

Oregon Department of Human Services
Office of Developmental Disabilities Services

**Review of Payment Approach and Rates
for Professional Behavior Services**

Provider Survey Instructions

September 29, 2023

– distributed by –

BURNS & ASSOCIATES

A Division of Health Management Associates

WWW.HEALTHMANAGEMENT.COM/ABOUT/BURNS-ASSOCIATES

INTRODUCTION

The Oregon Department of Human Services' (DHS) Office of Developmental Disabilities Services (ODDS) is in the process of reviewing the approach to paying for Professional Behavior Services. Burns & Associates, a division of Health Management Associates (HMA-Burns), has been contracted to assist with this study.


As part of this study, HMA-Burns is distributing a survey to collect data regarding Professional Behavior Service providers' operations and structures. The survey is voluntary, but all providers are strongly encouraged to participate as the information collected will be a key consideration in the study.

Data collected through this survey will be used solely for the purpose of evaluating Professional Behavior Services payment structures. Only aggregated data will be reported; no provider-specific information will be published.

OVERVIEW OF THE SURVEY

The survey is a Microsoft Excel file compatible with Excel 2010 and newer versions. Throughout the survey, fields in which users may record data are shaded in light green. Examples are shaded in grey. Dark green fields are automatically calculated based upon other responses.

HMA-Burns recognizes that the survey can be complicated so a variety of resources are available for providers seeking assistance:

- Most of the guidance for survey questions is embedded in the survey itself and is designated with an  icon that can be accessed by clicking on it.
- These instructions supplement the embedded directions and should be reviewed before completing the survey.
- HMA-Burns will be recording a webinar to provide a detailed walk-through of the survey instrument. The webinar will be available by October 4 and can be accessed through the web page established for this project at <https://www.burnshealthpolicy.com/OregonPBS/>. All providers are encouraged to listen to the instructional webinar.
- Questions regarding the survey can be directed to Stephen Pawlowski with HMA-Burns at spawlowski@healthmanagement.com or (602) 466-9840.

The survey is intended to be completed by both provider agencies and independent Professional Behavior Services practitioners. In addition to the Contact Info form, there are two forms for both agencies and independent practitioners: a Service Detail form that collects information about caseloads and the services delivered, and a Staff Detail form that collects information about the staff who deliver the supports.

COMPLETING AND SUBMITTING THE SURVEY

In general, reporting should reflect services delivered after July 1, 2022.

When saving the forms, add your agency's name to the beginning of the file name; e.g., "ABC Agency Prof Behavior Svcs Payment Study_Provider Survey".

The deadline for submitting completed surveys is October 30, 2023. Submit completed surveys to HMA-Burns at AAbdullaev@healthmanagement.com.

Partially completed surveys will be accepted. If any requested information is unavailable, leave that field blank. Even if a submitted survey is incomplete, the information that your agency is able to provide will be considered as part of the analysis of survey responses.

If there are any other factors that you believe should be considered but that were not included in the survey, describe those issues when you submit the survey with any applicable supporting documentation.

SERVICE DETAILS

This form collects information about the number of individuals who received Professional Behavior Services since July 1, 2022 as well as information about individual components of PBS. The form is divided into three sections:

- The *Caseload* section includes questions related to the number of individuals served.
- The *Functions* section gathers information about the extent to which other staff support the PBS workers in terms of both administrative tasks (that is, whether the staff providing PBS handle their own administrative tasks such as scheduling and billing) and assessment and plan development (that is, whether there are staff who assist the PBS worker in conducting assessments and writing plans such as compiling data or writing and editing draft plans).
- The *Services* section asks questions about the various components of Professional Behavior Services, including the number of completed milestones, the average amount of time to complete these milestones, and the frequency of these tasks being started but not completed.

For Agency Providers Only. The first column collects information to be reported at the organizational level. For questions relating to the individual components of PBS, there are separate columns based on the following:

- The other services they receive from your agency. In particular, there are columns for individuals for whom your agency provides only residential supports, columns for individuals for whom your agency provides only non-residential services (such as Day Support Activity), columns for individuals for whom your agency provides both residential and non-residential services, and columns for individuals for whom your agency does not provide any other services (that is, your agency only provides PBS to these individuals).
- An individual's assigned service group (based on the results of an Oregon Needs Assessment). In particular, there is separate reporting for the very high service group (labeled group 5) while the remaining service groups (labeled groups 1 through 4) are combined for reporting purposes.

STAFF DETAILS

This form collects information about the individual staff person who provide Professional Behavior Services and is divided into two sections:

- The *Staff Details* section gathers details about each individual staff person who provides Professional Behavior Services. A separate column should be reported for each staff person who provided any PBS since July 1, 2022 regardless of whether they remain employed (the form for individual providers includes a single column).
- The *Staffing Pattern* section collects data regarding the distribution of time for a typical workweek for each staff person providing Professional Behavior Services.

To complete the *Staffing Pattern* section, report the total number of hours that each PBS staff person works in a typical week on Line 9 (Line 4 on the Individual form). Then, in the remaining lines, report the activities in which they are engaged and the amount of time spent on each. As necessary, there are 'Other activities' lines that can be used for responsibilities not included on the predefined list. The sum of hours for all reported activities must be equal to the total number of work hours reported on Line 9/4.

It is understood that how a PBS worker spends their time may vary from week-to-week. To complete this section of the form, informed judgement will be necessary to consider these variations and determine what constitutes an average week. This could be done by, for example, considering how much time the worker spends on each of these activities over the course of a year and then dividing that total by 52. For example, most workers probably do not participate in professional development during a typical week. Rather, they may participate in a couple of professional development activities over the course of a year. So, if a PBS worker spends an average of 10 hours per year in professional development, you would report 0.19 hours per week (10 divided by 52).