Orientation Webinar: CAPS/QR Probationary Status

December 16, 2021
Orientation Purpose

- Explore your rating pathway options
- Learn about Benchmarks of Progress (BoP)
- Understand how the BoP will be used by QR and CAPS
- Learn how the benchmarks will be monitored and reported
- Find out more about the initial program consultation session and what to expect next
- Learn how to select your rating pathway after this webinar
Exploring Rating Pathways

- Expedited Route to Rating
- Traditional Route to Rating
Expeditied Route to Rating

- Rating pathway designed for programs that want the opportunity to quickly receive a temporary star rating in the first half of 2022.

- Programs have up to 6 months to complete the 5 Standards in the portfolio, along with any other assigned benchmarks.

- Rerate in 2023, will select a 2023 cohort November 2023

- Submit portfolio to earn structural quality points
- Portfolio scores a minimum of 15 points
- 1-star temporary rating awarded for 1 year
- Increase in Tier Reimbursement if rated 1-Star 15% to 25%
Traditional Route to Rating

• Rating pathway for programs who want the opportunity to earn up to a 3-Star Rating that is valid for three (3) years.

★ 1, 2-, or 3-star rating awarded for 3 years

💰 Increase in Tier Reimbursement, 25%, 35%, or 55% (based on rating)
Understanding the Benchmarks of Progress (BoP)

• Determined by rating pathway selected

• 5 Categories or sets of benchmarks

• Customized to individual program needs
Enrollment Benchmarks* (Required)

- Enrollment benchmarks include those required tasks that must be completed to be successfully enrolled in the probationary status.
- All programs are required to meet the 5 benchmarks.

* Formerly called Administrative Benchmarks
Communication Benchmarks (Required)

• Consultation With QR Quality Assurance Team
  • Initial consultation session - development and review of BoP Plan
  • Progression check-point feedback consultation sessions
  • Follow-up staffing consultation sessions if benchmarks are not being met
  • Exit plan consultation session to manage the final rating process
Portfolio Standards Benchmarks (Required)

- All programs are required to complete all 5 standards in order to submit the portfolio – regardless of rating pathway selected.
Practical Benchmarks (Customizable)

- Available only for those selecting the Traditional Rating Pathway and plan to rate with an on-site live ERS Observation.
- The number and type of possible benchmarks selected will vary by program needs, they are not all required.

**Practical learning objectives - written assignments with feedback**

**Practical ERS topics - learning webinars and quizzes**

**Classroom practices - video clips or photographic evidence with feedback**

**On-site micro-observations - Swivl spot check live teaching with feedback**

**Hold harmless observation - receive feedback with option to use scores for a rating**
Professional Learning Benchmarks

- **QR Orientation** – online training offered through OLLI (Req. for both pathways)
- **Intro to ERS** – online training offered through OLLI (Req. for both pathways)
- **Big Three** – online training offered through OLLI (Req. for Traditional pathway)
- **Seeds trainings with content related to ERS concepts** – online training (OLLI)
- **Learning cohort group meetings** – led by QR staff

- Available to programs in either rating pathway (expedited or traditional).
- One or more Professional Learning benchmark may be utilized based on program need.
How Benchmarks are used by QR and CAPS

• Case management approach
• Provide accountability with support
• Improve communication and collaboration
• Ensure continuity of CAPS Scholarships
Case Management for Program Improvement

Eligibility and Enrollment

Benchmarks of Progress

Program Consultations

Monitoring of Benchmarks (check-point dates)

Reporting of Benchmarks to CAPS

Program Exit and Rating Outcome
Accountability with Support

- Benchmarks of progress provide for a level of accountability combined with support for probationary providers

<table>
<thead>
<tr>
<th>Provider Benefits of Probationary Status</th>
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<tr>
<td>✔ Issuance of CAPS Scholarships</td>
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<tr>
<td>✔ 15% Tier Reimbursement</td>
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<tr>
<td>✔ Specialized support</td>
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Role Responsibility

Ownership Role
- Respond to emails & phone calls
- Attend scheduled meetings with TA
- Upload or return documents
- Communicate with TA, QR, & CAPS
- Receptive to TA advice & support
- Be self-aware of check-point dates
- Ask for help when needed
- Complete all benchmarks

Support Role
- Collaborate with provider & QR
- Develop a TA plan
- Offer practical advice & support
- Help provider follow the BoP plan
- Seek clarifications on provider’s behalf
- Use QR feedback to assist provider

Support Role
- Determine eligibility & enroll providers
- Develop & assign BoP plan
- Create & share tracking tools & resources
- Collaborate with all parties
- Track & monitor provider progress
- Provide feedback to specific benchmarks
- Be aware of check-point dates
- Report provider progress to CAPS
- Make recommendations

Monitoring Role
- Determine provider eligibility
- Collaborate with QR and providers
- Make CAPS dismissal decisions

Enforcement Role
- Determine provider eligibility
- Collaborate with QR and providers
- Make CAPS dismissal decisions
Improve Communication and Collaboration

- Communication and collaboration are the key factors in your success
Ensure Continuity of CAPS Scholarships

- Benchmarks of progress allow for the issuance and renewal of scholarships
Monitoring and Reporting Benchmarks

- Benchmark check-points
- Measurement of progress
- Reporting progress to CAPS
Monitoring Benchmarks

- Benchmarks of Progress check-point documentation
- Predetermined check-point date agreed at the initial consultation
- QR staff monitor program progress toward benchmark completion at each check-point
- Monitoring can result in continuation of the BoP or a modification of the BoP
What to Expect Next

• Select rating pathway
• Benchmarks of progress will be developed
• Initial consultation to review BoP plan
Timeline For Next Steps – December 31, 2021

• Select your rating pathway when the survey link is sent to you
  • Between now and December 31, elect which rating pathway you would like to pursue in 2022, your TA may be helpful in helping you decide.

• Things to consider in choosing your rating pathway:
  • How much time do I have to spend on achieving a rating in 2022, am I committed to making changes to improve my program?
  • How quickly do I want to achieve a rating in 2022?
  • Can I risk earning enough points if I choose the expedited pathway?*
  • Do I want the opportunity to rate higher than a 1-Star in 2022?
  • Do I want my rating to last longer than 1 year?
  • Do I think I will have stable staffing in my program in 2022?

* Programs cannot receive a second year of probation to continue being eligible for CAPS Scholarships
Timeline For Next Steps – December 31, 2021

First Check-Point date

All Enrollment Benchmarks must be complete

QR will make the first progress report to CAPS
Timeline For Next Steps – January 2022

- Development and review of Benchmarks of Progress Plan

QR Quality Assurance staff will create the BoP documentation for your review.

QR Quality Assurance staff will identify and coordinate appropriate supports and the personnel who can provide them in addition to your regular TA consultant.

Initial consultation session to review the requirements and expectations of each benchmark and determine check-point dates.

BoP plan shared with CCR&R TA, if you have one.

Begin working on benchmarks.
How to Select Your Rating Pathway

• Email invite from surveymonkey to select your rating pathway

• Must be completed by December 31, 2021

• Congratulations – you just completed the last of the Enrollment Benchmarks!
Thanks for joining us!

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