

Public Partnerships, LLC
an Intermediary Service Organization
A Wholly-Owned Subsidiary of Public Consulting Group, Inc.

How Person-Centered Outcomes Are
Enhanced Through the Use of an
Intermediary Service Organization

For PPL: Marc Fenton and Cathy Anderson

NASDDDS 2003 Reinventing Quality Conference
Minneapolis, Minnesota
July 30-August 1, 2003



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Agenda

- ★ Introduction to Public Consulting Group, Inc. and Public Partnerships, LLC
- ★ Fiscal Intermediary Overview
- ★ The Massachusetts Model
- ★ The Quality Assurance Program
- ★ What We've Learned So Far

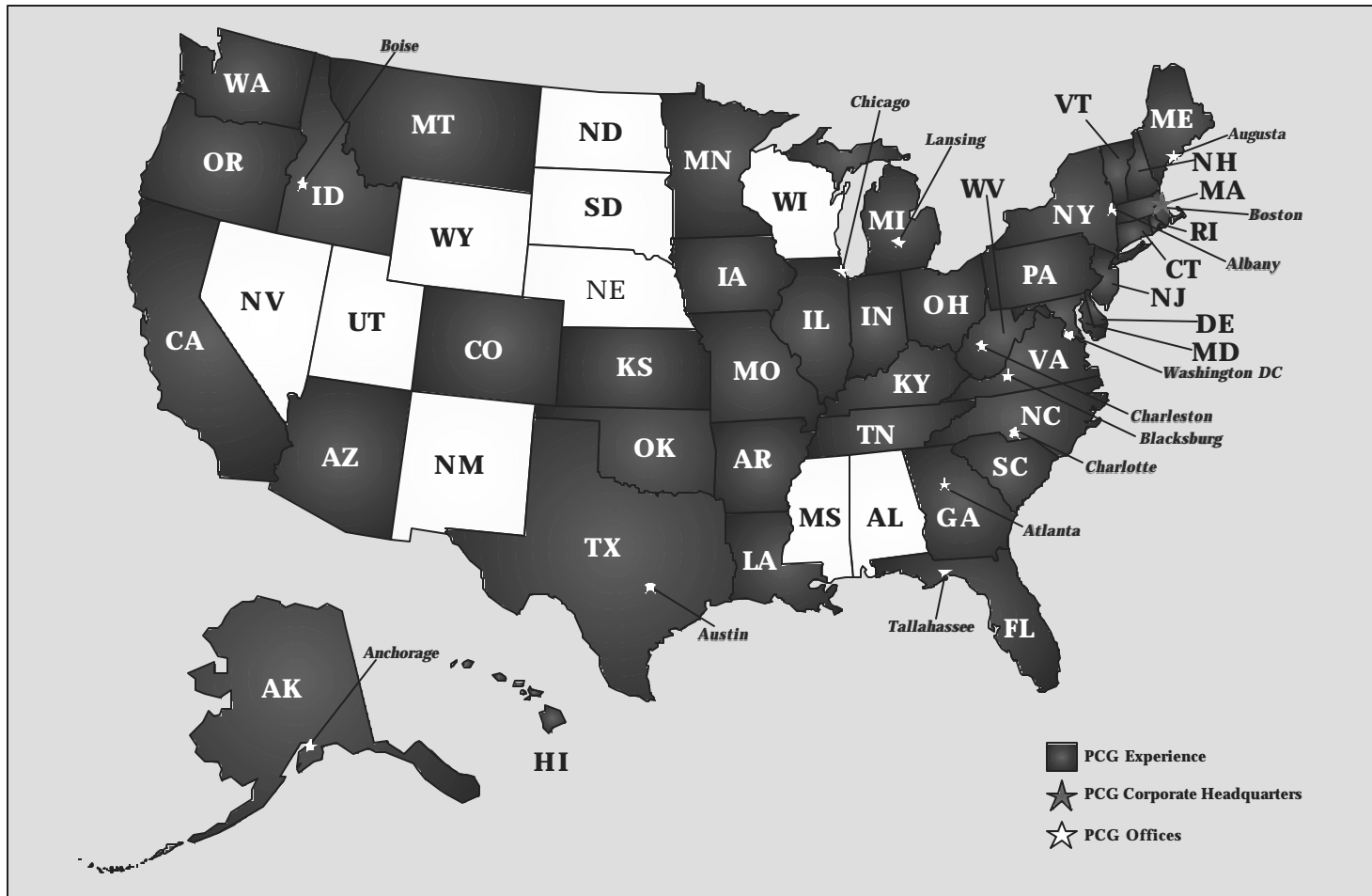
***Introduction to
Public Consulting Group, Inc. and
Public Partnerships, LLC***

Introduction to Public Consulting Group, Inc.

- ★ Public Consulting Group, Inc. (PCG) is a national consulting firm focusing on strategy and implementation, financial operations, and information technology
- ★ PCG was founded in 1986 and is based in Boston, Massachusetts with fifteen satellite offices across the country
- ★ PCG's clients are primarily state and county departments of health and human services– we have worked in 41 states and over 80 counties
- ★ PCG offers strategic planning, policy development, organizational development, service system design, operations improvement, rate setting, revenue maximization, financial management, and other management consulting services

Introduction to Public Consulting Group, Inc.

