

DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning

Engagement 5 Summary Report: Service Provider Dual Enrollment

November 23, 2020

The **Improve** Group

Report purpose

The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning is being conducted as iterative, ongoing, agile engagement. As a part of this approach, PIPEin and VIP members are being invited for several data collection opportunities to help improve products and services. This report summarizes findings from DHS/DEED’s fifth stakeholder activity, a survey to gather feedback to improve communication to providers about dual enrollment, administered in November 2020.

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Introduction

The DHS/DEED Stakeholder Engagement for Interagency HCBS Shared Visioning's fifth engagement was a survey to gather feedback to improve communication to service providers about dual enrollment. The survey was administered in November 2020 and led by The Improve Group (IG), a research and evaluation firm based in St. Paul, Minnesota. DHS and DEED sent an invitation to 248 PIPEin members, and a total of 101 individuals participated. IG analyzed the survey data; key findings and supporting evidence from this analysis is provided below.

Survey Executive Summary

Overall, respondents said that when communicating to service providers about dual enrollment, multiple types of information would be most beneficial, including information on benefits of dual enrollment and information about administrative processes and requirements. Some of the barriers to dual enrollment most frequently noted were the complexities of enrollment and licensing, and the financial and time requirements of dual enrollment. Some of the top motivators reported for becoming dually enrolled were knowing that clients of dually enrolled providers would not have to change providers when accessing additional services and knowing that dually enrolled providers could access waiver funding. Finally, most respondents reported geographic gaps in the availability of service providers, particularly in Greater Minnesota.

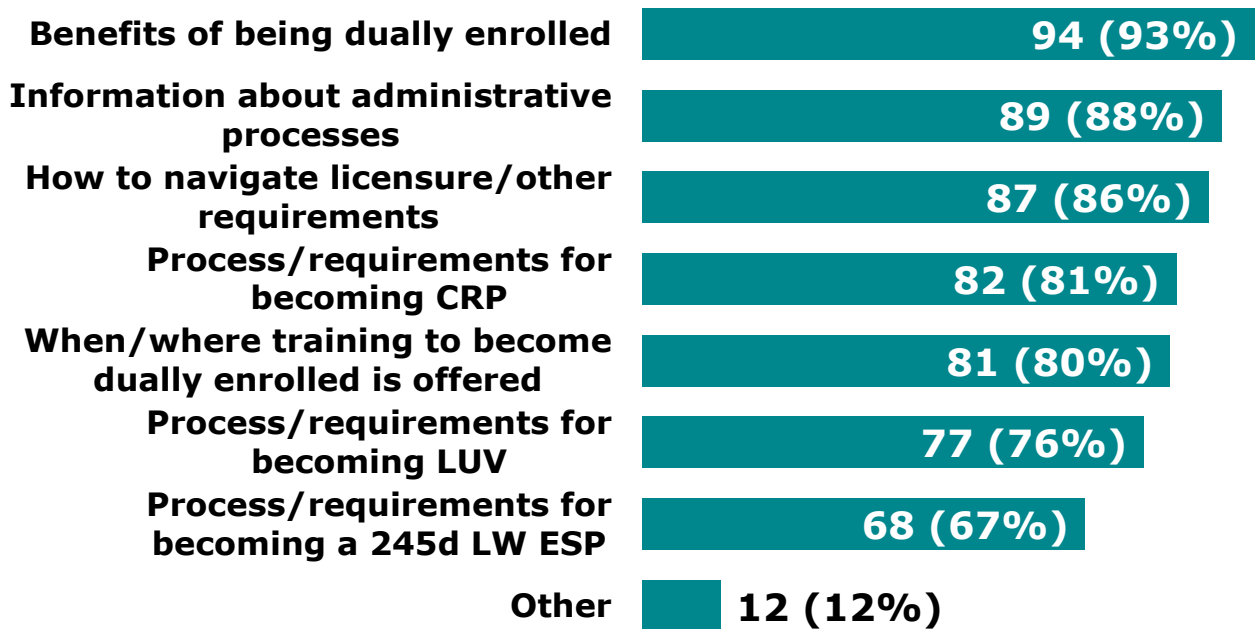
A note about charts

Some answer choices are abbreviated in charts to condense space; you can find the full names of answer choices for each question in Appendix A.

Survey Findings

Question 1: What types of information would service providers who are considering becoming dually enrolled need in order to help them learn about dual enrollment and to make an informed decision about whether to become dually enrolled? (select all that apply) (n=101)

The majority of respondents feel that more information about multiple topics would be beneficial, including information on benefits of dual enrollment and information about administrative processes and requirements.



