

CRP Quality Scorecard

Notes

May 29, 2014
(9:30am – 1pm)

Present: Steve Tribbie, Jim Gears, Janet Cool, Greg Dormer, Darin McCoy, Debi Kuhn, Ken Penix (by phone), Cora Hammond, Randy Strunk, Dan Orosco, Kelly Manns, Karen Blumhorst, Jason Umstot Absent: Dave Volak, Doug Mitchell, Mary Ann Thompson

- Follow up items since 5/20
 - ❖ meeting with Director/Asst. Director on 5/28 (Steve and Janet had very positive feedback at this meeting in presenting the draft scorecard. Although it was agreed that the scorecard will be a fluid document and is expected to evolve over time, there is one area the Director would like to see added to Version 1 to include the length of time from service start date to final placement. Based on currently available data, this must be determined universally for all providers [who provide placement service] to be the date of the first authorization for service through the service end date.)
 - ❖ communication plan for dissemination of draft scorecard and methods / timelines for gathering feedback (Steve and Janet will complete their work by 6/5 on development of the definitions and process directions respectively. A Weekly Focus article and an email to all CRP VR Primary Contacts and field staff will be drafted by Janet and go out on 6/6 requesting email feedback on the draft scorecard by 6/13. Greg provided a list of staff that will be responsible to call all CRP Primary Contacts during the week of 6/9 to encourage feedback by email on the draft scorecard. Another reminder will be drafted for the Weekly Focus on 6/13 to remind the CRPs of the deadline for feedback. The Scorecard work group will review feedback at their meeting on 6/16.)
 - ❖ other items?
- Review crosswalk for Impairment/cause codes The work group felt these were OK as is and suggested we post a pdf of this document on the internet. (At meeting with project sponsors on Friday, 5/30 it was suggested that the impairment categories be aligned with the FY2012 CSNA) which included the following six (6) categories of disabilities:
 - Visual
 - Hearing
 - Communicative
 - Physical

- Psychosocial
- Cognitive

And the following five (5) Conditions of Individuals with Disabilities:

- Traumatic Brain Injury
- Developmental Disability
- Autism
- Drug Use
- Alcohol Abuse

Susan will provide Steve Tribbie the crosswalk with the above areas cross-walked with AWARE impairment codes.

- Break into subgroups for development of scorecard definitions and process

Definitions: Steve

Process: Janet

Karen, Doug, Ken, Debi, Jim, Dave Kelly, Dan, Randy, Cora, Greg, Darin, Jason

- (Break around 11:15)
- Insight into additional quality metrics to service definitions (e.g. CBA, VT, JD, etc.)
The work group discussed the best way to consider development of additional quality metrics might be to start with the standardized definitions for the core services and continue further developing these to reflect additional criteria that would emulate an expectation for the delivery of quality services.
- Next Steps
 - ❖ Will we be ready to present to Executive Team on 6/25? Yes. This has been scheduled for the work group to present the Version 1 and 1.1 to the Executive Team at 11am on 6/25.
 - ❖ Identify future phases of this project Potential future versions of the scorecard may include, are not limited to, and in no specific order: Version 1.1 (OOD and provider access); Version 2 – consumer/counselor surveys; Version 3 – service specific breakout of outcome results; Version 4 – monitoring visit results
- Next Meeting – June 16 (9:30 am – 1:00 pm)