

# **MILESTONE SYSTEMS IN SUPPORTED EMPLOYMENT**

# INTAKE



# PRESENTATION SYNOPSIS

- ✘ Awareness: Provide summary of ongoing research
  - ✘ Progress: Continue steps toward Milestone System
  - ✘ Partnerships: Elicit additional feedback
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# HISTORICAL PERSPECTIVE

- ✘ Began study of performance based systems in late 2008.
- ✘ Original research team worked with Pennsylvania and Indiana and visited sites.
- ✘ NYSRA presentation on concept in 2008
- ✘ Feed back led to more extensive research
- ✘ Scientific measurement agreed upon
- ✘ Survey disseminated & completed by mid 2010.
- ✘ APSE presentation in April 2011



# DUAL PURPOSE

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- I. To evaluate the current Fee for Service (SE) Supported Employment Program in terms of effectiveness, cost and time utilization per service area.
  
- II. To assist in the creation of a new outcome based SE design that will improve employment for disabled consumers while supplying a realistic funding process for providers and ACCES-VR.

# COMMUNITY BASED WORKPLACE (SITUATIONAL) ASSESSMENT

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# **METHODOLOGY**

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- I. Provider Survey & Quantitative Data Analysis (including trial run)**
- II. Qualitative Interviews (Six states: AL , IN, PA, MD, OK, CA)**
- III. Archival Data Review (Two existing data bases and survey results)**
- IV. Academic Research**
- V. Triangulation of Data: NYISER, ACCES-VR, & Survey (10/2007-9/2009)**

# DEMOGRAPHICS

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## Stake holders:

- I. Consumers
- II. Providers
- III. ACCES-VR
- IV. NY State Partners
- V. Public