CRP: Community Rehabilitation Provider

LUV: Limited Use Vendor

LW ESP: Licensed Waiver Employment Service Provider

The twelve respondents noting “other” expressed interest in learning more about:

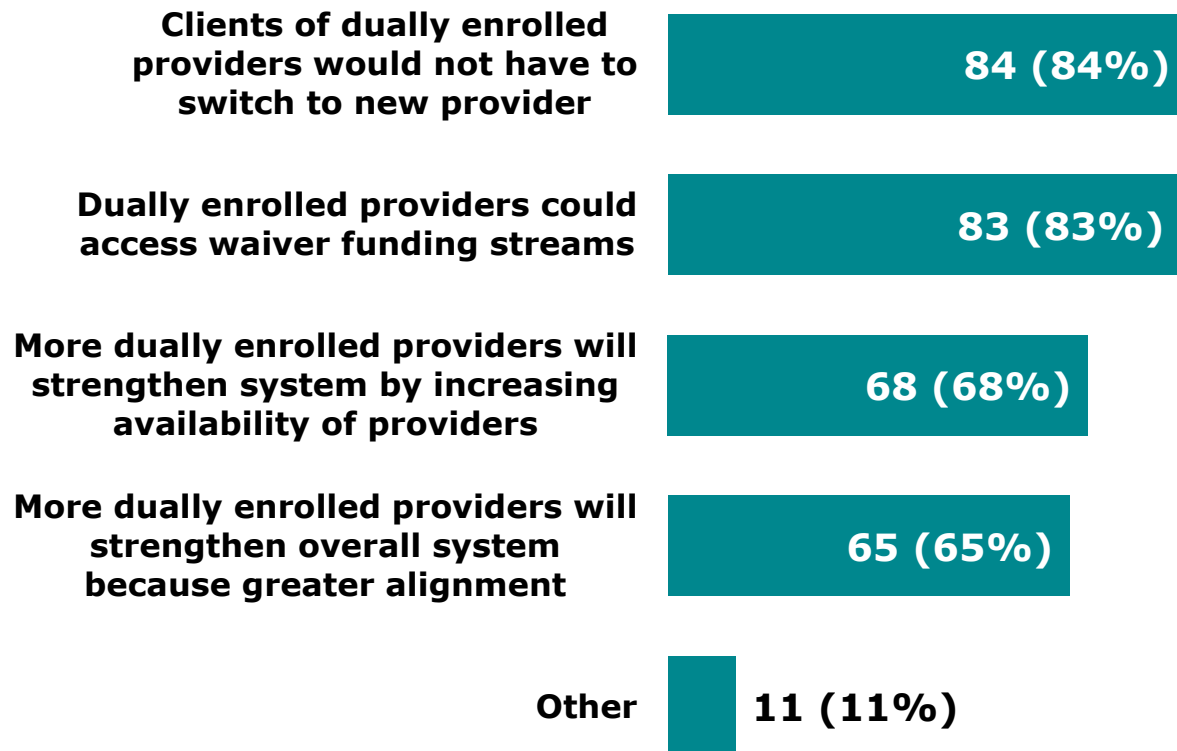
- Details about enrollment, accreditation, administration, and compliance;
- Fees and expenses to become dually enrolled;
- Intersections of and differences between the roles including the requirements of both;
- Motivations for encouraging providers to become dually enrolled; and
- Benefits to job seekers.

Specific questions and suggestions from respondents were:

- “I have worked with 245D waiver and VRS but I do not ever remember being or having to enroll in either. Have I missed something? Do away with all the Waiver paperwork. Redundant!”
- “What happens to DEED/VRS LUV's (non-CARF)? Would a new name be select to ensure equality of the mission of the Dually Enrolled Employment Services Team?”
- “Specific information about the CARF accreditation process will be helpful. It does represent a significant administrative workload.”
- “It would be most helpful for providers if they could use one application to enroll for both 245D and DEED-VRS/SSB. Just check a box for one or the other or both licenses.”

Question 2: What factors do you think would motivate you or providers you know to become dually enrolled? (select all that apply) (n=100)

More than 80 percent of respondents answered that they/providers they know would be motivated to become dually enrolled by a) knowing that clients of dually enrolled providers would not have to change providers when accessing additional services and b) knowing that dually enrolled providers could access waiver funding.