PCG National Experience

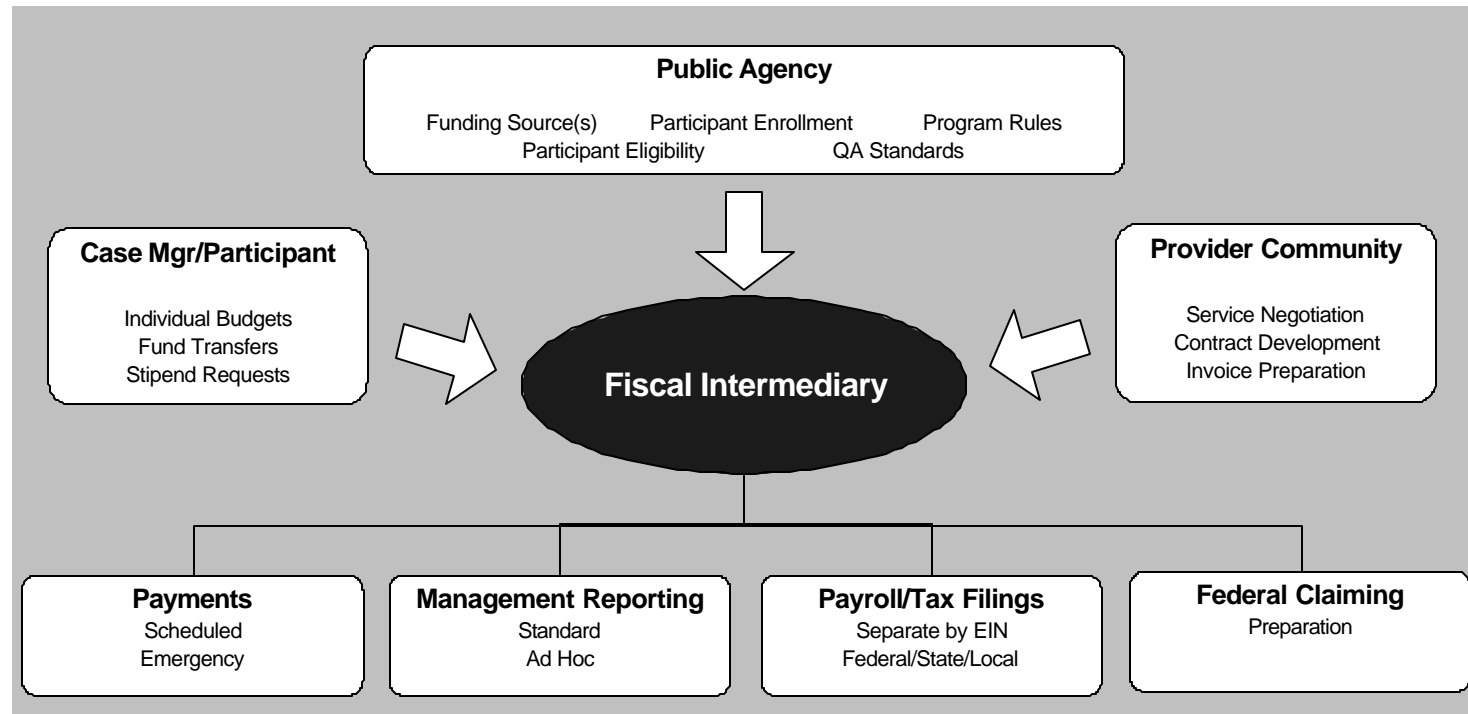


Introduction to Public Partnerships, LLC

- ★ In 1997, PCG worked with the Robert Wood Johnson Foundation and the Center for Self-Determination to create the “Owner’s Manual for Self-Determination”
- ★ Public Partnerships, LLC (PPL) is a wholly-owned subsidiary of Public Consulting Group, Inc. (PCG). PPL was founded in 1999 to focus exclusively on self-determination services
- ★ PPL contracts with the Massachusetts Department of Mental Retardation (DMR) to serve as the Intermediary Service Organization (ISO/fiscal intermediary) for participants in the Department’s self-determination initiative.
- ★ PPL is performing similar fiscal intermediary services in other states with other agencies serving different populations
- ★ PPL was just awarded an ISO contract in Louisiana

Fiscal Intermediary Overview

Fiscal Intermediary: The Basics



★ Public agencies contract with a Fiscal Intermediary to administer public funds to:

- Process individual budgets and payments
- Develop and manage contracts and invoices with providers on behalf of program participants
- Serve as agent of the employer for staff hired by participants
- Provide fiscal management including financial reports and Medicaid claims
- Design and/or implement Quality Assurance tools and procedures

The Massachusetts Model

PPL in Massachusetts: Program Background and Timeline

- ★ In 1997 Massachusetts DMR obtained a Robert Wood Johnson Grant to begin a project introducing self determination and individual budgets
- ★ In 1999 PPL began as a fiscal intermediary in the Metro Boston Region for 100 individuals as well as family boards and groups that serve another 75 participants
- ★ In 2002 the Commissioner requested that we make our services available to individuals across the Commonwealth of Massachusetts. The ISO is now available statewide, expected to grow to more than 500 participants
- ★ We have developed an infrastructure and information system which can handle thousands of DMR clients
- ★ The ISO is funded by a fee based on a percentage of funds under management

Massachusetts Model: Values and Goals

Promote Participant Involvement

- ★ Assure consumers & families have full knowledge of formal & informal community supports to make informed choices
- ★ Assist traditionally disenfranchised groups to use their choices to find greater empowerment, participation & satisfaction
- ★ Assure that DMR, the ISO, and service providers act not as decision makers but as supporters of decisions made by consumers

Enhance Program Efficiency

- ★ Assist to develop a wider range of supports available in the community
- ★ Decrease aggregate costs for services and supports over time as consumers purchase needed supports rather than pre-defined packages
- ★ Ensures that Medicaid claims maximize allowable FFP

Improve System Satisfaction

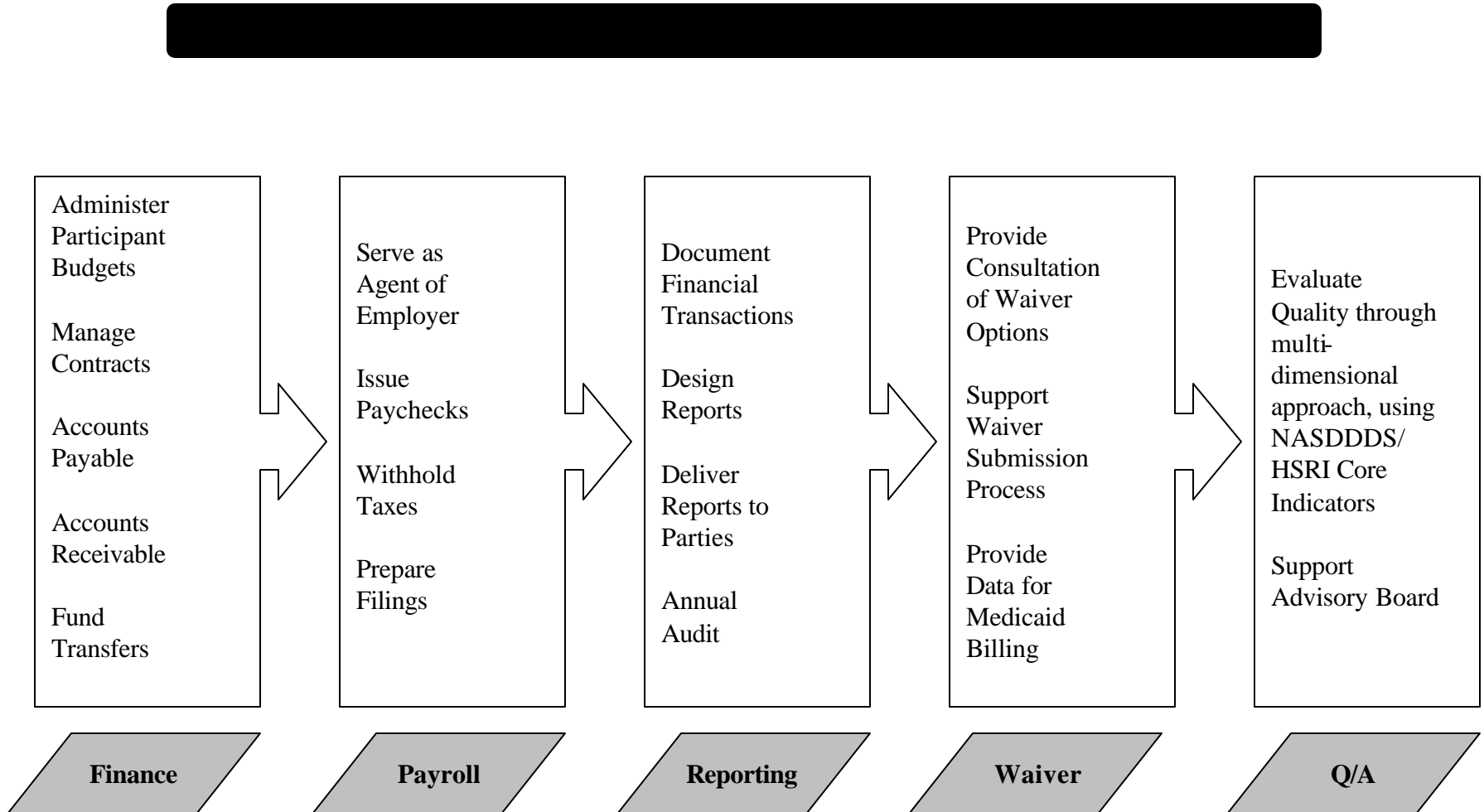
- ★ Increase consumer satisfaction and trust in the system
- ★ Assure that consumers plan for their needs only with people they choose and decide what supports they need, when they need them and how they should be obtained
- ★ Assess the quality of service through individual preferences and strengthen rights and dignity, control/choice, community membership, relationships & personal goals

How Does PPL's Fiscal Intermediary Promote Participant Involvement?