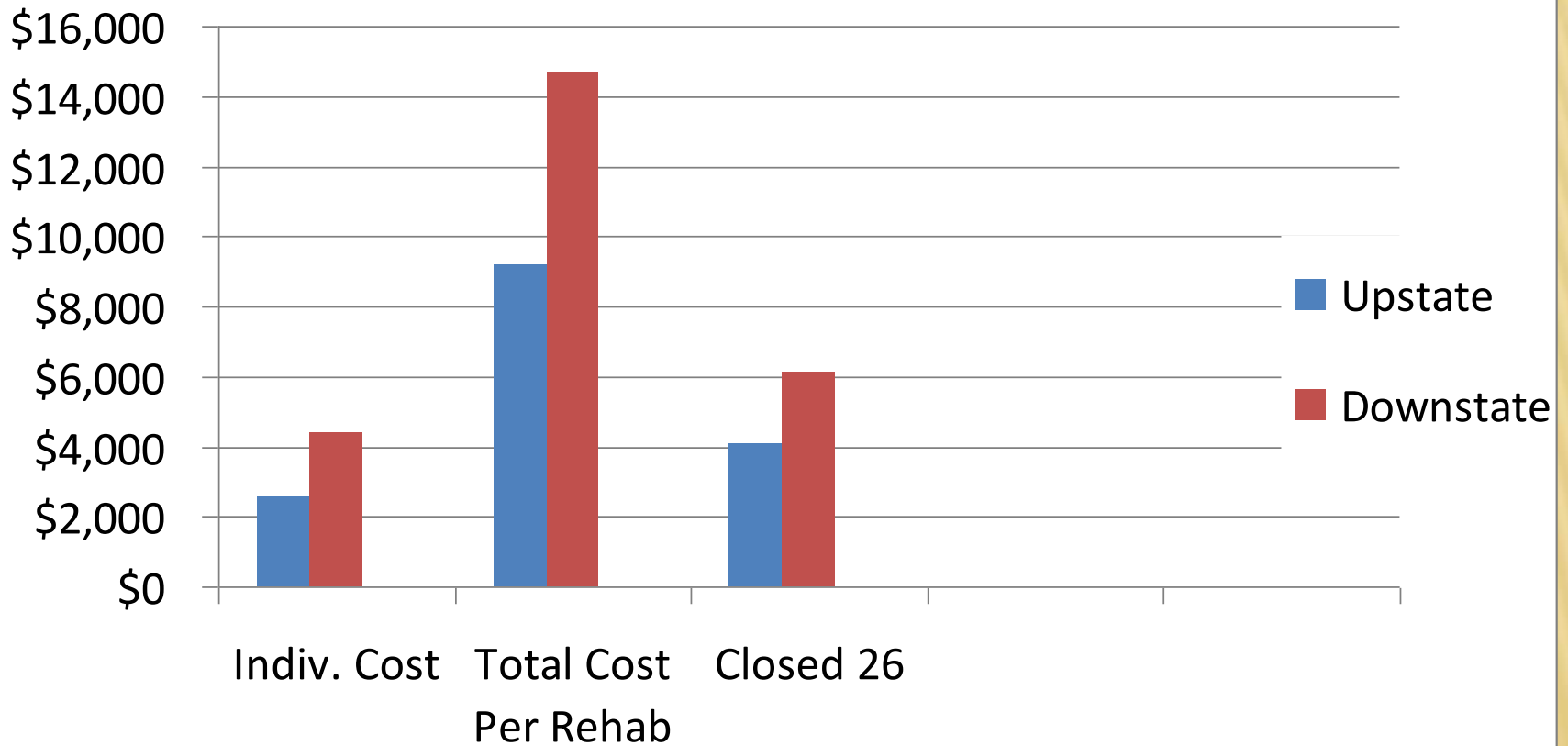


# KEY RESULTS & RECOMMENDATIONS

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- ✘ Average hours utilized (63-68)
  - Percentage of individuals rehabbed from total referrals: 28%
  - Percentage of individuals reached 90 day from those hired 59%
- ✘ Average cost per consumer studied in 3 formats to develop a base rate:
  1. Ave cost per consumer in SE (Total \$/Consumer)
  2. Ave cost per rehab. (total billing/total rehabs)
  3. Ave cost of rehab closures (billing on closed cases only)

# REGIONAL COST COMPARISON



# KEY RESULTS & RECOMMENDATIONS

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## SIMULATIONS

- × Simulations Provide Valid Comparisons for Rate Development
- × **Most Recent Simulation Runs:**
  - Upstate: + 9.00 to + 18.5% change in funding
  - Downstate: - 1.96 to + .22 % change in funding
- × Overall Spending consistent with survey period
- × Size Does Not Matter (Of Contract)

## STATE RESEARCH (5 states, rural and urban, provider & agency contacts)

- × Increase in rehabilitations ranged from 3-25% across states
- × Provider growth vs. loss of providers
- × High levels of satisfaction from all stakeholders
- × Stable budgets & reduced cost per outcomes
- × **Unique methods for working with special populations & enclaves**
- × Oklahoma email

# KEY RESULTS & RECOMMENDATIONS

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## Oklahoma Provider Satisfaction Survey

- Time on waiting list reduced by 50%
- Time to job placement reduced by 18%
- Paperwork reduced by 33%
- Data entry reduced by 98%
- Cost per closure decreased 25%
- Better accountability 83%
- Chose Milestone over Fee- for- service 80%



# RESULTS CONTINUED....

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## Extended Services

1. Ave. days to stabilization: 86-107 range
2. Date of documentation & definition differs per provider
3. **Inconsistency on utilization**
4. Potential for change in the concept of stabilization

## Key Factors for Change:

- \* Compiled Provider “Most Important Factors to Consider for Milestones Implementation”