The eleven respondents noting “other” indicated that motivational factors could include:

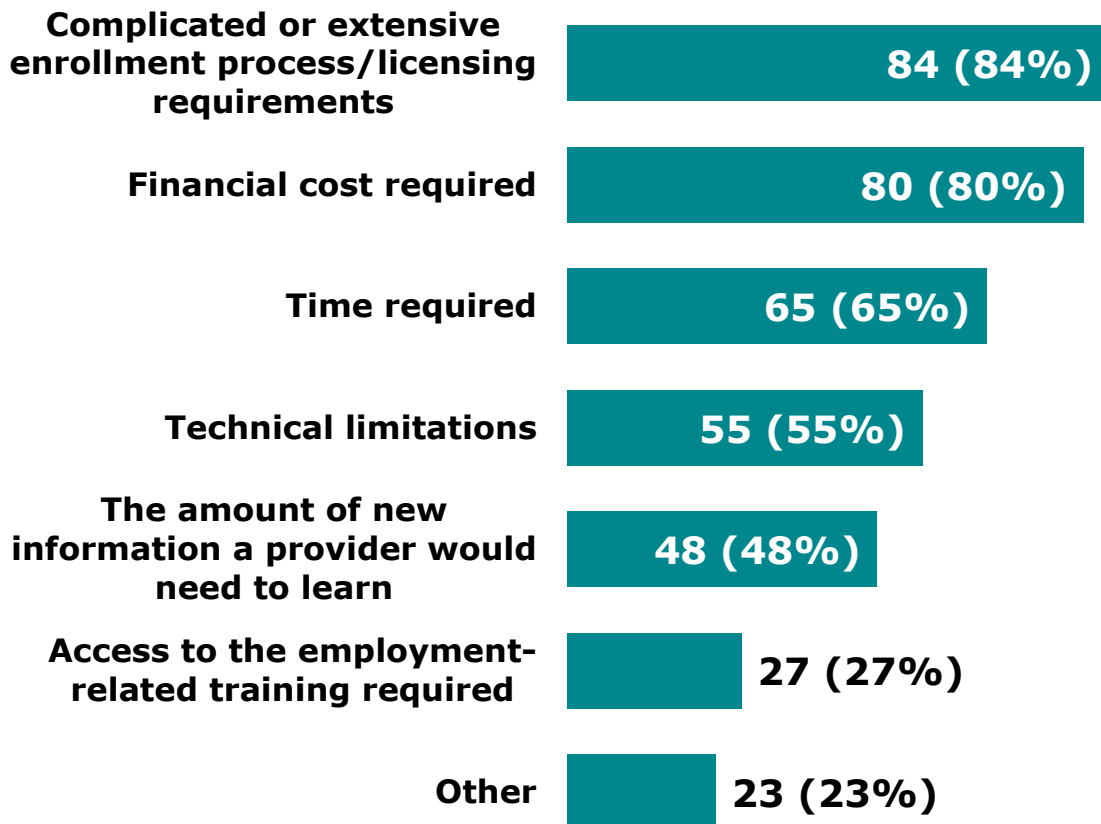
- Streamlining accreditation, licensing, and compliance,
- Financial incentive & compensation, and
- Understanding impacts on job seekers.

Specific comments and suggestions from respondents were:

- “It may be helpful to point out that they could use the same staff as staffing services is a huge barrier.”
- “I don’t believe there would be any motivation for providers to engage in this unless the rates for services are correct/increased substantially.”

Question 3: What factors do you think might prevent you or providers you know from becoming dually enrolled? (select all that apply) (n=100)

More than 80 percent of respondents answered that accessibility issues, particularly the financial cost and the complexity of the enrollment process and licensing requirements, may prevent them or providers they know from becoming dually enrolled.



The twenty-three respondents noting “other” indicated several factors that may deter providers from becoming dually enrolled, some of which provide detail on the categories above.

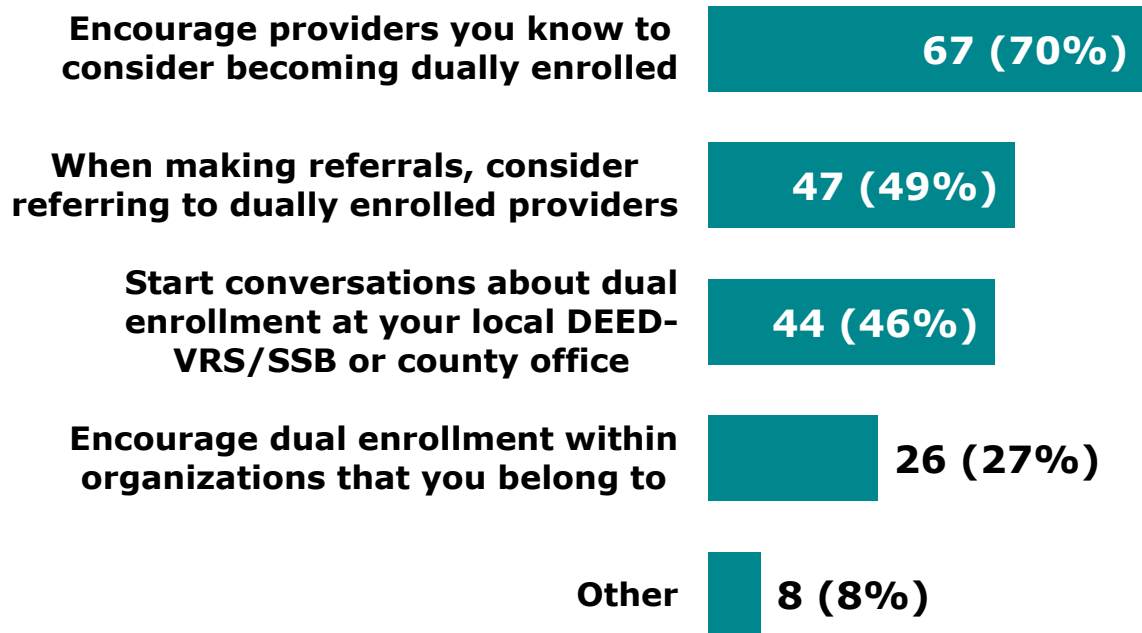
Some specific comments from respondents are provided within the following categories:

- Financial limitations and low reimbursement amounts:
 - “Financial limitations due to the payment of DEED-VRS/SSB services. We would be unable to hire and pay staff to work with DEED-VRS/SSB funded individuals without going broke.”
 - “245D reimbursement rates are lower and harder to bill for than VRS/SSB rates and invoicing processes. I have heard providers say that they aren't interested in 245D enrollment due to this factor.”
 - “If this is a mandatory step then being realistic in the costs to providers to do so would be helpful.”
- Two separate documentation and/or billing systems:
 - “The two programs have totally different documentation requirements. Learning, keeping up with, and balancing both is very time intensive.”
- Insufficient training available:
 - “There is poor training currently available for a new provider.”
- Too much paperwork for 245d:
 - “Our 245d providers can't find enough staff to do their current work and our DEED-VRS/SSB vendors do not have enough staff to do the extra paperwork that 245d requires. Current staff do not want more.”
- Being dually enrolled would be too much information to manage:
 - “As a provider who is currently dually enrolled, it is a great deal of information to take in, understand, implement, and manage.”
- Limited staffing:
 - “It's a lot to know and do. For small providers it puts an immense burden on a probably very small administrative team that is already stretched very thin.”
 - “Limited staffing. Why become enrolled to provide more services when there aren't enough staff as it is.”
- Vendors do not see the benefits of dual enrollment:
 - “That the vendors themselves do not pursue. They do not see the benefit, or see VRS and SSB as competition when the goal for everyone should be the person reaching his/her highest potential.”
- Critique of DHS and/or DEED:
 - “I'm a 245d provider and have explored becoming a VRS vendor, however, VRS has been completely unresponsive.”
 - “Need to see this be properly executed by DHS and DEED first. Both agencies have a horrid track record for adequate implementation.”

- CARF-related comments:
 - “Discrepancy of being CARF accredited by some but not all.”
 - “Requiring CARF standards in addition to DHS licensing is of serious consideration.”

Question 4: If you liked the idea of dual enrollment and wanted to encourage providers to become dually enrolled, which of the below actions might you take? (select all that apply) (n=96)

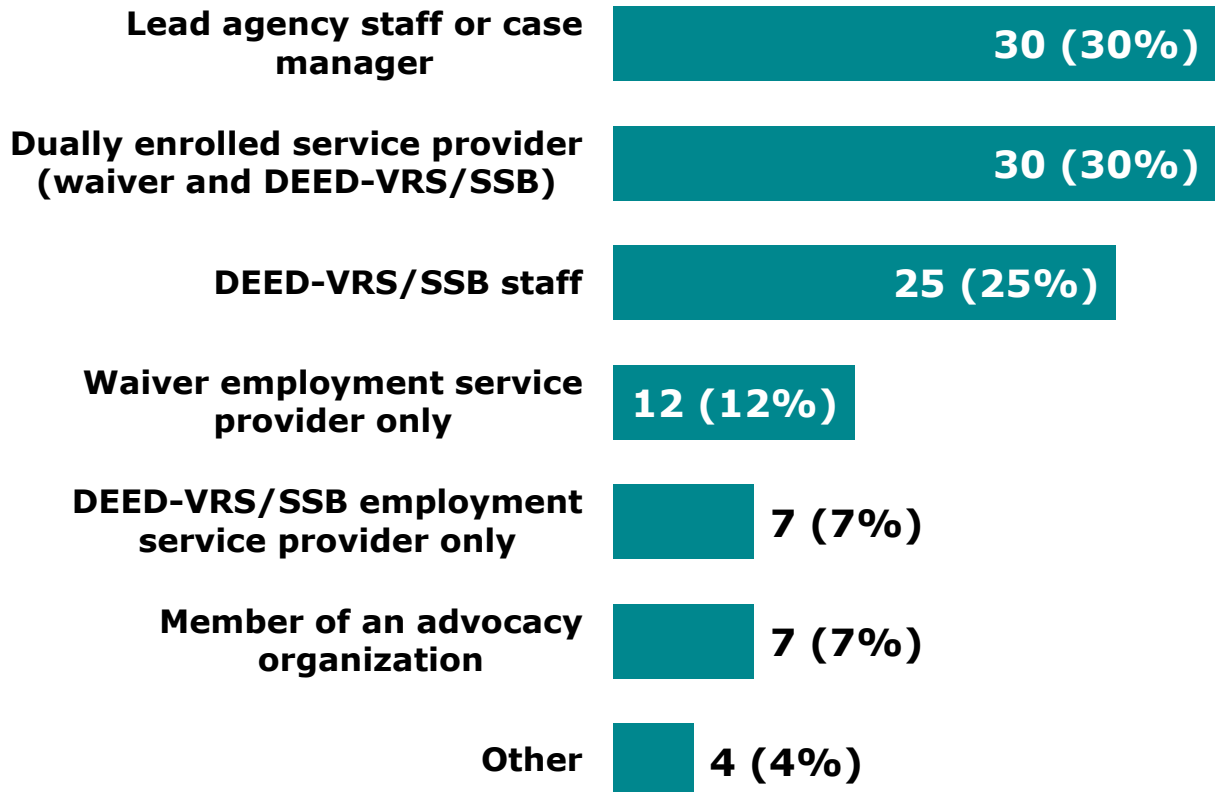
More than two-thirds (70%) of participants answered that, if they liked the idea of dual enrollment, they would encourage providers they know to consider becoming dually enrolled.