- ★ A Fiscal Intermediary (FI) assists individuals and families to implement their own choices about services they receive and who will provide them
- ★ Since individuals generally cannot receive cash from state agencies, the FI serves as a mechanism through which individuals and families with agency oversight can exercise certain controls over their state funds
- ★ The Fiscal Intermediary can:
 - help the service marketplace respond creatively to individual needs that support self-determination
 - promote cost-effective purchasing arrangements providing only those services that a person needs and will find helpful
 - enable consumers and families to hire and manage the staff of their own choosing through PPL Payroll Services

Massachusetts Fiscal Intermediary


Core Operations to Enhance Program Efficiency



Sample Reports

	REPORT	PURPOSE	AUDIENCE
1	Family Friendly Report	Monitor year-to-date spending compared to budget in easy to understand format	Participant/Family
2	Case Load Summary	Summarize year-to-date fiscal activity for each ASO participant in caseload	Case Manager
3	Fund Transfer Summary	Confirm and document all transfers by participant, by funding source	
4	Detail Payment By Vendor	Report year-to-date payments made to a vendor, grouped by participant	Provider
5	Detail Payment By Participant	Report year-to-date payments by participant, at check level detail	Senior Management
6	Account Balance Summary	Summarize year-to-date fiscal activity for all ASO participants	
7	Funding Source Summary	Report year-to-date funding source balance by participant	

Family Friendly Report (Summary)



PUBLIC PARTNERSHIPS

PUBLIC PARTNERSHIPS, LLC
 148 State Street, 10th Floor
 Boston, MA 02109
 (617) 426-7303

YEAR TO DATE SPENDING SUMMARY REPORT

Account Information

Participant, Jim	Budget Number (ISNB): 1234-FF-1
Address	Participant ID: PART01
City, State Zip	Service Coordinator: Jane Smith
	Fiscal Year: 2002

How to Read this Report

Read the chart below to see how much money you have spent for each item compared to how you budgeted. Check the "remaining balance" column to see if you still have funds available for each item. If there are no "(" around the amount, that means you still have funds available to you for that service item. But, if there are ")" around the "Remaining Balance" amount, that means you have exceeded the dollars budgeted to you for that service item. A zero indicates that you have no funds budgeted for that item, but you may have submitted invoices for payment. Additional pages may follow this summary that include detailed payment information.

How Much of My Budget Have I Spent Through April 30, 2002

Service Description	Funds Budgeted	Funds Spent YTD	Remaining Balance	Remaining % Funds
1:1 In Home Support (<24)	7,138.60	6,934.64	203.96	3%
Job Development	2,955.40	2,870.96	84.44	3%
Job Coaching	1,935.20	1,548.16	387.04	20%
In-home education	640.00	600.00	40.00	6%
Cab Services	2,000.00	1,806.00	194.00	10%
MBTA	684.00	684.00	0.00	0%
Personal Stipend	300.00	202.16	97.84	33%
GRAND TOTALS	\$15,653.20	\$14,645.92	\$1,007.28	6%

See Next Page for Spending Details By Service Description

- ★ Participant and family audience
- ★ Summarizes account activity to date
- ★ Reflects budget variances
- ★ Easy to read and understand
- ★ Mailed direct to participant monthly

Family Friendly Report (Detail)

- ★ Participant and family audience
- ★ Provides check-level detail, grouped by service
- ★ Details tied to budget and summary report
- ★ Easy to read and understand

		YEAR TO DATE SPENDING DETAIL REPORT						
Account Information, con't from Page 1 (Summary Report)								
Participant, Jim		Budget Number (ISNB): 1234-FFD-1						
		Participant ID: PART01						
		Fiscal Year: 2002						
		Questions Call PPL: 426-7303						
Where Have I Spent My Money Through April 30, 2002?								
Service (Code)	PPL	Date Paid	Amount Paid	Payment Detail	Service	Dates		
Paid To	Contract #			Units U/M Rate	Begin	End		
1:1 In Home Support (<24) (0101)								
MY Support, Inc.	12863	1/9/02	3,671.28	29 DAY @ \$126.59	12/1/00	12/31/00		
MY Support, Inc.	12863	2/8/02	3,263.36	29 DAY @ \$126.59	1/2/01	1/31/01		
			6,934.64					
Job Development (0305)								
Jobs, Inc	25738	9/30/01	844.40	10 HOUR @ \$84.40	8/1/00	8/31/00		
Jobs, Inc	25738	10/26/01	675.52	8 HOUR @ \$84.40	9/1/00	9/30/00		
Jobs, Inc	25738	12/8/01	675.52	8 HOUR @ \$84.40	10/1/00	10/31/00		
Jobs, Inc	25738	12/22/01	675.52	8 HOUR @ \$84.40	11/1/00	11/30/00		
			2,870.96					
Job Coaching (0302)								
Jobs, Inc	23944	4/6/02	774.08	1 EACH @ \$72.00	2/1/01	2/28/01		
Jobs, Inc	23944	4/24/02	774.08	1 EACH @ \$72.00	3/1/01	3/31/01		
			1,548.16					
In-Home Education (0801)								
ABC Education	34256	1/9/02	600.00	30 HOUR @ \$20.00	12/1/00	1/5/01		
			600.00					
Cab Services (0705)								
AAA Taxi	23456	1/9/02	72.00	1 EACH @ \$72.00	12/1/00	12/31/00		
AAA Taxi	23456	2/8/02	63.00	1 EACH @ \$63.00	1/1/01	1/31/01		
AAA Taxi	23456	3/23/02	81.00	1 EACH @ \$81.00	2/1/01	2/28/01		
XYZ Cab	23456	9/8/01	96.00	1 EACH @ \$96.00	7/1/00	7/31/00		
XYZ Cab	23456	10/3/01	120.00	1 EACH @ \$120.00	8/1/00	8/31/00		
XYZ Cab	23456	10/26/01	60.00	1 EACH @ \$60.00	9/1/00	9/30/00		
XYZ Cab	23456	11/27/01	120.00	1 EACH @ \$120.00	10/1/00	10/31/00		
XYZ Cab	23456	12/22/01	54.00	1 EACH @ \$54.00	11/6/00	11/20/00		
XYZ Cab	23456	12/22/01	266.00	1 EACH @ \$266.00	11/21/00	12/1/00		
XYZ Cab	23456	4/24/02	874.00	1 EACH @ \$874.00	3/1/01	3/31/01		
			1,806.00					
MBTA (0701)								
MBTA	23456	4/6/2002	57.00	1 EACH @ \$57.00	4/1/2001	4/30/2001		
MBTA	23754	4/6/2002	627.00	1 EACH @ \$627.00	5/1/2001	6/30/2001		
			684.00					
Personal Stipend (1301)								
Jim Participant	45682	4/6/2002	202.16	1 EACH @ \$202.16	3/1/2001	3/31/2001		
			202.16					
			TOTAL SPENT THROUGH - 4/30/02	14,645.92				

