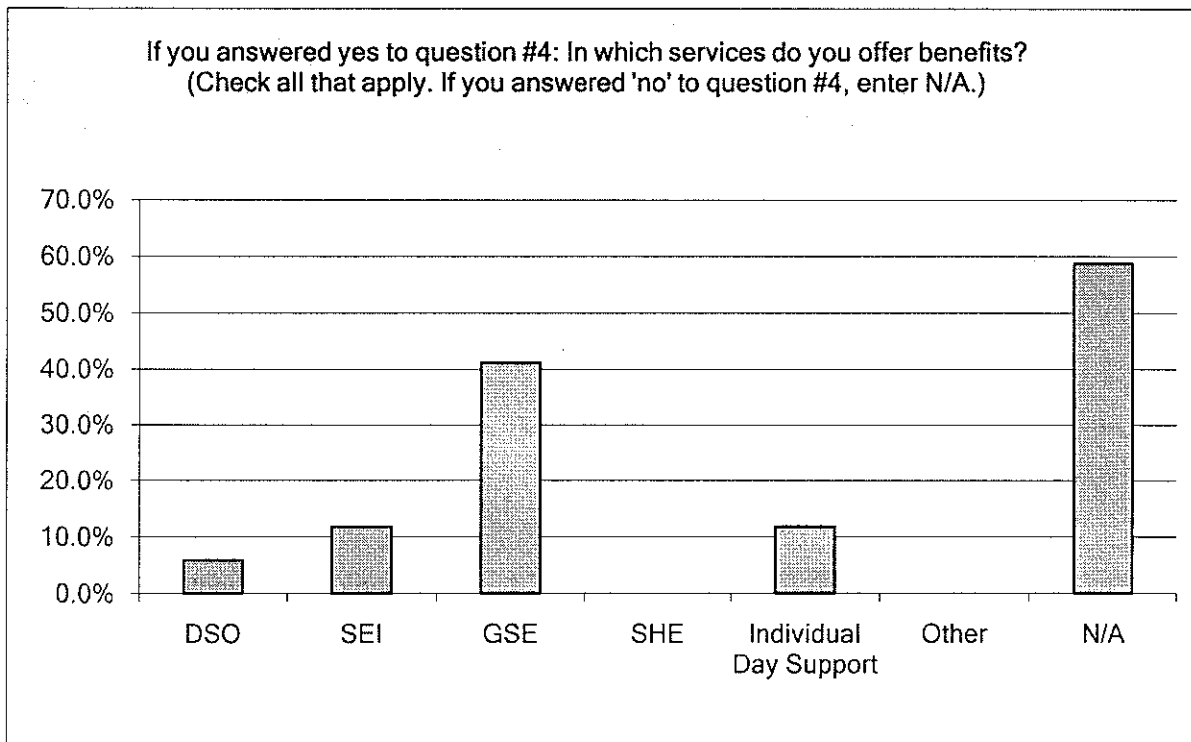


## DDS Rate Study - Consumer Benefits Survey May 2010

If you answered yes to question #4: In which services do you offer benefits? (Check all that apply. If you answered 'no' to question #4, enter N/A.)

Answer Options	Response Percent	Response Count
DSO	5.9%	1
SEI	11.8%	2
GSE	41.2%	7
SHE	0.0%	0
Individual Day Support	11.8%	2
Other	0.0%	0
N/A	58.8%	10
Other (please specify)		1
	<i>answered question</i>	17
	<i>skipped question</i>	0