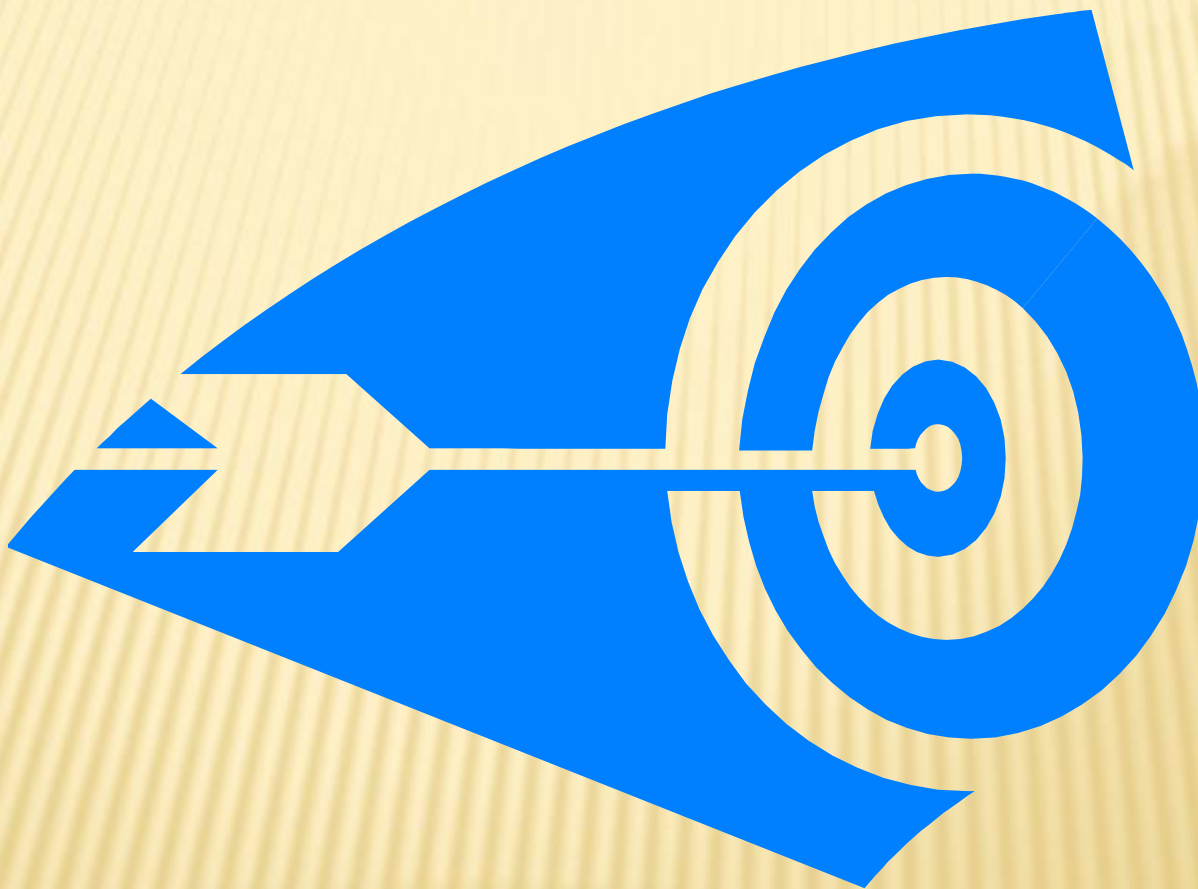
# KEY FACTORS FOR SYSTEM CHANGE

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✘ Economy/Rural/Transport	18.75%
✘ Individualized Services	18.75%
✘ Fair Design for Payment	11.45%
✘ Severity of Disability	9.65%
✘ Creaming	8.33%
✘ Quality Milestones Needed	6.25%
✘ Assessment Built Into Process	6.25.0%
✘ Preparation/Training in Milestones	4.16 %

# MILESTONES

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# DRAFT MODEL

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- × Intake \$150.
- × Situational Assessment \$210.-240./day (10)
- × Job Development 30% of base
- × Placement Day 8 15% of base
- × Placement Day 45 20% of base
- × Rehabilitation 90 day 35% of base

## Enhanced Funding

### Quality Bonus:

- × 30 Hrs per wk: \$500. (+ COLA =\$650.)
- × Wages TBA \$500. (+ COLA =\$650.)



# PLANNING FOR THE FUTURE

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## Details, Braiding, & Development

- New simulations with new draft designs based upon feed back
- Additional follow up with other states if needed
- Define multiple placements, reauthorizations, **5 day/3 milestone, hours bonus, wages bonus, reduce authorization**, training for agency staff & provider staff
- Coordination & development with State partners, leadership groups
- **UCS /SE RFP combination and alignment of services**
- Potential changes in reporting and planning process
- **Review of new SE P&P and possible amendments**
- Outline transition period from hourly to milestone

# MILESTONE MODEL CALCULATOR

7800 Baserate Model assuming 10% increase in placements - Program with 103 SE Consumers (Current Revenue=\$350,658)

	\$7,800	% reaching each milestone	SE Consumers	Reimbursed
Base Rate				
Intake fee	150	100%	103	\$2,318
Situational Assessment	1200	15%	15	\$18,540
Job Development	30%	35%	36	\$84,357
Placement + 5 (+ 3)	15%	50%	52	\$60,255
Placement +45	20%	48%	49	\$77,126
Placement + 90	35%	42%	43	\$118,100
Quality Rehab	\$650	14%	14	\$9,373
Quality Wages	\$650	7%	7	\$4,687
				<b>\$374,755</b>

Using a case baserate of \$6000 and assuming a 10% increase in successful closures, the upstate region shows a potential per program gain in revenue of about 9% while downstate loses about 28%.

		\$6000 + 10% increase in placement outcomes due to incentive				
	Current Cost	8 day	45 day	Rehab	Ave Program Cost	Per Placement
Upstate	\$246,223	50	43	32	\$268,265	\$8,383
Downstate	\$348,793	47	45	35	\$251,261	\$7,1789

Using a case baserate of \$6000 but assuming a 25% increase in successful closure, upstate programs gain about 18% while downstate loses about 20%.

		\$6000 + 25% increase in placement outcomes due to incentive				
	Current Cost	8 day	45 day	Rehab	Ave Program Cost	Per Placement
Upstate	\$246,223	57	49	37	\$291,592	\$7,880
Downstate	\$348,793	54	51	40	\$279,642	\$6,991

Assuming the same closure rate but boosting the downstate baserate by a 30% cost of living adjustment results in an outcome where downstate breaks about even.

\$7800 + 25% increase in placement outcomes due to incentive with COL adjustment					
	8 day	45 day	Rehab	Ave Program Cost	Per Placement
	54	51	40	\$349,560	\$8,739

## MILESTONE ILLUSTRATIONS



# POSSIBILITIES.....

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- ✘ *"Our aspirations are our possibilities." Samuel Johnson*
- ✘ *"I am neither an optimist nor pessimist, but a possibilist."  
Max Lerner*
- ✘ *"Become a possibilitarian. No matter how dark things seem to be or actually are, raise your sights and see possibilities – always see them, for they're always there."  
Norman Vincent Peale*
- ✘ *"Do not let what you cannot do interfere with what you can do."  
John Wooden*
- ✘ *"Where you begin doesn't matter. Your willingness to start is what counts." Rhonda Britten*
- ✘ *"Out of clutter, find Simplicity. From discord, find Harmony. In the middle of difficulty lies Opportunity." Unknown*
- ✘ *"It is common sense to take a method and try it. If it fails, admit it frankly and try another, but above all try something." FDR*



# CONTACTS & QUESTIONS

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