Case Load Summary

- ★ Case Manager audience
- ★ Restricted data access
- ★ Summarizes family friendly report

PARTICIPANT	Beginning Allocation	Deposit	Withdraw	Transfer IN	Transfer OUT	Ending Allocation Balance	Annual ISNB Budget	Actual Expenses Paid	Current YTD Variances		
									End Alloc less Expenses	End Alloc - ISNB	% Funds Left
Participant, Cathy	72,078.40	0.00	0.00	2,201.00	0.00	74,279.40	74,279.40	55,423.00	18,856.40	0.00	25.4%
Participant, Jim	15,000.00	0.00	0.00	653.20	0.00	15,653.20	15,653.20	14,645.92	1,007.28	0.00	6.4%
Participant, Ralph	75,927.00	0.00	0.00	0.00	(500.00)	75,427.00	75,400.00	75,111.00	316.00	27.00	0.4%
Participant, Yolanda	32,000.00	0.00	(10,000.00)	0.00	0.00	22,000.00	22,000.00	20,899.00	1,101.00	0.00	5.0%



Public Partnerships, LLC CASE LOAD SUMMARY REPORT

All figures Reflect Activity Through April 30, 2002

Report Print Date: 4/30/2002
Fiscal Year-Period: 2002-10

Case Manager Jane Smith

Detail by Vendor

PUBLIC		PARTNERSHIPS		Public Partnerships, LLC Detail Payment Information By Vendor					Report Run Date 4/30/2002 Agency Contract # 123456789 Fiscal Year 2002 YTD Expenses Through 4/30/2002		
I.D.	Participant Fund	Vendor Name	Payment Date	Amount	Item	Units	U/M	Unit Cost	Service Date From	Service Date To	Service Description
123 ABC Education, Inc.											
	ABC122	Participant, Jim	1/9/02	600.00	0508	30.00	HOUR	20.00	1/5/02	1/5/02	In-home education
	DEF456	Participant, Amy	2/8/02	240.00	0508	12.00	HOUR	20.00	1/1/02	1/31/02	In-home education
	DEF456	Participant, Amy	3/23/02	280.00	0508	14.00	HOUR	20.00	2/1/02	3/10/02	In-home education
		Vendor Total		\$1,120.00							
444 AAA Taxi											
	ABC122	Participant, Jim	1/9/02	72.00	0702	8.00	EACH	9.00	12/1/01	12/31/01	Cab Services
	ABC122	Participant, Jim	2/8/02	63.00	0702	7.00	EACH	9.00	1/1/02	1/31/02	Cab Services
	ABC122	Participant, Jim	3/23/02	81.00	0702	9.00	EACH	9.00	2/1/02	2/28/02	Cab Services
		Vendor Total		\$216.00							
789 MY Support, Inc.											
	ABC122	Participant, Jim	1/9/02	3,671.28	0102	18.00	DAY	203.96	12/1/01	12/31/01	1:1 In Home Support (<24)
	ABC122	Participant, Jim	2/8/02	3,263.36	0102	16.00	DAY	203.96	1/2/02	1/31/02	1:1 In Home Support (<24)
	DEF456	Participant, Amy	1/9/02	675.52	0302	32.00	HOUR	21.11	12/1/01	12/31/01	Work Training
	DEF456	Participant, Amy	2/8/02	675.52	0302	32.00	HOUR	21.11	1/1/02	1/31/02	Work Training
	GHI222	Participant, Mary	1/24/02	388.00	0602	20.00	HOUR	19.40	12/1/01	12/31/01	1:1 Staff paid by agency
	GHI222	Participant, Mary	2/8/02	620.80	0602	32.00	HOUR	19.40	1/1/02	1/31/02	1:1 Staff paid by agency
	GHI222	Participant, Mary	3/23/02	543.20	0602	28.00	HOUR	19.40	2/1/02	2/28/02	1:1 Staff paid by agency
	GHI222	Participant, Mary	4/6/02	465.60	0602	24.00	HOUR	19.40	3/1/02	3/31/02	1:1 Staff paid by agency
	JKL001	Participant, Sue	1/24/02	3,059.40	0102	15.00	DAY	203.96	12/1/01	12/31/01	1:1 In Home Support (<24)
	JKL001	Participant, Sue	2/8/02	4,079.20	0102	20.00	DAY	203.96	1/1/02	1/31/02	1:1 In Home Support (<24)
	JKL001	Participant, Sue	3/23/02	2,447.52	0102	12.00	DAY	203.96	2/1/02	2/28/02	1:1 In Home Support (<24)
	MNO999	Participant, Paul	3/23/02	388.00	0602	20.00	HOUR	19.40	2/1/02	2/28/02	1:1 Staff paid by agency
	MNO999	Participant, Paul	4/6/02	620.80	0602	32.00	HOUR	19.40	3/1/02	3/31/02	1:1 Staff paid by agency
		Vendor Total		\$20,898.20							

- ★ Provider and Management audience
- ★ Program-wide data access
- ★ Monitor year to date spending and service delivery

Detail by Participant


PUBLIC PARTNERSHIPS		Public Partnerships, LLC Detail Payment Information By Participant						Report Run Date 4/30/2002 Agency Contract # 123456789 Fiscal Year 2002 YTD Expenses Through 4/30/2002			
I.D.	Participant Fund	Vendor Name	Payment Date	Amount	Item	Units	U/M	Unit Cost	Service Date From	To	Service Description
ABC123	Participant, Jim										
	DAY	ABC Education	1/9/02	600.00	0508	30.00	HOUR	20.00	12/1/01	1/5/02	In-home education
	DAY	AAA Taxi	1/9/02	72.00	0702	8.00	EACH	9.00	12/1/01	12/31/01	Cab Services
	DAY	AAA Taxi	2/8/02	63.00	0702	7.00	EACH	9.00	1/1/02	1/31/02	Cab Services
	DAY	AAA Taxi	3/23/02	81.00	0702	9.00	EACH	9.00	2/1/02	2/28/02	Cab Services
	DAY	XYZ Cab	9/8/01	96.00	0702	16.00	EACH	6.00	7/1/01	7/31/01	Cab Services
	DAY	XYZ Cab	10/3/01	120.00	0702	20.00	EACH	6.00	8/1/01	8/31/01	Cab Services
	DAY	XYZ Cab	10/26/01	60.00	0702	10.00	EACH	6.00	9/1/01	9/30/01	Cab Services
	DAY	XYZ Cab	11/27/01	120.00	0702	20.00	EACH	6.00	10/1/01	10/31/01	Cab Services
	DAY	XYZ Cab	12/22/01	54.00	0702	6.00	EACH	9.00	11/6/01	11/20/01	Cab Services
	DAY	XYZ Cab	12/22/01	266.00	0702	14.00	EACH	19.00	11/21/01	12/1/01	Cab Services
	DAY	XYZ Cab	4/24/02	874.00	0702	46.00	EACH	19.00	3/1/02	3/31/02	Cab Services
	DAY	MBTA	4/6/02	627.00	0704	12.00	MONTH	52.25	5/1/02	6/30/02	Annual T Pass
	DAY	MBTA	4/6/02	57.00	0704	1.00	MONTH	57.00	4/1/02	4/30/02	Monthly T Pass
	DAY	MY Support, Inc.	1/9/02	3,671.28	0102	18.00	DAY	203.96	12/1/01	12/31/01	1:1 In Home Support (<24)
	DAY	MY Support, Inc.	2/8/02	3,263.36	0102	16.00	DAY	203.96	1/2/02	1/31/02	1:1 In Home Support (<24)
	DAY	Jim Participant	4/6/02	202.16	1301	1.00	EACH	202.16	3/1/02	3/31/02	Personal Stipend
	DAY	Jobs, Inc	9/30/01	844.40	0303	40.00	HOUR	21.11	8/1/01	8/31/01	Job Development
	DAY	Jobs, Inc	10/26/01	675.52	0303	32.00	HOUR	21.11	9/1/01	9/30/01	Job Development
	DAY	Jobs, Inc	12/8/01	675.52	0303	32.00	HOUR	21.11	10/1/01	10/31/01	Job Development
	DAY	Jobs, Inc	12/22/01	675.52	0303	32.00	HOUR	21.11	11/1/01	11/30/01	Job Development
	DAY	Jobs, Inc	4/6/02	774.08	0304	16.00	HOUR	48.38	2/1/02	2/28/02	Job Coaching
	DAY	Jobs, Inc	4/24/02	774.08	0304	16.00	HOUR	48.38	3/1/02	3/31/02	Job Coaching
Participant Total				14,645.92							

