

CRP Quality Scorecard Meeting Notes

3/20/14

Meeting Attendees: Janet Cool, Greg Dormer, Jim Gears, Ellie Hunter, Steve Tribbie, Doug Mitchell, Cora Hamman, Kelly Manns, Debi Kuhn, Karen Blumhorst, Daniel Orosco, Hubert Wirtz, Teresa Lampf, David Volak, Randy Strunk

Absent (vacation): Mary Ann Thompson

Director Miller spoke to the workgroup about the importance of this initiative, particularly from the standpoint of increasing consumer choice, transparency in working with the CRPs, and in taking the feedback from Rehabilitation Services Administration (RSA) into account in terms of OOD having one of the highest amounts nationally for our costs and the need to tie these costs to successful outcomes.

Janet and Steve then reviewed framework for the workgroup that will be the focus for this project. (Please refer to CRP Quality Scorecard Power Point dated 03-20-14 at www.ood.ohio.gov.)

Some of the considerations to be discussed as the workgroup delves into the specific scorecard items include:

- Date of referral vs. date of authorization.
- Clarify what type of data is needed by each CRP so it is valid.
- The need to accurately reflect data that is a true representation.
- Some consumers receive service from various vendors rather than utilizing one vendor from start to finish in the VR process.
- Services broken down by vendor.
- When completing consumer or counselor satisfaction surveys, we need to tailor the survey to fit specific vendors.
- When completing a satisfaction survey, consumers need to have definitions of acronyms and information to decipher the difference between the agency and the service providers.
- Survey response rates were a concern. Could Consumer Support Advocates complete the surveys on behalf of the clients? We would not use survey data that is not statistically valid.
- Fee schedule expectations (?).
- How will the score card be used once it is complete and how and what information will be most beneficial to share? The score card will be used first and foremost as a tool to aid consumers when making informed choices about service providers. In the future, it is expected that the score card will also be used as information that contributes to OOD management decisions regarding from which vendors OOD will purchase services. The score card itself will not make that determination, but the information contained on the score card will contribute to the discussion. Vendors will also be able to use the score card to communicate the quality of their services and performance to OOD staff and the general public.

- Definition of measures (?).
- Accurate reflection of successful outcomes in relation to pay and benefits. Some staff choose not to accept benefits if they have to pay a percentage of the benefits or if they are covered under another plan.

The group majority preferred meeting face-to-face. Meetings are planned from 9:30am - 1pm at the 150 Campus View Boulevard building on the following dates: M, 4/7/14; M, 4/28/14; M, 5/12/14; T, 5/20/14; M, 6/16/14; and W, 6/25/14 in order to meet the deadline to present recommendations no later than 6/30/14.

The group decided that subgroups will not be necessary due to the smaller size of this workgroup therefore everyone in the workgroup will contribute to all of the scorecard development.

Steve Tribbie will be point for the visual/graphic representation of the scorecard items once they are suggested. For future consideration for visual presentations, light green and other light colors should not be used for text as it is difficult to read.

Janet Cool will email all attendees the score card information from other states along with the project management information to review prior to our next meeting on April 7. Members were encouraged to think about what items they feel are critical to include on the score card in the meantime. The group is welcome to check with peers and consumers for input.

Janet asked the group to email ideas for consumer and/or counselor surveys if they feel they have a good survey process in place so Greg Dormer and Jim Gears can consider this in the development of consumer and counselor surveys which is a separate project deliverable. Once the surveys are drafted this workgroup may weigh in since the survey results are expected to be one of the scorecard items.