

National Consortium for Health Systems Development



A project of Health & Disability Advocates

PERFORMANCE AREAS AND UNDERLYING CRITERIA FOR MIG FUNDED BENEFITS PLANNING

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Why Performance Areas?

- ▶ MIGs have increasingly asked “How do I know the projects I am funding are doing what they should?”
- ▶ Other funding streams have not created benchmarks or other indicators to date.
- ▶ NCSHD created performance areas to begin the discussion.....

Performance Area One: Work and Considering Work

- ▶ 15 to 25 working SSA beneficiaries per quarter per FTE
- ▶ Relationship with Ens and VR counselors and steady stream of referrals
- ▶ Outreach events that make sense
- ▶ Increasing employment outcomes by several different benchmarks

Performance Area Two: Buy-In and Work Incentive Utilization

- ▶ Assistance in establishing, not just recommending, work incentives
- ▶ MBI referrals and enrollment
- ▶ Referral and facilitation of participation in the Ticket to Work Program or VR

Performance Area 3: Comprehensive Coverage

- ▶ Map out customer pool
- ▶ Determine if project is adequately covering customer pool with outreach
- ▶ Determine if project is adequately covering customer pool with services

Performance Area 4: Quality Product Assurance

- ▶ Staff training
- ▶ Response time to service requests
- ▶ Maintenance of customer files
- ▶ Adequate active caseloads
- ▶ Active assistance in implementing work incentives
- ▶ Written benefits analyses

Performance Area 5: On-Going Benefits Management

- ▶ Process for follow-up with customers after written analysis
- ▶ Revised written analysis when appropriate
- ▶ Quality Assurance planning
- ▶ Long-term employment goal

Performance Area 6: Staff Development

- ▶ Training opportunities
- ▶ Adequate supervision
- ▶ Reviewing of case files
- ▶ Staff meetings
- ▶ 50% FTE rule
- ▶ Project managers or supervisors with substantive knowledge

Incorporating Performance Measures into Funding

- ▶ Dynamic negotiation with project.
- ▶ Individualize to needs of your projects and states.
- ▶ Some may work, some may not.
- ▶ Point is always the same: what will lead to more beneficiaries acquiring and maintaining employment?