- ★ Management audience
- ★ Program-wide data access
- ★ Monitors year to date spending and service delivery

Account Balance Summary & Funding Source Summary

 PUBLIC PARTNERSHIPS	Public Partnerships, LLC Fund Availability Summary By Participant	Report Run Date	4/30/2002
		Agency Contract #	123456789
		Fiscal Year	2002
		YTD Expenses Through	4/30/2002

PARTICIPANT	RES	DAY	SUP	WAIT	T22	DOE	FAM	POS	ALL FUNDS
Participant, Amy	0	13,625	0	0	0	0	0	0	13,625
Participant, Bob	0	0	0	3,286	0	0	0	0	3,286

 PUBLIC PARTNERSHIPS	Public Partnerships, LLC Account Balance Summary Report By Participant, By Pool	Report Run Date	4/30/2002
		Agency Contract #	123456789
		Fiscal Year	2002
		YTD Expenses Through	4/30/2002

PARTICIPANT	Beginning Balance	Deposit	W/Draw	Transfer IN	Transfer OUT	Ending Allocation Balance	Annual ISNB Budget	Actual Expenses Paid	End Alloc less Expenses	End Alloc less ISNB	ISNB less Expenses
Participant, Amy	13,625	0	0	1,625	0	15,250	15,250	13,308	1,942	0	1,942
Participant, Bob	3,286	0	0	0	(1,714)	1,572	1,512	1,426	146	60	86
Participant, Cathy	72,078	0	0	2,201	0	74,279	74,279	55,423	18,856	0	18,856
Participant, Don	68,802	825	0	0	0	69,627	68,644	52,651	16,976	983	15,993
Participant, Elmer	8,611	611	0	0	0	9,222	9,222	8,001	1,221	0	1,221
Participant, Fred	124,536	0	0	0	0	124,536	124,421	120,074	4,462	115	4,347
Participant, Ginny	928	0	0	0	0	928	928	928	0	0	0
Participant, Harry	83,428	34,354	0	0	0	117,782	117,782	104,698	13,084	0	13,084
Participant, Ingrid	0	0	0	2,600	0	2,600	2,600	2,129	471	0	471
Participant, Jim	15,000	0	0	653	0	15,653	15,653	14,646	1,007	0	1,007
Participant, Kate	63,925	0	(7,000)	0	0	56,925	56,825	52,000	4,825	100	4,825
Participant, Larry	13,864	0	0	0	0	13,864	13,864	11,112	2,752	0	2,752
Participant, Mary	4,868	1,123	0	0	0	5,991	5,991	4,562	1,429	0	1,429
Participant, Nancy	30,000	0	0	0	0	30,000	30,000	30,000	0	0	0
Participant, Ollie	12,000	0	0	0	0	12,000	12,000	11,589	411	0	411
Participant, Paul	50,002	0	0	0	(13,854)	36,148	36,148	31,489	4,659	0	4,659
Participant, Quinn	24,628	0	0	0	0	24,628	23,628	22,222	2,406	1,000	1,406
Participant, Ralph	75,927	0	0	0	(500)	75,427	75,400	75,111	316	27	289
Participant, Sue	135,249	3,607	0	0	0	138,856	138,856	121,333	17,523	0	17,523
Participant, Tony	25,500	0	0	0	(15,500)	10,000	10,000	8,500	1,500	0	1,500
Participant, Uma	9,760	0	0	0	0	9,760	9,760	8,481	1,279	0	1,279
Participant, Vivian	61,546	0	0	0	0	61,546	61,546	60,717	829	0	829
Participant, Walter	2,042	0	0	10,172	0	12,214	12,214	11,631	583	0	583
Participant, X	16,638	1,871	0	0	0	18,509	18,509	15,316	3,193	0	3,193
Participant, Yolanda	32,000	0	(10,000)	0	0	22,000	22,000	20,899	1,101	0	1,101
Participant, Zuzu	15,037	0	0	500	0	15,537	15,537	15,123	414	0	414
Totals	963,281	42,391	(17,000)	17,751	(31,568)	974,855	972,570	873,369	101,486	2,285	99,201

- ★ Management audience
- ★ Provides systemwide summary of financial activity, by participant
- ★ Tracks multiple funding sources by participant, including public and private cash resources

Fiscal Intermediary Performance Objectives

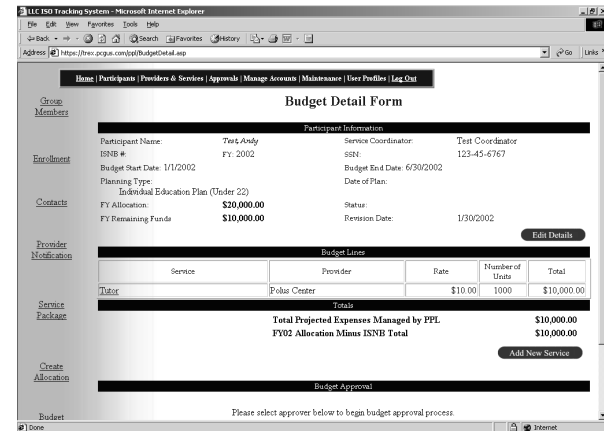
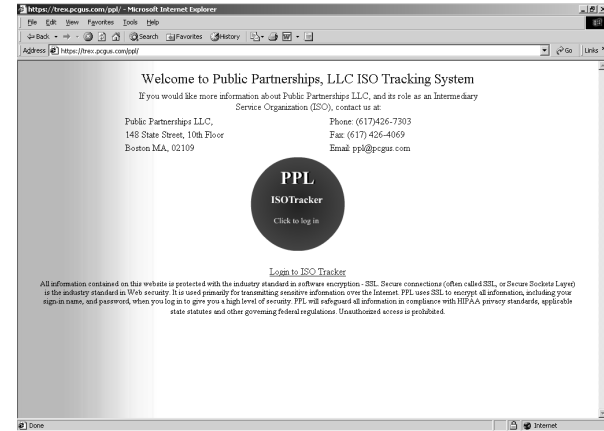
- ★ Demonstrates standards of operation to public agency-improves accountability
- ★ Learn from measuring operation and setting targets for improvement
- ★ Participants, families, vendors and public agencies all gain