Respondents noting “other” listed two ways to increase dual enrollment: encouraging providers to become dually enrolled, and encouraging people to seek out dually enrolled providers.

Question 5: What is your role? (select all that apply) (n=101)

More than 40 percent (42%) of respondents were waiver employment service providers, including those already dually enrolled and those who are waiver employment service providers only.

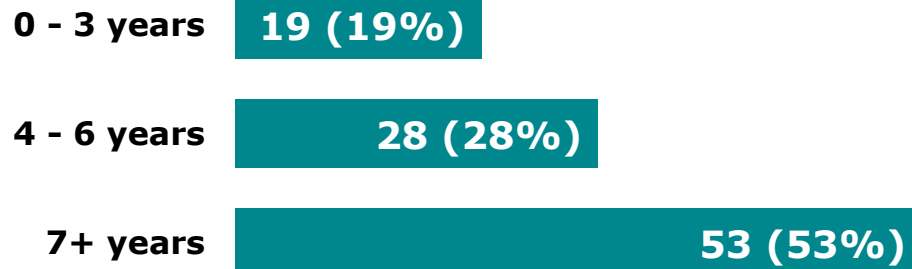


Respondents noting other listed:

- “UCEDD staff,”
- “Newly 245d licensed with employment focus, enrolling as a Housing Stabilization Service Provider which includes securing and maintaining employment/skills,” and
- “We have a limited use vendor contract also.”

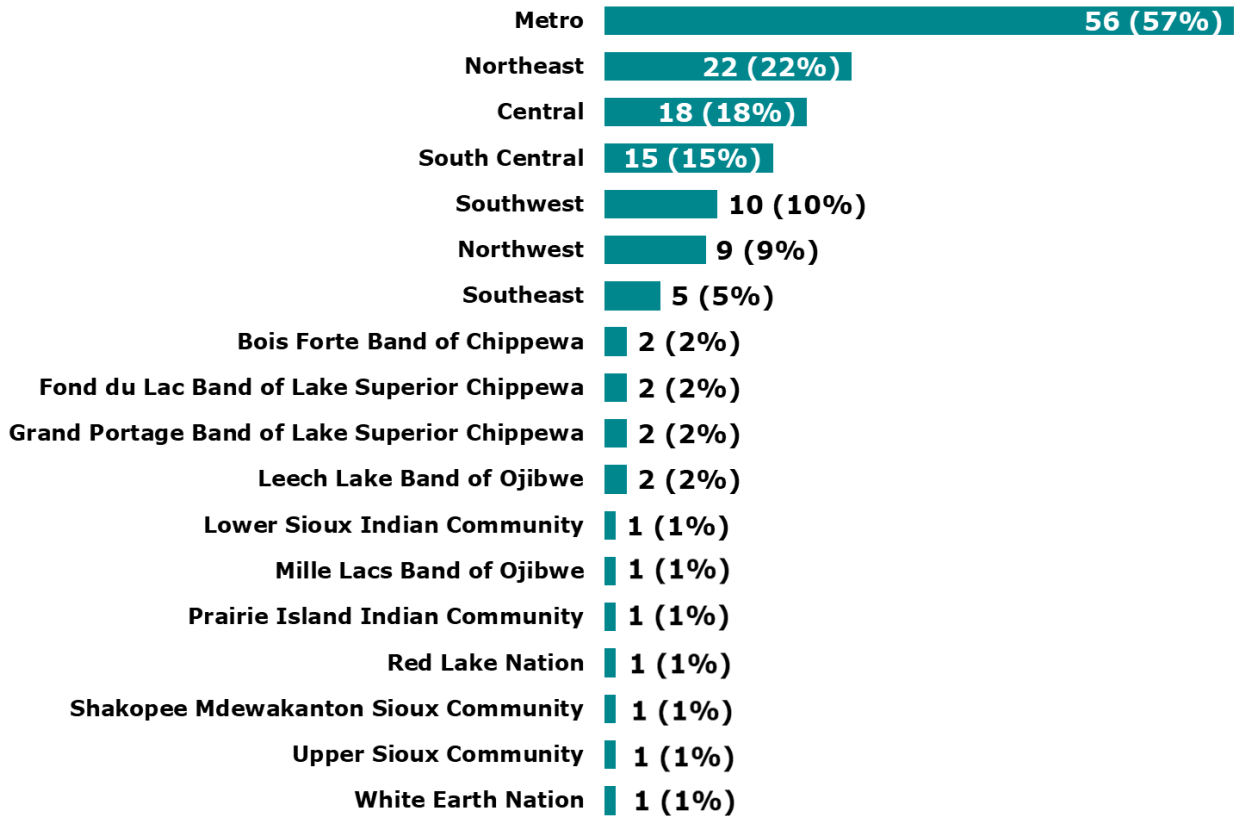
Question 6: How many years have you worked in your primary role? (n=100)

