

Home Visiting Rate Setting

Home Visiting PAT Rate Setting Meeting #4
September 11th, 2023

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Note: We will be recording today's meeting for posting and notetaking.

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Washington State Department of
CHILDREN, YOUTH & FAMILIES

Today's Session Objectives

- DCYF reviews options for workload elements and proposed service delivery standards
 - Understanding factors that impact workload
 - Discussing caseload as an impact on workload
- Participants reflect on content and provide input
- Next Steps



Approach to Equity

- How does the rate process prevent further marginalization of communities of color?
- How do we ensure that access to home visiting is not inadvertently reduced for remote and rural communities?



Issues for More Discussion (Parking Lot)

To be addressed within the most relevant of the 4 cost buckets

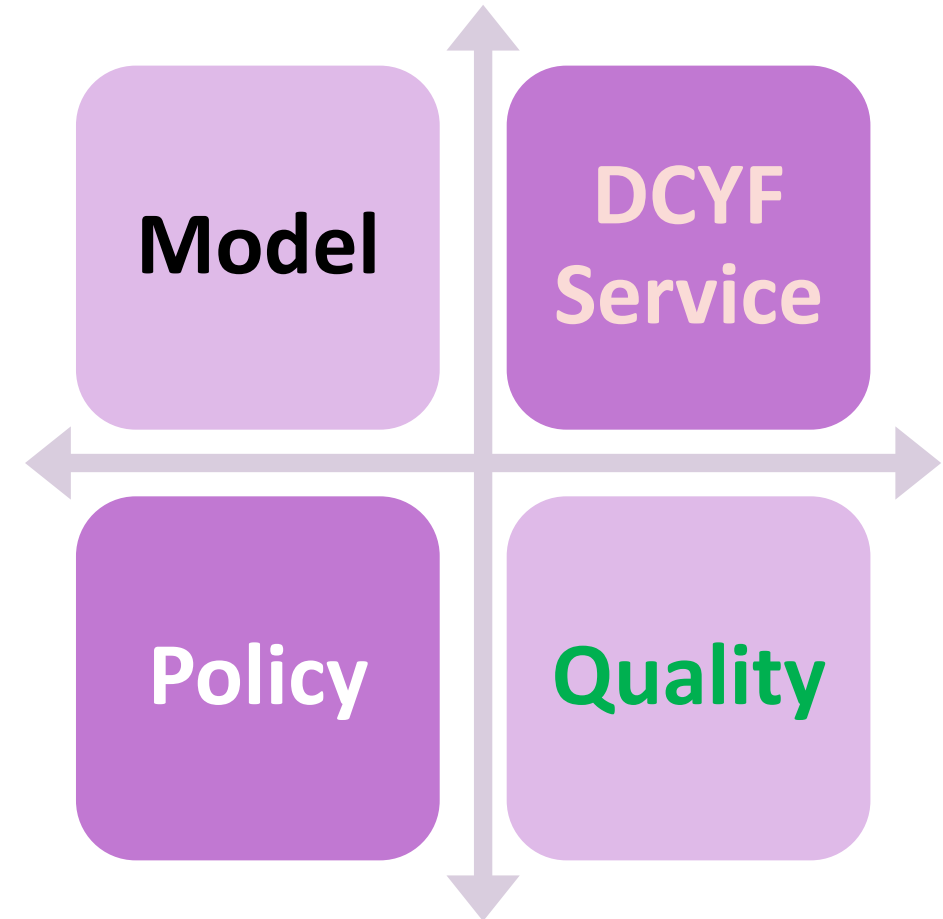
- Financially acknowledgement of language-cultural alignment of PE with family?
- Integrating lived experience into personnel standards?
- Integrating staff who currently do not meet or who exceed the selected personnel standards?
- Accounting for visit no shows
- Addressing parent educator and supervisor turnover in the rates (impacting # families served/# home visits delivered)
- Payment during program start/up periods when no families are served?
- Preserving access to services in remote and rural communities



Rates Planning Framework

Cost Factors/Buckets to Build the Rate

- Personnel Standards
- Service Delivery Standards/
Workload Standards
- Quality and Training
- Overhead and Operational Costs



Parent Educator – Building the Cost of 1 Full-time Equivalent



FTE Elements	Dynamic of
Wages	Qualification Standards
Benefits	Health, Dental, Vision
Supervision	Model and DCYF requirements of Supervision Ratio
Management	Model and DCYF requirements
Overhead	DCYF historic studies and service specific modifications
Training	Model and DCYF requirements
Other ??	Basic and program supplies, technology, etc

Understanding the Typical (Baseline) Workload of 1 FTE

Supervision

Training ?%



Meeting with Families ?%



Traveling to see Families ?%



Planning for and Documentation of Personal Visits?%



DCYF Contract Expectations ?%

Work that *Some* Parent Educators Do
(might be distributed on larger teams)

- *Group Connections?%*
- *Resources/Systems Connections ?%*
 - *Other?*



Developing a Case Rate

Parent Educator – How to build the cost 1 FTE

FTE Elements	Dynamic of
Wages	Qualification Standards
Benefits	Health, Dental, Vision
Supervision	Model and DCYF requirements of Supervision Ratio
Management	Model and DCYF requirements
Overhead	DCYF historic studies and service specific modifications
Training	Model and DCYF requirements
Other ??	



Understanding the Average/Baseline (Typical) Workload 1 FTE can manage



Documentation, meetings, training 7%

Traveling to see Families 7%



Meeting with Families 7%

Prepare, review and revise home visiting plan and materials 7%



- 24 visits for family with >=2 stressors
- Family Size Avg 2 kids

- Number of families

Standard Case Rate

When all things are their simplest, what are expected costs to serve a family?

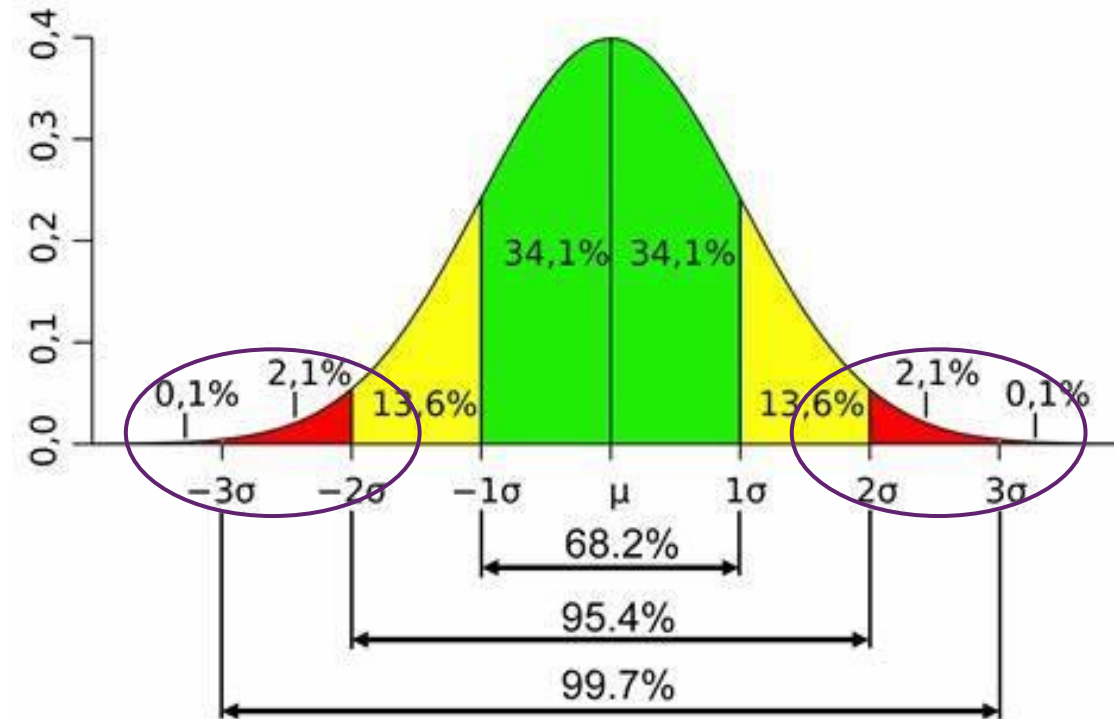
Cost of employing 1 FTE Parent Educator

How much work can be accomplished? (Workload)

Parent Educator Workload Modifiers (Beyond Baseline Workload)

Why modifiers?

What do they do?



Parent Educator Workload Modifiers (Beyond Typical Workload)

- How to fund when there are outliers (workload significantly outside of typical)?
- Survey providers about potential modifiers and time implications



Case Rate *Potential* Modifiers

- Travel time to conduct visits (and geography)
- Family size/# Children enrolled in PAT
- Family complexity
 - # Family stressors
 - Cultural/Linguistic Considerations (languages)
Language Supports (contracting)
- Others?

