

Self-Direction Workgroup Ownership Chart

| Theme | Tracking Number | Recommendation | Owner(s) | Partner(s) | Status |
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| Direct Care Worker | 1.1 | Establish or add DCWs to an existing loan forgiveness program; Partner with colleges/ universities to recruit DCWs and tie to loan forgiveness. | OLTL | Department of Education | This recommendation has been forwarded to DHS leadership for consideration. |
| Direct Care Worker | 1.2 | Increase DCW wages and provide DCW benefits. | OLTL | MCOs, Tempus and PPL | An HCBS rate study is currently underway and will include participant-directed rates. |
| Direct Care Worker | 1.3 | Develop a DCW registry/Allow job seekers to "pre-register" to allow for short-term shift coverage or quick hire by new CLE/Allow provisional hiring. | MCOs/Tempus | PPL | The CHC-MCO's are currently in the process of selecting a vendor to implement a DCW registry. |
| Direct Care Worker | 1.4 | Send the DCW enrollment packet directly to the DCW rather than the CLE. | MCOs/Tempus | | COMPLETED – March 2024 |
| Direct Care Worker | 1.5 | Promote use of both agency and participant-direction | MCOs/Tempus | PPL | The information SCs use to explain the program and service models has been revised to include this information. |
| Direct Care Worker | 1.6 | Improve backup coverage | MCOs/Tempus | PPL | Planned DCW Registry may help with covering back-up needs. |
| Direct Care Worker | 1.7 | Improve DCW payment related items | MCOs/Tempus | PPL | Customer Service staff have been made aware of |

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| | | | | | the issues raised by the workgroup; supervisors and team leads are providing training to staff on common calls and recurrent issues, such as DCW payment concerns, monthly. |
| Direct Care Worker | 1.8 | Address agency non-compete clauses. | OLTL | | In April 2024, the Federal Trade Commission announced a Final Rule banning non-complete clauses; on July 3, 2024, a Texas federal court issued a preliminary injunction against the ban. |
| Direct Care Worker | 1.9 | Allow Power of Attorneys to be paid caregivers. When a DCW/Family member becomes a power of attorney, they can no longer be the DCW. Is there anything that can be done to address this? OLTL | OLTL | | This will require a significant revision to the current waiver and will need further review and discussion |
| Technology | 2.1 | Establish alerts that identify barriers and progress with payroll and enrollment in the Tempus app; color-code the DCWs and CLEs on Tempus portal to make it easier to navigate. | MCOs/Tempus | | Tempus is adding notifications to Paperworkr to alert the CLE/DCW of next steps: planned implementation by August 2024. Tempus also |

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| | | | | | identified several enhancements that are needed to make the process easier to follow. These enhancements will be rolled out throughout the remainder of the year and into 2025. |
| Technology | 2.2 | Improve EVV – have the EVV app/portal show max rate/show hours worked that week or pay period in app; make Tempus’ EVV app more like PPL app | MCOs/Tempus | | Tempus is currently working with HHAX to review and update all EVV training materials. Target date for completion is the end of August 2024. |
| Technology | 2.3 | Improve Tempus Portal | MCOs/Tempus | | Several improvements have been made to Tempus’ website for easier navigation and usage. Examples include adding the accessibility icon, critical incident reporting form/instructions, CMS training link, tax resource document which covers W-2s, W-4s, Earned Income Tax and Difficulty of Care, and revised pay rate calculator. |

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| Technology | 2.4 | Provide DCW computer or tablet when necessary/Provide technology (tablet, fax machine, etc.) to CLEs when necessary | MCOs/Tempus | PPL | The administration and CHC-MCO's have been made aware of the recommendation; this recommendation has budgetary impacts. |
| Technology | 2.5 | Utilize a more disability friendly authenticator | MCOs/Tempus | PPL | Have discussed the problem of the site "timing out" with PPL/Tempus. They are aware and will see about a fix for it. |
| Technology | 2.6 | Delink Keystone Key from Unique ID/Improve Keystone Key Instructions | OLTL | MCOs, Tempus, PPL | Keystone Key is an enterprise-wide Commonwealth tool and cannot be changed. OLTL will continue to raise concerns as appropriate. |
| Technology | 2.7 | Add ability to submit enrollment application online | MCOs/Tempus | | Tempus began sending the link to Paperworkr, Tempus' electronic enrollment system, to the DCW, with a copy to the CLE, in March 2024. This is the default system that Tempus uses for enrollment. If the DCW is unable to use Paperworkr, Tempus will mail a paper enrollment packet. |

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| | | | | | Tempus is also updating the New Enrollment Outline which explains the steps required to enroll both CLEs and DCWs. The updated outline should be available by the end of August 2024. |
| Technology | 2.8 | Identify a more user-friendly communication process. Secure emails are difficult for many people | MCOs/Tempus | | Tempus is implementing a new phone service and plans the following changes to their customer service lines: <ul style="list-style-type: none"> • Allowing for video technology that is recorded with the audio portion of the call for recording review. Thus, allowing supervisors to review what screens reps are going to, to provide answers. • AI technology to inform supervisor and leads in the moment for proactive vs reactive real time intervention. • Reps are able to send links to the caller while |

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| | | | | | <p>on the phone through 2-way real time text/email eliminating the need for after-call follow up. The target date for moving to the new phone system is September 2024.</p> <p>Tempus is also implementing an after-call survey to inform supervisor and leads of potential issues and allowing for a chat option from the website. The target date for the after-call survey is the end of the 2024 calendar year.</p> |
| Education and Outreach | 3.1 | Cover the cost for participants to advertise for DCWs; advertise participant-direction, to include the use of billboards; develop participant-direction promotional materials and outreach campaign. | OLTL | MCOs, Tempus, OLTL, and Participant Advisory Committees | <p>This recommendation should be a topic of discussion with the MCO's during Participant Advisory Committee meetings. In addition, the participant's budget can be used to cover the cost of advertising for DCWs in SMW.</p> |

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| Education and Outreach | 3.2 | Improve DCW training | MCOs/Tempus | PPL | <p>The following changes to are effective 7/1/2024:</p> <ul style="list-style-type: none"> • DCWs will be paid \$15/hr. for both Pre-Service Orientation and Safety Training • DCWs will be paid for training once the DCW becomes active, and will not be required to wait until they begin working for the participant • DCWs who complete all 32 hrs. of training may be eligible for a \$500 bonus • DCWs who hold a valid American Red Cross CPR card that is at least 6 months from expiration can be exempt from the 4-hr. CPR training. |
| Education and Outreach | 3.3 | Have IEB provide information on the various models of receiving services | OLTL | Maximus | The IEB is taking an active role in promoting participant-direction during their interactions with participants. |
| Education and Outreach | 3.4 | Improve CLE education materials. Make them accessible by | MCOs/Tempus | PPL | Several areas of improvement have been made for CLE's on the |

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| | | including different learning styles and diversity. | | | Tempus website. See #2.3 above for more information. |
| Education and Outreach | 3.5 | Improve EVV Training | MCOs/Tempus | PPL | EVV instruction has been updated and made clearer on the website. |
| CLE Support | 4.1 | Provide additional CLE support and training/ Mentoring from others in the program. | MCOs/Tempus | PPL, Participant Advisory Committees | Tempus plans to post more training updates and information on their website this summer. Additionally, the MCO's are aware that the SC's are responsible for assisting participants with CLE issues as needed. The mentoring part of this recommendation should be a topic of discussion during participant advisory committee meetings. |
| CLE Support | 4.2 | Develop and share sample forms such as those PPL provided | MCOs/Tempus | PPL, Participant Advisory Committees | Sample forms have been shared with Tempus and the MCO's for consideration. |
| CLE Support | 4.3 | Need for policies around short nails, vaccines, etc. to cover vulnerable populations. | OLTL | MCOs, Tempus, PPL, and Participant | Most agencies already have policies around this. In self-direction, the CLE and/or participant can require these things of their |

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| | | | | Advisory Committees. | employee for employment. This should be discussed further at Participant Advisory Committee meetings. |
| CLE Support | 4.4 | Find a resource to access personnel who can be a representative or designated CLE to assist CLE with employer responsibilities | MCOs/Tempus | PPL | Clarification requested – how is this recommendation different from #4.1 above? |
| CHC-MCOs | 5.1 | Create accountability metric so that F/EA feels ownership of onboarding success (e.g., 90% of people who start enrollment should be complete within a prescribed period of time) | OLTL | MCOs, Tempus and PPL | The Financial Management Services Operations Report collects data on processing both CLE and DCW enrollment packets within seven days of receipt of correctly completed documents. |
| CHC-MCOs | 5.2 | Create accountability for MCO to ensure participant-directed is offered as first choice | OLTL | MCOs/Tempus | OLTL reviewed MCO education materials and monitors initial contacts to ensure the participant directed model is offered as the first model of service. |
| CHC-MCOs | 5.3 | OLTL should establish a timeline for responding to inquiries. | OLTL | MCOs, Tempus and PPL | The CHC-MCO's subcontract with HHAX for FMS requires that Tempus' |

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| | | | | | Call Center answer 85% of calls within 30 seconds. |
| CHC-MCOs | 5.4 | SCs should make sure that CLEs are trained and understand their monthly allotment of hours – don't oversimplify into weekly breakdown. These weekly breakdowns often lead to people being short hours at the end of the month. CLEs are responsible for assigning hours to their workers, and the SC and CLE are jointly responsible for monitoring utilization. | MCOs/Tempus | PPL | Tempus is working on training updates and refreshers which will be posted on the Tempus website |
| CHC-MCOs | 5.5 | Ensure that the CLE knows and understands how many hours they are approved for and when hours change, e.g., send something to the CLE. | MCOs/Tempus | PPL | Several areas of improvement have been made for CLE's on the Tempus website including rate calculators and utilization information. |
| CHC-MCOs | 5.6 | Ensure SCs have proper training, caseloads aren't overloaded and are assigned to participants they can relate to. | MCOs | | The CHC Agreement requires a minimum caseload size for SCs. All the MCO's have agreed to expand and put more focus on training of their SC compliment. |
| CHC-MCOs | 5.7 | Have SCs identify barriers to participant direction and work on | MCOs/Tempus | PPL and Participant | The MCO's have regular meetings with their SC's; |

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| | | solutions such as technology, training, etc. | | Advisory Committees | discussions around barriers to participant-direction is a topic discussed. This needs to be continually reinforced by OLTL and be a regular agenda item for Participant Advisory Groups. |
| CHC-MCOs | 5.8 | Ensure SCs have proper training and support. | OLTL/MCOs | | The MCO's are aware of issues around SC's. They have increased their training of new SC's and continue with on-going training of existing SC's. |
| CHC-MCOs | 5.9 | Crack down on agency advertising that is misleading and diverting people away from participant-direction. | MCOs | | OLTL and the MCO's continually investigate and deal with providers who advertise misleading or false program information. |
| CHC-MCOs | 5.10 | MCOs fail to respond to consumers' needs and cut hours so DCWs lose hours due to unstable employment. | MCOs/Tempus | | Service Plans are based on needs that are identified through the comprehensive needs assessment; service hours should not be adjusted unless needs have changed, and services are no longer needed. MCO's are aware that identified |

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| | | | | | needs must be included in the participant's PCSP. PCSPs are also monitored by OLTL staff, which includes the clinical team. Lastly, all service reductions are subject to appeal rights. |
| Tempus | 6.1 | Improve Tempus support, call center and customer service; Provide/increased in-person support | MCOs/Tempus | | <p>In addition to the items noted in #2.8 above, Tempus has also initiated the following improvements to the Tempus customer service call center:</p> <ul style="list-style-type: none"> • Team leads review 3-5 call recordings per rep per month and use this information to provide feedback and instruction • Supervisors hold a 30-minute session weekly with the whole team to provide updates, refreshers and to discuss common calls • Supervisors and leads hold refresher trainings 1-2 times per month. |

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| | | | | | <p>Topics are based on common calls, updates or recurring calls</p> <ul style="list-style-type: none"> • Phone system dashboard captures unresolved issues. Reps clear their dashboard by end of day |
| Tempus | 6.2 | Reduce DCW enrollment time | MCOs/Tempus | | This continues to be discussed with Tempus and is monitored by the MCO's as well as OLTL. It is an on-going item. |
| Tempus | 6.3 | Address Tempus payment related concerns | MCOs/Tempus | | <p>Tempus has identified and implemented several changes to their customer service lines which may help with this issue. Support staff are receiving better training and updates as well as more available information to be shared to participants. This includes any changes in payroll timing and also any issues regarding payroll that may affect timing.</p> |

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| Miscellaneous | 7.1 | Ability to choose another FMS provider. | OLTL | MCOs | OLTL/DHS has elected to have only one FMS provider. |
| Miscellaneous | 7.2 | More frequent surveys for participants to be able to express concerns more often | MCOs/Tempus | PPL | Tempus is developing an after-call survey to follow up on any issues handled by Call Center staff with a with a late fall/early winter implementation date. |
| Miscellaneous | 7.3 | Address CLE “extra” costs. Examples of “extra” costs provided by the workgroup include increases to car insurance, homeowner’s liability insurance, PPE (foot coverings, masks), and taxes. | OLTL | MCOs, Tempus, PPL, and Participant Advisory Committees | |