



## ICF/ID Updates – April 20, 2015

### Quality Incentive (1)

#### **Current**

- Same requirements as last year
  - Be sure to address:
    - Survey items rated below average for the year
    - Quality Improvement Plan
    - Employee satisfaction program
  - Please pay careful attention to the application and ensure **all** items are addressed in your submission
- Payout dollars remain at \$200,000

#### **Proposed**

- Same as previous year
- Process to assess and measure the plan
  - Describe the process
  - Give a specific example
- Customer Satisfaction Survey
  - Graphs of quarterly results
  - An action plan to address survey items rated below average for the year
- Employee satisfaction program – Be sure to note how it has been implemented.

### ICF/ID Rates and Assessment

- Rates – An additional \$673,854 was appropriated for a rate increase with intent language that the monies be used to *increase the salaries of direct care workers*. (See SB 0002 from the 2015 General Session)
  - SB 2's Intent Language directs the state to:

