

1. Establish incentive payments for LDH/OCDD direct support providers who demonstrate their staff is National Association for the Dually Diagnosed (NADD) certified direct support professionals.
  - i. Payments are made to OCDD provider for each direct support professional who has completed the DSP Certification are recognized by meeting competencies through the certification process.
  - ii. This incentive payment is applicable to direct support provider agencies who are licensed to provide at least one of the following: Individual and Family Supports, Community Living supports, Family Supports, Day Habilitation, Community Living Engagement, Supported Employment and Center-based Respite.
  - iii. There will be three payments mechanisms available.
    1. One payment of \$750 when the direct support worker meets the prerequisites to sit for the NADD online certification exam.
    2. Another payment of \$750 upon certification.
    3. A payment for \$500 in instances where a direct support provider employs a direct support professional who is NADD certified upon employment. The direct support professional must be employed at least six months.
  - iv. HCBS waiver providers retain all 100% of the value based payment incentive supplemental, including the Federal and State Share.
2. Establish incentive payments for LDH/OCDD direct support providers who demonstrate their non-licensed professional staff who deliver home and community based serves have maintained continuous employment for a certain time.
  - i. The incentive payment is applicable when a direct support provider maintains continuous employment of at least 60% of staff for at least 18 months with the same employer.
    1. Staff must be currently employed and work at least 16 hours each month.
    2. Staff also must have at least one electronic visit verification (EVV) clock in 30 days prior to the evaluation period.
    3. LDH/OCDD will consider exceptions for staff employed but unable to work 30 days prior to the evaluation period.
    4. Staff who provide direct care with or without supervisory responsibilities are considered employees.
    5. Employees can be either full time or part time.
  - ii. LDH/OCDD will use EVV data to determine whether a provider has met the 60% retention threshold.
  - iii. This incentive payment is applicable to direct support provider agencies who are licensed to provide at least one of the following: Individual and Family Supports, Community Living supports, Family Supports, Day

- Habilitation, Community Living Engagement, Supported Employment and Center-based Respite.
- iv. Incentive payment amount is equivalent to agency's pro rata percentage of population serviced during the evaluation period.
3. Establish incentive payments for direct support providers implementing person-centered hiring practices.
- i. Incentive payments will be made to direct support providers who submit all of the following as evidence of person-centered hiring practices:
    - 1. examples of an individual staff matching tool used in hiring, evidence that the individual was included in the interview process
    - 2. examples of job descriptions with clear statements related to relationship building, emotional and physical wellness, meaningful work/volunteer contributions and learning
    - 3. Agency monitoring forms/policies and/or examples of staff evaluations that clearly show evaluative elements related to person centered outcomes related to relationship building, emotional and physical wellness, meaningful work/volunteer contributions and learning
  - ii. Incentive payment amount is equivalent to agency's pro rata percentage of population serviced during the evaluation period.
4. Establish incentive payments for LDH OCDD waiver providers (DSPs and SCs) who close critical incidents within 30 days.
- i. Incentive payment is applicable when HCBS waiver providers take all necessary and appropriate actions to close at least 86% of critical incidents within 30 days; unless extension is granted.
  - ii. Using LDH/OCDD's critical incident management system, HCBS waiver providers with 86% or higher of critical incidents will be eligible for payment.
  - iii. Performance target percentage – 90% - This is a Medicaid performance indicator that CMS requires 90% and a corrective action plan is required if not met.
  - iv. Payment frequency and amount– (Quarterly payment)
    - 1. Payment for 86% - 89% (60% of pro rata share of population served)
    - 2. Payment for 90% - 95% (100% of pro rata share of population served)
5. Establish Incentive Payments for LDH OCDD waiver providers who complete the National Core Indicator (NCI) State of the Workforce Survey and subsequent annual NCI-IDD State of the Workforces Surveys.

- i. Incentive payments will be made to direct support providers who submit all of appropriate evidence of completion.
  - ii. Incentive payment amounts will range from \$500 to \$3,000, based upon size of population served by HCBS provider.
6. Establish incentive payments for LDH OCDD waiver providers whose families agree their support coordinator has adequately explained the waiver process and can thoroughly answer questions. (SC based).
  - i. Incentives will be made to HCBS support coordination providers. Obtain feedback from families in terms of support coordinators adequately explaining the waiver process and can thoroughly answer questions.
  - ii. Incentive payment amounts will range from \$500 to \$2,500 for support coordination providers who have survey completion rates above 75% (pay range is based upon size of population served by support coordination provider).
  - iii. An additional incentive payment ranging from \$500 to \$2,500 will be made to support coordination providers who achieve overall positive survey feedback (pay range is based upon size of population served by support coordination provider).
7. Establish technology based incentives for agencies that implement OCDD approved technology enhancements. (SC and DSP eligible)
  - i. Criteria for completion – agency will submit written summary/proof of concept of technology implemented or intended to be implemented. Technology must increase efficiency and improve quality of services provided to waiver recipients.
  - ii. Payment amount - will be based on type of implementation and impact as determined by OCDD. But not to exceed \$25,000.
  - iii. Payments will not be made until approved technology has been fully implemented.
8. Establish Incentive Payments for LDH/OCDD waiver providers (SC agencies (trainer)) who complete the State Employment Leadership Network training course “Supporting a Vision for Employment” and subsequently train support coordinators within each respective agency initially and annually thereafter.
  - i. Incentive payments will be made to SC agencies who submit all of the appropriate evidence of completion.
  - ii. Incentive payment amounts will be distributed as follows:
    1. \$500 to complete the initial training for the SC agency trainer and making it a part of initial and annual training for all support coordinators.

2. \$1,500 once the trainer has trained 100% of support coordinators who are currently employed within each agency on the *Supporting a Vision for Employment* training and providing evidence of completion.