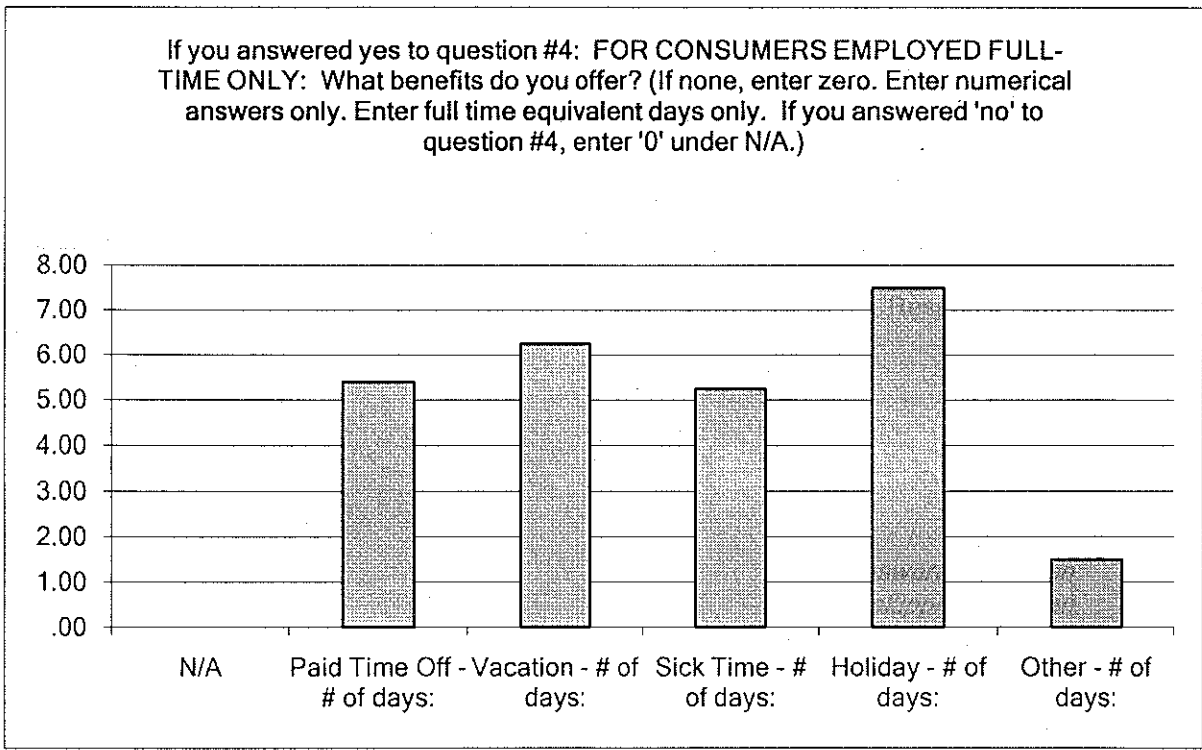
Number Other (please specify)  
 1 It's not called a Master Contract anymore...



DDS Rate Study - Consumer Benefits Survey May 2010

If you answered yes to question #4: FOR CONSUMERS EMPLOYED FULL-TIME ONLY: What benefits do you offer? (If none, enter zero. Enter numerical answers only. Enter full time equivalent days only. If you answered 'no' to question #4, enter '0' under N/A.)

Answer Options	Response Average	Response Total	Response Count
N/A	.00		9
Paid Time Off - # of days:	5.40	27	5
Vacation - # of days:	6.25	25	4
Sick Time - # of days:	5.25	21	4
Holiday - # of days:	7.50	45	6
Other - # of days:	1.50	6	4
		<i>answered question</i>	17
		<i>skipped question</i>	0