DOMAIN		CRITERIA
1	Authorization of Payments	No payments will be made in excess of the approved ISNB without authorization by Region.
2	Contract Processing	Accurate contracts will be mailed to providers within 3 business days of receipt of accurate and complete ISNB.
3	CORI Processing	CORI applications sent to Criminal History Board within 1 business day of request.
4	Emergency Checks	Emergency checks sent out within 1 business day of accurate and complete request.
5a	Vendor Payments	Vendor payments are made accurately and sent to the address provided on the invoice.
5b		Vendor payments are made on time per published PPL disbursement schedule (26/year)
5c		Vendor payments to "traditional" providers are made upon receipt of complete PV and SDR form.
6a	Standard Reports (FY 02)	The basic data elements of the standard monthly report are correct.
6b	- Account Balance	Standard monthly reports are sent on time to the address provided by DMR per published PPL report distribution schedule.
6b	- Family Friendly	
6b	- Fund Availability	
6c	- Payment Detail	Any inaccuracies will be corrected before the next monthly report unless the correction is requested less than 1 week before the reports

PPL's Extranet Solution

What is the Extranet Solution?

- ★ A web-based technology platform for sharing real-time information among all parties
- ★ A secure, efficient method of communication
- ★ Case managers have online access to manage all aspects of a participant's account, including enrollment, budget, fund transfers and reporting
- ★ Online activities may be reviewed and approved, as necessary, by appropriate parties
- ★ Automated calculators and banking system controls are built in behind the scenes to aid in account management and to prevent unauthorized spending.
- ★ All data is linked to PPL's management reporting and accounting system



The Quality Assurance Program

PPL's Quality Assurance Program

- ★ Designed to help PPL and DMR determine the impact of its services and supports on the lives of fiscal intermediary participants and to use this information to continue to improve services
- ★ Based on two separate projects
 - Core Indicator Project Interviews, developed by the Human Services Research Institute (HSRI) and NASDDDS
 - Satisfaction Surveys developed by PPL
 - Participant Surveys
 - Family/Guardian Surveys
 - Service Coordinator Surveys
- ★ QA reports are reviewed by PPL Advisory Committee of consumers, family members and national developmental disabilities experts (Valerie Bradley of HSRI and Marty Krauss, Ph.D. of Brandeis University)

PPL's Quality Assurance Methodology

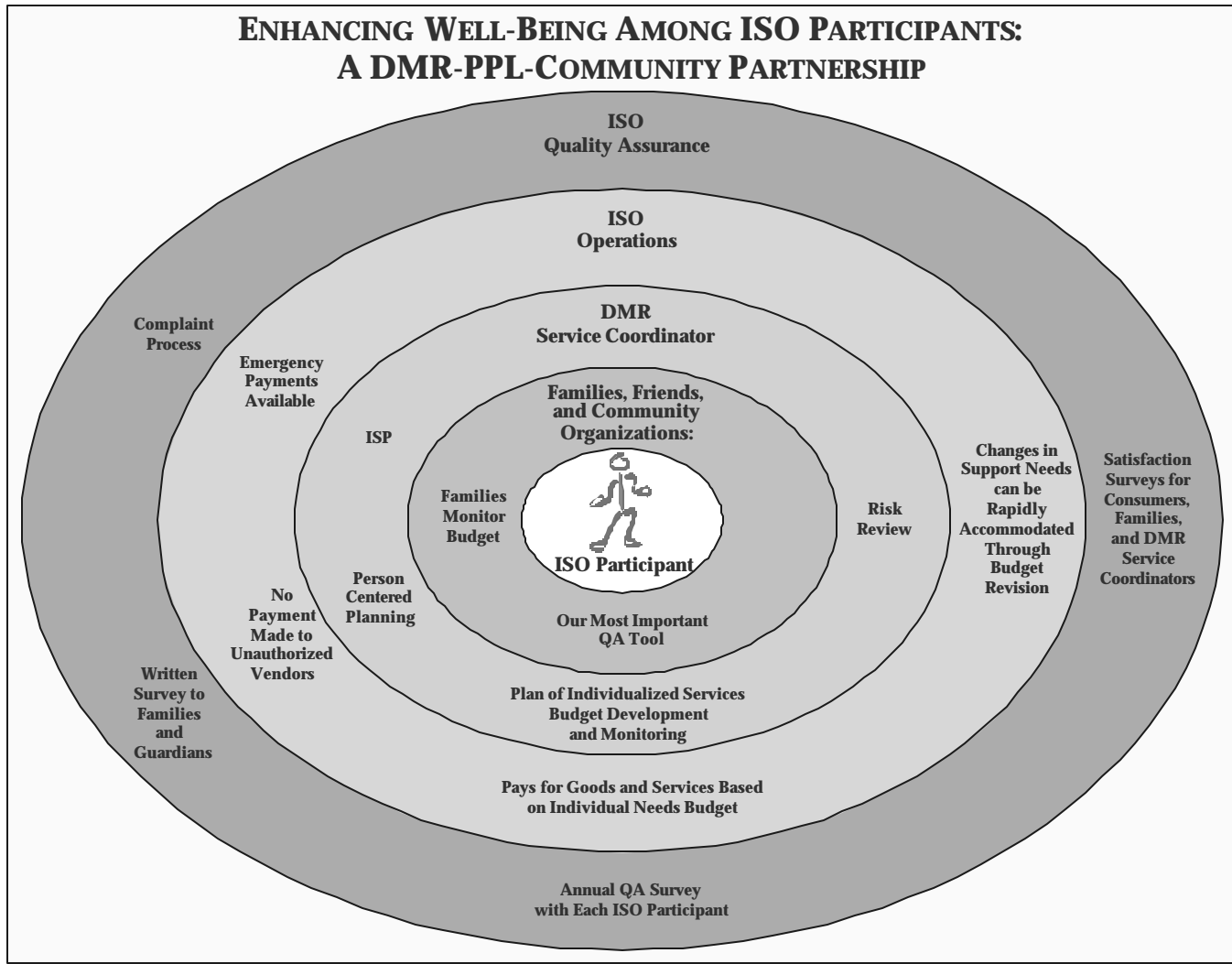
★ National Core Indicators

- Trusted tool currently used in 24 States-becoming national standard
- Massachusetts DMR uses on a sample of their participants
- Automatic Control Group(s)
- Annual report compares ISO participants to MA DMR enrollees NOT in the ISO

★ Satisfaction Surveys developed by PPL

- Important to survey all parties involved
- Changes have been made based on feedback (“Family Friendly” report)
- Case Managers frequently state more work is involved, but surveys show they are also more satisfied with their jobs and their ability to help the people on their caseloads

