



MINUTES
Rate Structure Work Group Meeting
Friday May 12, 2023 / 10:00AM - 12:00PM
Held via: Zoom Webinar

Attendance: Laurie Vachon, BDS Facilitator; Jen Doig, BDS Facilitator; Christy Roy, DHHS Facilitator; Abby Conger, BDS; Drew Smith, A&M; Krista Stephani, MSLC; Lesley Beerends, MSLC; Jacquelyn George, MSLC; Kim Shottes, ED Plus Company; Martin McNamara, Optumas; Will Walker, Family Member; Ellen McCahon, ED CSNI; Matthew Cordaro, ED One Sky Services; Shelley Kelleher, CFO Lakes Region Community Services; Sudip Adhikari, Gateways; Kara Nickulas, CMCC; Alecia Ortiz, A&M; Susan Silsby, Easter Seals

Please reference the corresponding slide presentation for the detailed agenda, including topics and themes covered in the meeting and corresponding takeaways and applicable action items.

Topic	Key Takeaways & Action Items
<p style="text-align: center;">Service Coordination- Follow-up</p>	<p><u>Updated BLS Data</u></p> <ul style="list-style-type: none"> • The Bureau of Labor Statistics (BLS) was updated in late April. The updated data now includes wages through May 2022. • In the last Rate Work Group meeting (April 14, 2023), Myers and Stauffer presented recommended occupation codes for use in developing the New Hampshire service coordination rate. <ul style="list-style-type: none"> ○ As a result of the updated BLS data, the occupation code median hourly wages for Substance Abuse, Behavioral Disorder, and Mental Health Counselors and Healthcare Social Workers increased. ○ Myers and Stauffer is using a weighted calculation accounting for both of the abovementioned occupation codes for calculating a weighted median hourly wage of \$27.89. • The Department is proposing to use the BLS median wage, with 10.31% inflation, for calculating service coordination wages. This calculates to \$30.77 per hour. <ul style="list-style-type: none"> ○ Comparatively, prior to BLS updating wage data, the proposed service coordination rate presented to the April Rate Work Group was \$29.31 per hour. <p><u>Follow-Up on Employee Related Expenses (ERE)</u></p> <ul style="list-style-type: none"> • During the April Rate Work Group Meeting, the ERE component that was presented was 26.04%.

- This ERE percent represented the Median Employee Benefit percentage of total wages for all cost reports received.
- Based on feedback received during the April meeting, Myers and Stauffer reviewed the ERE component by service; service coordination was found to be the one service with a median that is inconsistent with other services.
- The proposed ERE median for service coordination is 31.07% to account for payroll taxes, worker's compensation, health insurance, retirement contributions, and other benefits like disability pay.
- As the Department is proposing to use the BLS Median wage, which is higher than that reported for service coordination on the cost reports, the employee benefit component will also be higher.

Service Coordination Caseload

- During the April Rate Work Group meeting, the group also discussed caseloads for experienced versus newer service coordinators. Rate Work Group Members indicated it is likely that newer service coordinators would not have the same caseloads as more tenured service coordinators.
- To account for this, calculations were updated to account for new service coordinators, as well as turnover.
- This calculation now assumes a weighted average caseload of 30 individuals per service coordinator and that caseloads represent a "mix" of individuals in which they serve.
- Discussion followed between Rate Work Group Members on the best approach to considering a cap on caseloads.
 - Some Members recommended having a set cap on the caseload to prevent mismanagement and quality concerns.
 - Other Members suggested that improved quality oversight could address this concern without needing to change policy.
 - Consideration may be needed to allow flexibility in caseloads, dependent on the situation and service coordinator.