Modifiers: What happens outside of a typical workday, an exception



Examples of Home Educator Workload Modifiers

(Beyond Baseline/Typical Workload)



Example of Family Size

Defining impact

Added time for each child *such as:*

- Assessment
- Duration of visit
- 3 elements of home visits

Example of No-shows

Define the impact of missed visit(s):

- on provider
- on family
- on model fidelity



Understand the Impact

- Explore impacts to maintaining baseline workload

- Explore ability to substitute desk related case work for missed visit?
- Impact of rescheduling?
- Impact on family for less service?



Reflections

- Are there other activities/workload that significantly impact costs?
- Do you have any questions or concerns on any of the modifiers we proposed reviewed?
 - Travel time to conduct visits (and geography)
 - Family size/# Children enrolled in PAT
 - Family complexity

Standardizing Caseload

- Caseload may be a method to address workload and stabilize costs and expectations for programs.
- HVSA PAT caseloads currently range from 12 to 22 families per FTE
- DCYF is considering setting a standardize caseload, somewhere in the middle
- Considerations for adjusted caseloads: Tribes, TANF, MIECHV
- Funding availability will impact total slots and LIA slots

Discussion

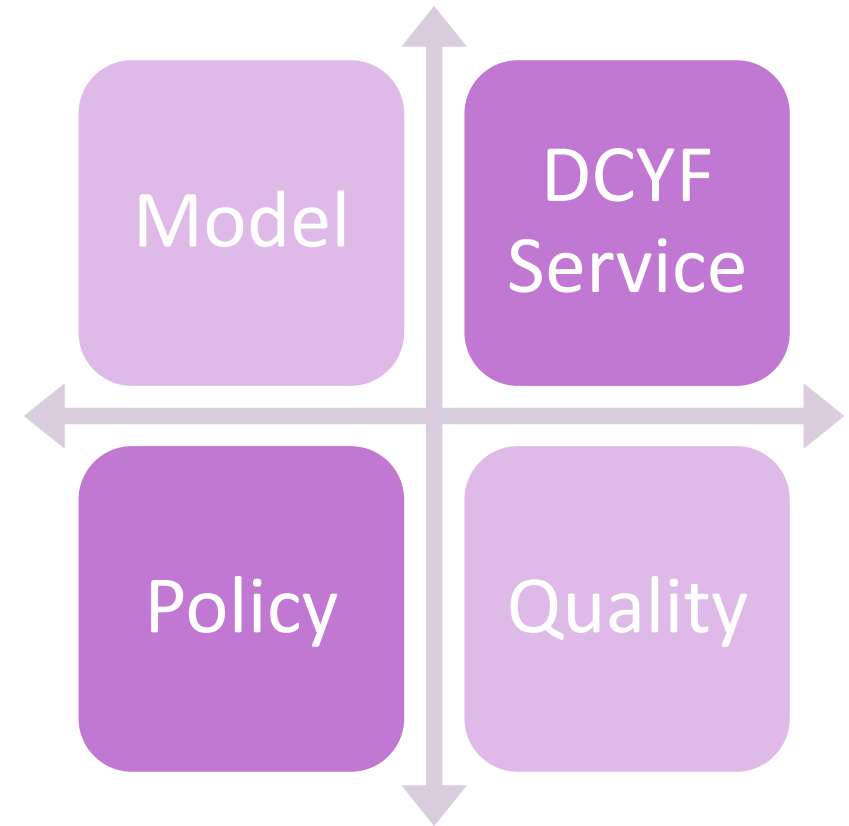
- What are your reflections on setting a caseload standard?
- Are there other factors that should be considered (outside of the modifiers discussed previously for rates modeling)



Frame for Establishing Workload Standards

Objective: Identify the people time and resources needed to meet contract requirements (workload)

- 4 Discussion Areas
- Evaluate all contract standards for cost implications
- Defining DCYF and Policy standards



List of Potential Survey Topics

In Fidelity/Blue Ribbon

- # programs not meeting PAT Essential Requirements
- # programs meeting QEIP Endorsement

Staffing

- # Parent educators/programs where the PE does not meet or PE exceeds the Option 2 Standard
- # Supervisors/programs where Supervisor does not meet or Supervisor exceeds Option 2 Standard

Visit Frequency

- How many home visits do full time PE with *full* caseloads complete in an average month?
- How many visits do families receive in an typical month/year?

Modifiers:

- Travel Time



Next Steps

October 5th 2:00 pm:

- Review contract standards that impact workload
- Review contract standards that are “policy” (not workload)
- Revisit all the standards for rates modeling
- Begin Discussion on Quality and Training Standards?

Future Meetings:

- Overhead and Operational Costs



Check-In/Reflections

Please chat in

- *1-2 takeaways from today's meeting?*
- *How can our meetings improve for you?*



THANK YOU!!