Quality System Overview



QA Program Results

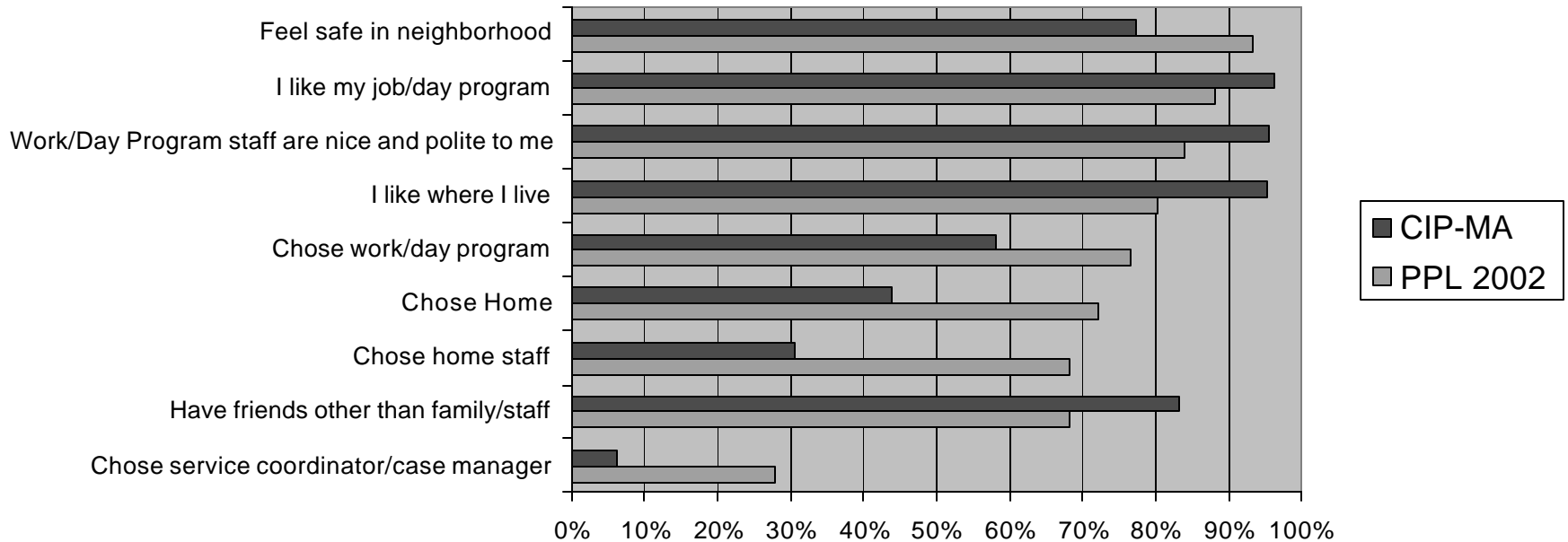
PPL Core Indicators 2002

Demographics	Percentage of Participants
Age (n=45)	
21-30	20.0%
31-40	28.9%
41-50	26.7%
51-60	8.9%
61+	15.6%
<i>Mean in years (range)</i>	43.8 (23-79)
Gender (n=55)	
Female	49.1%
Male	50.9%
Race (n=55)	
White	75.5%
Black	24.5%
Ethnicity (n=55)	
Non-Hispanic	96.2%
Hispanic	3.8%

Disabilities	Percentage of Participants
Level of MR (n=55)	
No MR label	1.8%
Mild	45.5%
Moderate	36.4%
Severe	3.6%
Profound	0.0%
Unspecified/Unknown	3.6%
Other disabilities (duplicated counts)	
Mental illness	36.4%
Autism	10.9%
Cerebral palsy	5.5%
Brain Injury	10.9%
Other	41.8%

Comparison with Massachusetts Core Indicators Project Data

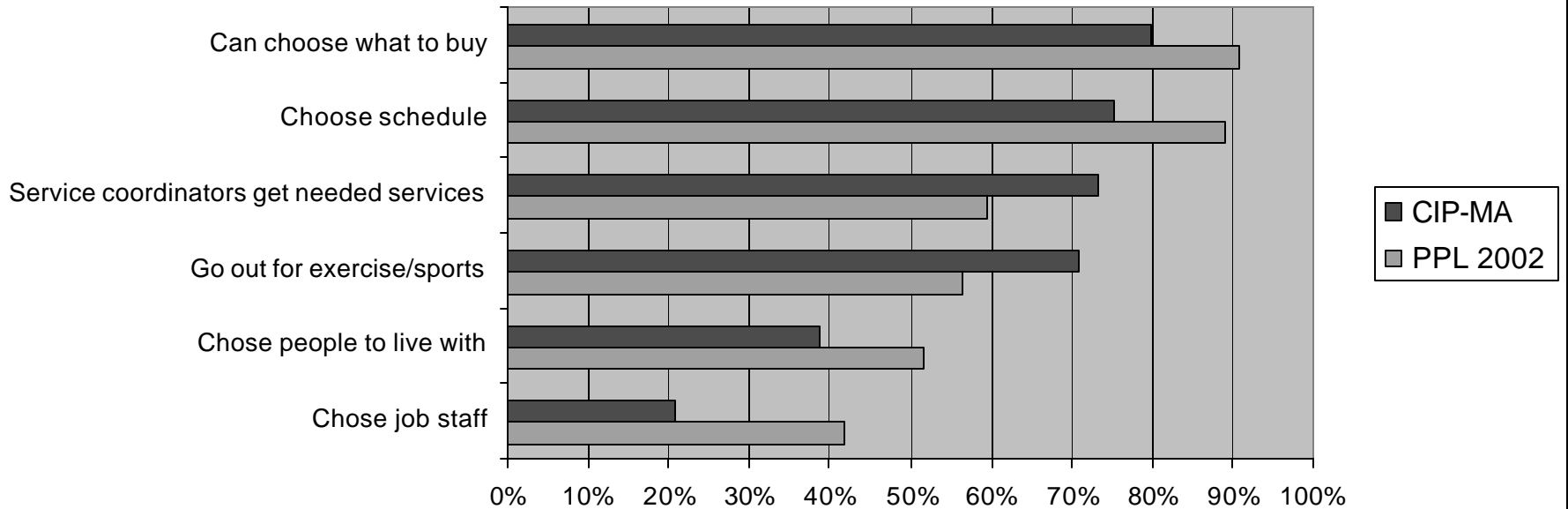
Significant Differences Between PPL 2002 and CIP-MA