Questions

- Is the state going to be setting requirements for wage and education?
 - **Answer:** As of now, wage and education requirements are being used for the purpose of rate calculation. The Department wants to set this wage to allow agencies the funds to employ individuals with Master's degrees.
 - **Rate Work Group Member Comment:** There may be concern about underpaying quality case managers. I would like to see funds set aside for formal education opportunities for direct support professionals (DSPs).
- Are we going to propose a laddering of wages, based on experience level?
 - **Answer:** The way the methodology works is we are using the median to go into the rate methodology knowing that some

	<p>individuals will be paid more or less, doesn't dictate what the providers actually pay their staff.</p> <ul style="list-style-type: none"> • Can we clarify the 40 hour work week and the implication of using it? <ul style="list-style-type: none"> ○ Answer: For case management, if a service coordinator has a caseload of 30 cases, and works all 40 hours on service coordination, we are going to take their hours and then divide it by caseload to get their hours to put in the methodology. DAADs was based on actual hours worked, but for services that are billed every 15 minutes we incorporate a productivity factor. • Why was overtime not included? <ul style="list-style-type: none"> ○ Answer: We know that service coordinators also do other activities like DAADs and crisis, we didn't see much overtime by service coordinators in the cost reports, instead of carving out DAADs and crisis as separate, they can somewhat account for overtime. • Why was the full 2,080 hours used without accounting for vacation and PTO? <ul style="list-style-type: none"> ○ Answer: If an individual needs full time service coordination they will find someone to step in and provide those hours even if someone goes on vacation. ○ Rate Work Group Member Comment: I am not sure that it is accurate to say that someone will find those hours while their case manager is on vacation, unless it's an emergency. • Why is crisis not service coordination? Can we review what service coordination is? <ul style="list-style-type: none"> ○ Answer: Crisis mitigation and facilitation is a service coordination duty, but when pulling together the cost reports there were services included that case managers won't be doing anymore but we didn't pull them out.
<p style="text-align: center;">DSP Wage Feedback</p>	<ul style="list-style-type: none"> • Myers and Stauffer reviewed the feedback document with the Rate Work Group. • Rate Work Group Members were asked to provide feedback on the proposals developed by Myers and Stauffer for each service in the current waiver. This document will serve as a starting point for wage discussions over the next several months. • Rate Work Group Members were asked to share the document with contacts to collect as much feedback as possible from a variety of sources. • Feedback was requested by May 31, 2023.
<p style="text-align: center;">General Questions and Comments</p>	<ul style="list-style-type: none"> • Rate Work Group Member Comment: I am concerned that the proposed service coordination rate of \$30.77 will not be high enough to cover hours worked above 40 per week. • Rate Work Group Member Comment: I have a concern about the wage for home health and personal care aides being so low in

	<p>staffed residences, especially given that there is considerable turnover in this area already.</p> <ul style="list-style-type: none"> • Is there concern with including a higher ERE percentage for service coordinators vs DSP's and middle managers because people with a lower wage would have a higher percentage of benefits assuming the same benefit package for everyone? <ul style="list-style-type: none"> ○ Answer: Based off cost reports and BLS data we are comfortable with the lower ERE%, it is consistent with what is being seen in the data, the higher ERE% for Service Coordinators is consistently seen to be an abnormality from the rest of the services' ERE. • What is the percent differential between the median wage rate from the cost reports and the one from BLS? <ul style="list-style-type: none"> ○ Answer: About 34%. • Did Myers and Stauffer use data from other states? <ul style="list-style-type: none"> ○ Answer: Yes. We looked at similar occupational codes used in other state engagements for similar services. • How was the cost report data used? <ul style="list-style-type: none"> ○ Answer: The cost report data provided us with position titles, education and experience levels which were then considered in combination with the BLS occupation codes and education information. • Going forward, will participant-directed managed supports (PDMS) workers need to report services provided? <ul style="list-style-type: none"> ○ Answer: Yes
<p>Next Steps</p>	<ul style="list-style-type: none"> • Myers and Stauffer will continue working on other service rate calculations. • An evaluation of stakeholder feedback on the DSP wages will occur. • The calculation of service rates will continue, as will the evaluation of SIS-A data and the data's correlation to rates.