Most respondents answered they have been working in their primary role for seven or more years.



Question 7: In what region(s) and/or tribal nation(s) do you primarily work?¹ (select all that apply) (n=101)

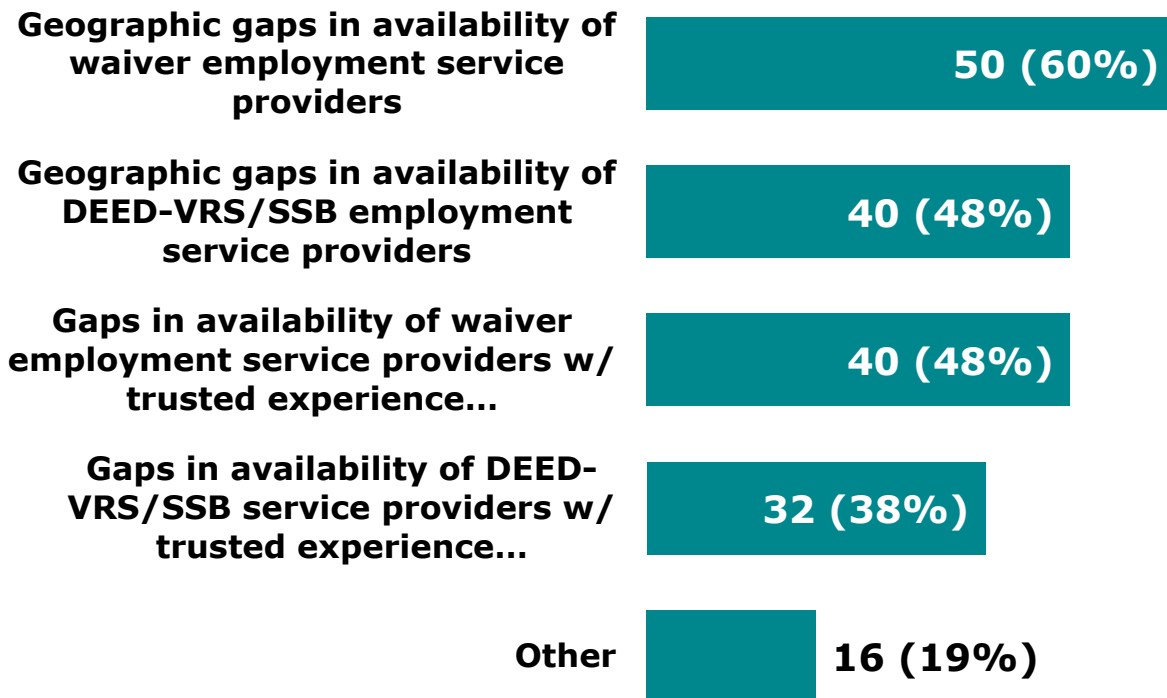
A majority (57%) of respondents work in the metro area.



¹ The original version of the survey erroneously listed Southwest as an option twice; Southeast was not originally listed. This was corrected five days after the survey launch.

Question 8: What gaps exist in the availability of employment service providers in your region, if any? (select all that apply) (n=84)

Most respondents said geographic gaps exist in availability of service providers; more than two-thirds (68%) of those respondents do not work in the metro.