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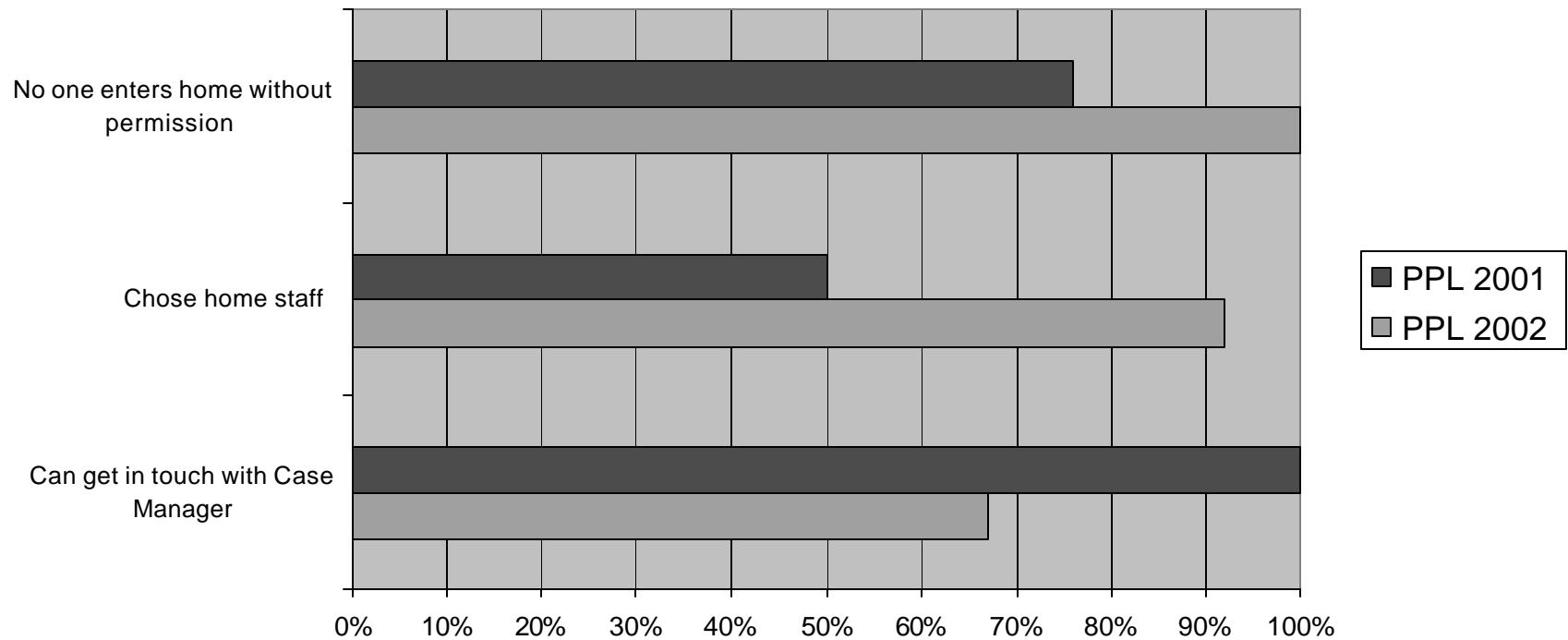
Comparison with Massachusetts Core Indicators Project Data

Differences of 10 percentage points or more between PPL 2002 and CIP-MA



PPL Fiscal Intermediary 2001 to 2002 Comparison

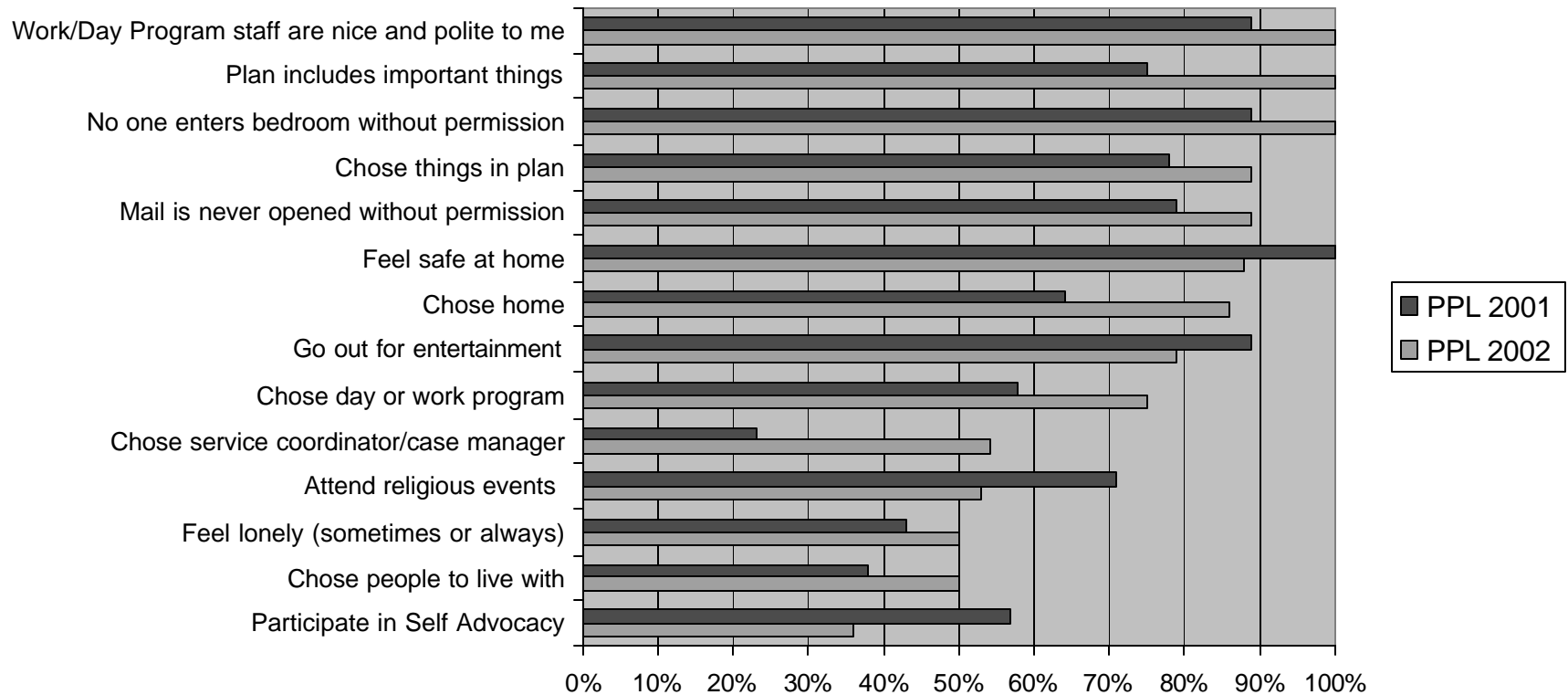
Significant Changes in PPL Participants from Fiscal Year 2001 to 2002



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PPL Fiscal Intermediary 2001 to 2002 Comparison

Changes of 10 percentage points or more from PPL 2001 to 2002



What We've Learned So Far – Financial Management

- ★ Innovation requires a collaborative relationship with the public agencies, administration and case managers, participant and families, and service providers
- ★ The benefits of risk pools are significant: flexibility is enhanced thereby preventing crises, appropriately managing risk and improving community access
- ★ The fiscal operations of any intermediary activity are complex and time consuming. A balance must always be kept between providing flexibility and efficiency
- ★ The fiscal intermediary is not for everyone; participants & families need a pioneering spirit & must be prepared to invest time and effort to make it work
- ★ Significant cost savings can be achieved through needs-based budgeting, vendor contract terms and resource re-allocation

What We've Learned So Far – QA

★ Participants report:

- Greater involvement in their communities
- More control over decision-making

★ Significant differences between the PPL ISO 2002 Survey group and the MA Core Indicators Project were found in the areas of:

- Choice
- Decision-making
- Safety
- Relationships
- Acceptability
- Satisfaction
- Service coordinators