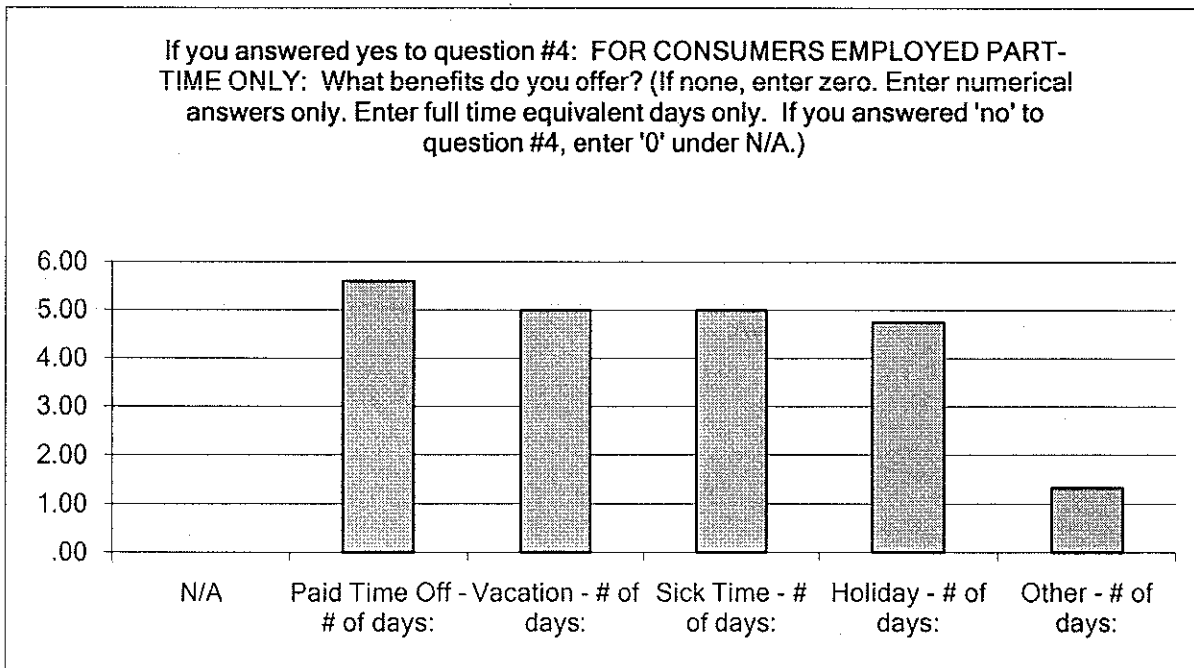


## DDS Rate Study - Consumer Benefits Survey May 2010

If you answered yes to question #4: FOR CONSUMERS EMPLOYED PART-TIME ONLY: What benefits do you offer? (If none, enter zero. Enter numerical answers only. Enter full time equivalent days only. If

Answer Options	Response Average	Response Total	Response Count
N/A	.00		11
Paid Time Off - # of days:	5.60	28	5
Vacation - # of days:	5.00	15	3
Sick Time - # of days:	5.00	15	3
Holiday - # of days:	4.75	19	4
Other - # of days:	1.33	4	3

*answered question* 17  
*skipped question* 0



DDS Rate Study - Consumer Benefits Survey May 2010

Please offer any additional comments for questions 6 and 7 above:

Answer Options

Response Count

	3	3
<i>answered question</i>		
<i>skipped question</i>		14

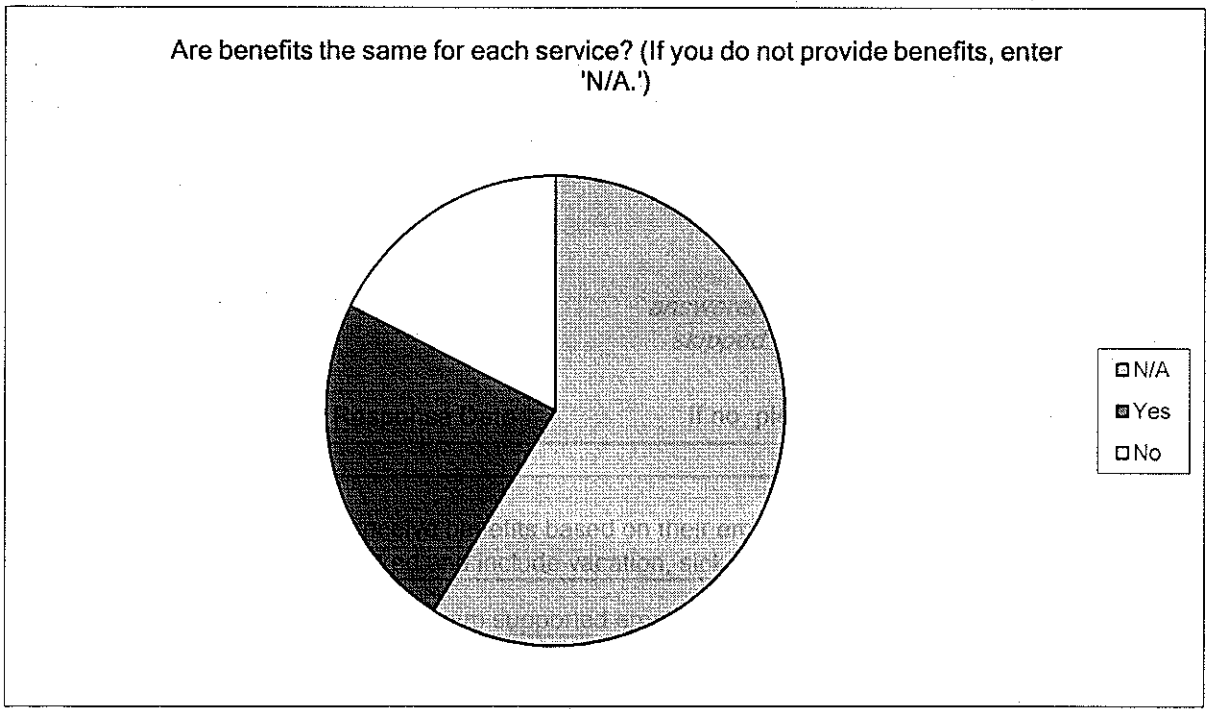
Number	Response Text
1	These numbers are for staff. These are the # days for the first three years of employment. Vacation time increases at three years of employment, and again at 10 years of employment. Paid time off for participants is 5 days per year, if they are in GSE. Persons in SEI receive whatever benefits offered by the company they work for.
2	We closed our GSE program in February 2010. Benefits offered then: Holidays, sick, vacation and personal time to full time employees and partial benefits to part time employees.
3	The amount of paid vacation and holidays is based on number of hours worked. The number above reflects maximum for fulltime employment (5 days per week) For example, if person worked 2 days per week, s/he would earn 5 PTO and 4 holidays annually. PTO days range from 2-12 and holiday range from 2-10. Paid time is per calendar year with a "use it or lose it" provision. There is no carryover to the next year.

# DDS Rate Study - Consumer Benefits Survey May 2010

Are benefits the same for each service? (If you do not provide benefits, enter 'N/A.')

Answer Options	Response Percent	Response Count
N/A	58.8%	10
Yes	23.5%	4
No	17.6%	3
If no, please explain:		3
<i>answered question</i>		17
<i>skipped question</i>		0

Number	Response Date	If no, please explain:
1		GSE only
2		SEI consumers receive benefits based on their employer, usually prorated to the # of hours worked and include vacation, sick, and holiday
3		Benefits offered from group supported employment only.



## DDS Rate Study - Consumer Benefits Survey May 2010

What criteria do you use to determine benefits? Please explain:

Answer Options

Response  
Count

7

*answered question*

7

*skipped question*

10

Number	Response Text
1	
2	Average # hours worked per day = the time paid for the day * the workers hourly wage.
3	Number of hours per week on approved schedule.
4	All GSE consumers receive 8 paid days off
5	They need to be on our payroll
6	The number of hours worked per week. Supported employees earn benefits following the first 90 days of employment. There is a pro-rated formula to calculate # of earned days in the first year of employment.
7	"We use the same criteria for clients as we do for regular staff. The benefits are pro-rated for the number of hours per week that client works."
8	"2 weeks time. Most individuals do not take vacations. This assures that they get the time."

## DDS Rate Study - Consumer Benefits Survey May 2010

Please share any additional comments related to this survey. Thank you for your participation!

Answer Options	Response Count
	0
<i>answered question</i>	0
<i>skipped question</i>	17