Respondents noting “other” indicated the following types of gaps in the availability of service providers.

Some specific comments from respondents are provided within the following categories:

- Shortage in number of staff available, especially job coaches and dually enrolled providers:
 - “Gaps exist because of a lack of capacity at providers. Meaning many providers lack the staff to take on more people. It is also difficult and expensive to expand without a constant flow of referrals.”
 - “Staffing, period. There aren't enough staff to help support the need.”
 - “Enough staff, primarily job coaches and funding for required training/certifications.”
- Gaps in providers with trusted experience supporting people with intellectual disabilities, mental health disparities, or behavioral needs
- Gaps in deaf-blind or blind service providers
- Gaps in availability or success of DEED-VRS/SSB services:

- “DEED-VRS/SSB services are often unavailable or unsuccessful in finding individuals employment; which drives those individuals to seek waiver funded services.”
- Gaps in getting adequate reimbursement:
 - “Provider availability is not an issue, getting adequate reimbursement is the biggest issue. I see counselors not able to counsel/hold individuals accountable on a daily basis.”
- Gaps in communications and public knowledge:
 - “Too many systems that can lead to lack of public knowledge, little or no communication between Federal (MA, CMS)State and Counties/Tribes. This, waiver reimagine and Hubs are good steps.”

The following table presents reported geographic gaps in providers by the region in which the respondent works.

Region	# of respondents who said geographic gaps exist in availability of <u>waiver employment service providers</u>	# of respondents who said geographic gaps exist in availability of <u>DEED-VRS/SSB employment service providers</u>
Northwest	9 (18%)	6 (15%)
Northeast	14 (28%)	10 (25%)
Central	13 (26%)	8 (20%)
Metro	19 (38%)	20 (50%)
Southwest	6 (12%)	5 (13%)
South Central	8 (16%)	7 (18%)
Southeast	2 (4%)	1 (3%)
Bois Forte Band of Chippewa	2 (4%)	2 (5%)
Fond du Lac Band of Lake Superior Chippewa	2 (4%)	1 (3%)
Grand Portage Band of Lake Superior Chippewa	2 (4%)	1 (3%)
Leech Lake Band of Ojibwe	2 (4%)	2 (5%)
Lower Sioux Indian Community	1 (2%)	1 (3%)

Region	# of respondents who said geographic gaps exist in availability of <u>waiver employment service providers</u>	# of respondents who said geographic gaps exist in availability of <u>DEED-VRS/SSB employment service providers</u>
Mille Lacs Band of Ojibwe	1 (2%)	1 (3%)
Prairie Island Indian Community	1 (2%)	1 (3%)
Red Lake Nation	1 (2%)	1 (3%)
Shakopee Mdewakanton Sioux Community	1 (2%)	1 (3%)
Upper Sioux Community	1 (2%)	1 (3%)
White Earth Nation	1 (2%)	1 (3%)

Note: Percentages add up to more than 100 percent because respondents were able to answer that they worked in more than one region.

Appendix A: Survey Instrument

DHS & DEED-VRS/SSB Service Provider Alignment Survey

Over the next year, DHS and DEED-VRS/SSB will begin encouraging employment service providers to become dually enrolled across both the 245d waiver program and the DEED-VRS/SSB program as one part of aligning and improving service delivery. **In order to craft clear and useful communications to providers about dual enrollment**, DHS and DEED-VRS/SSB would like input from current service providers about:

- What information service providers need about dual enrollment,
- What service providers see as benefits to dual enrollment,
- What service providers see as barriers to becoming dually enrolled, and
- What would motivate service providers to becoming dually enrolled.

This survey is confidential; your name will not be connected with your responses.

Please answer the following questions either from your perspective as an employment service provider, or by thinking about service providers with whom you work.

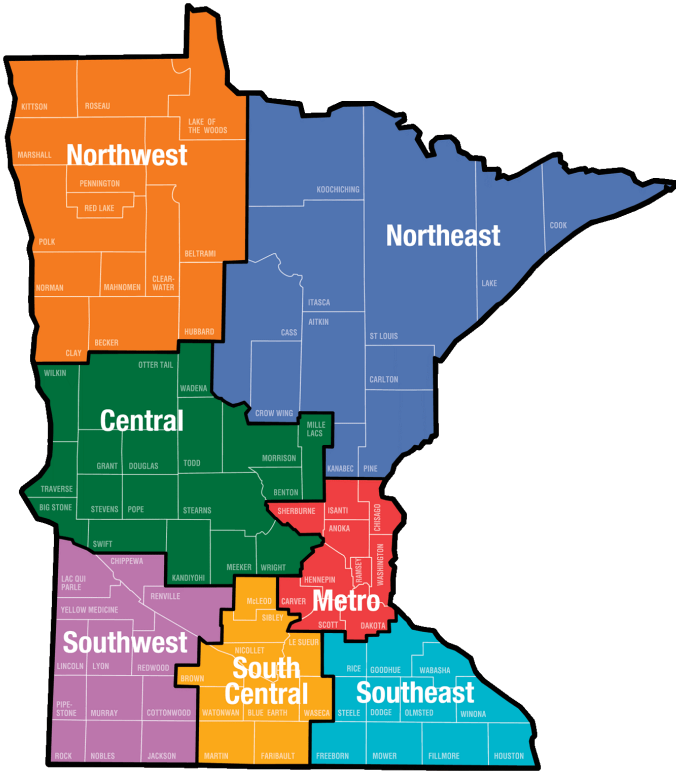
Employment service providers, whether 245d waiver program providers or DEED-VRS/SSB program providers, have the option to become dually enrolled across both the 245d and DEED-VRS/SSB programs.

1. What types of information would service providers who are considering becoming dually enrolled need in order to help them learn about dual enrollment and to make an informed decision about whether to become dually enrolled? (select all that apply)
 - Benefits of being dually enrolled
 - Information about administrative processes for providing services under each program (documentation, billing, etc.)
 - Enrollment process and requirements for becoming a Limited Use Vender with DEED-VRS/SSB
 - Enrollment process and requirements for becoming a Community Rehabilitation Provider (CRP) with DEED-VRS/SSB
 - Enrollment process and requirements for becoming a 245d licensed waiver employment services provider
 - When and where training to become dually enrolled is offered
 - How to navigate licensure and other requirements when dually enrolled
 - Other: _____

2. What factors do you think would motivate you or providers you know to become dually enrolled? (select all that apply)
- Clients of dually enrolled providers would not have to switch to a new provider when moving from waiver-funded services to DEED-VRS/SSB funded services (or vice versa).
 - Dually enrolled providers could access waiver funding streams as well as DEED-VRS/SSB funding streams for the services they provide.
 - Having more dually enrolled providers will strengthen the overall system because greater alignment among providers will lead to more sharing of best practices, tools, trainings, and other resources.
 - Having more dually enrolled providers will strengthen the overall system by increasing the statewide availability of providers for employment services.
 - Other: _____
3. What factors do you think might prevent you or providers you know from becoming dually enrolled? (select all that apply)
- Time required to become dually enrolled
 - Financial cost required to become dually enrolled
 - Access to the employment related training required to become dually enrolled
 - Complicated or extensive enrollment processes and/or licensing requirements
 - The amount of new information a provider would need to learn to become dually enrolled
 - Technical limitations, such as the cap on the amount of business Limited-Use-Vendors (LUVs) can do with DEED-VRS/SSB.
 - Other: _____
4. If you liked the idea of dual enrollment and wanted to encourage providers to become dually enrolled, which of the below actions might you take? (select all that apply)
- Encourage providers you know to consider become dually enrolled
 - Encourage dual enrollment within organizations that you belong to
 - Start conversations about dual enrollment at your local DEED-VRS/SSB or county office
 - When making referrals, consider referring to dually enrolled providers
 - Other: _____

About you and your region

5. What is your role? (select all that apply)
- Waiver employment service provider only
 - DEED-VRS/SSB employment service provider only
 - Dually enrolled service provider (waiver and DEED-VRS/SSB)
 - DEED-VRS/SSB staff
 - Lead agency staff or case manager
 - Member of an advocacy organization
 - Other: _____
6. How many years have you worked in your primary role?
- 0 – 3 years
 - 4 – 6 years
 - 7 + years
7. In what region(s) and/or tribal nation(s) do you primarily work? (select all that apply) (Use the below map to locate your region. Click here for alt text of the map.)
- Northwest
 - Northeast
 - Central
 - Metro
 - Southwest
 - South central
 - Southeast
 - Bois Forte Band of Chippewa
 - Fond du Lac Band of Lake Superior Chippewa
 - Grand Portage Band of Lake Superior Chippewa
 - Leech Lake Band of Ojibwe
 - Lower Sioux Indian Community
 - Mille Lacs Band of Ojibwe
 - Prairie Island Indian Community
 - Red Lake Nation
 - Shakopee Mdewakanton Sioux Community
 - Upper Sioux Community
 - White Earth Nation



Map courtesy of the Statewide Emergency Communications Board

8. What gaps exist in the availability of employment service providers in your region, if any? (select all that apply)
- Geographic gaps in availability of waiver employment service providers
 - Geographic gaps in availability of DEED-VRS/SSB employment service providers
 - Gaps in availability of waiver employment service providers with trusted experience in working with culturally or linguistically specific populations
 - Gaps in availability of DEED-VRS/SSB service providers with trusted experience in working with culturally or linguistically specific populations
 - Other gaps: _____

Thank you for taking the survey! Click “Submit” to submit your answers.