

DPW Accomplishments 2003-09

<i>Providing quality, cost-efficient healthcare for millions of Pennsylvanians</i> Office of Medical Assistance Programs	
Enhancing Health Outcomes through ACCESS Plus	<ul style="list-style-type: none"> • Created the nationally-recognized ACCESS Plus Program for the 42 counties that do not participate in physical Health Choices; the program matches individuals with a primary care provider who manage their healthcare; disease management services are offered to those who need them. • Reduced disease severity for 50% of high-severity participants. • Provided \$70 million in savings in the first three years of the program.
Realigning Payment Incentives for Improved Health Outcomes in Physical Health Care	<ul style="list-style-type: none"> • Implemented Pay for Performance (P4P) to improve health outcomes through financial incentives for the managed care organizations, hospitals and health care providers participating in the Office of Medical Assistance Programs (OMAP). • P4P improved health care through controlling high blood pressure, appropriate asthma medical utilization, children and adolescent well care, screenings for diabetics and those with heart conditions, prenatal care, breast cancer screening. • Implemented new policies that prevent payment of services that are 1) of inferior quality, 2) medically unnecessary, or 3) harmful including: <ul style="list-style-type: none"> ○ hospital-based Preventable Serious Adverse Events (“never events”) ○ hospital readmissions within 14 days for related conditions ○ medically unnecessary radiology • Implemented new cost-effective approach to medical transportation (MATP) services in Philadelphia, reducing the average cost per trip by 8%. • Increased provider payment rates to support quality care and access in primary care, including EPSDT screening, obstetrical care, dental care and home care.
Improving Pharmacy Management	<ul style="list-style-type: none"> • Established a pharmacy division dedicated to pharmacy management and operations. • Improved services for patients by implementing a clinically based Preferred Drug List (PDL) for all non-Health Choices patients. • Improved efficiency in purchasing and saved the Commonwealth a total of nearly \$300 million since 2005 through: <ul style="list-style-type: none"> ○ Increasing federal rebate collection by 41% since SFY 04-05; total supplemental rebate savings equal more than \$75 M (4Q05-4Q09). ○ Using cost effective products, resulting in saving of \$82 M (4Q05-4Q09). ○ Adopting dynamic pricing and a payment methodology more consistent with other public and private Commonwealth payers for outpatient drugs resulting in roughly \$2.7 M in savings per month or \$153.9 M since January 2005. ○ Instituting automated prior authorization at pharmacy point of sale • Implemented the first Medicaid Specialty Pharmacy Drug Program in the nation to provide reliable and convenient dispensing and delivery of drugs that are difficult to administer or very expensive in a cost-effective manner and to provide clinical support.

Department of Public Welfare Accomplishments 2003-2009

<i>Providing quality, cost-efficient healthcare for millions of Pennsylvanians</i> Office of Medical Assistance Programs	
Focusing on Quality in Health Care	<ul style="list-style-type: none"> • All Managed Care Organizations have been certified as meeting NCQA’s (National Committee for Quality Assurance) rigorous standards; NCQA certification is the nationally indicator that an organization is well-managed and delivers high quality care and service. • Over the life of the P4P program, P4P has yielded measurable improvements on national health quality standards, including statistically significant improvement in six of the twelve measures between. • Strengthened the quality of the fee-for-service provider network in 2009 by implementing a formal provider credentialing process that uses the national provider database to verify and collect provider information including, but not limited to, license and certification, and malpractice information. • Implemented an Advanced Radiology Prior Authorization requirement to reduce costs and improve quality of care for recipients through the reduction of medically unnecessary radiation exposure.
Providing Intense Medical Case Management for Medically Complex Individuals	<ul style="list-style-type: none"> • Implemented a nurse case management program for the most medically complex individuals in the Fee for Service (FFS) system reaching 2,000 people each month, including 1,000 high risk pregnancies, with a focus on preventing complications and hospitalizations. • Through a federal competitive grant implemented the use of predictive modeling software to improve the identification of high need individuals for case management services; the software examines claims and other data to build profiles of patients most likely to benefit from case management.
Creating New Preventative Services to Improve Outcomes and Reduce Costs	<ul style="list-style-type: none"> • Implemented three new programs that improve health outcomes and reduce future health care costs: <ul style="list-style-type: none"> ○ An award-winning childhood obesity benefit program available to 319,000 children ○ Smoking cessation program ○ SelectPlan for Women, a family planning program • Implemented a stand-alone pediatric dental periodicity schedule, as part of the EPSDT screening program for children under 21 years of age.
Improving the Healthcare Infrastructure and Health Information Technology	<ul style="list-style-type: none"> • Successfully transitioned from a 23-year old claims processing system to the state-of-the-art, internet compatible PROMISe system, improving claims processing for more than 77,000 medical providers (2004). • Successfully transitioned to National Provider Identifier (NPI) a new national, standardized system for assigning unique identifiers to health care providers (2008). • Implemented delivery of MA bulletins via the internet rather than by mail (2007) and continued to promote electronic Remittance Advices (notice of payment to providers).

Department of Public Welfare Accomplishments 2003-2009

<i>Supporting individuals with mental health and substance abuse needs</i> Office of Mental Health and Substance Abuse Services	
Developing Children's Behavioral Health Services	<ul style="list-style-type: none"> • Increased the number of children receiving behavioral health services from 75,000 in FY 2002-03 to 157,600 in FY 2007-08. Developed respite services for families with children with behavioral health services, enabling families to maintain their children at home, reducing use of expensive out-of-home placements. • Implemented Evidence Based Practices grants for Multi-Systemic Therapy and Functional Family Therapy designed to safely prevent entry (or re-entry) into foster care services as part of a collaborative project involving the Office of Mental Health and Substance Abuse Services and the Office of Children Youth and Families (OCYF). • Implemented trauma informed care and residential outcome quality measurement that improved residential treatment services.
Improving Programs to Serve Individuals with Substance Abuse and Co-Occurring Disorders	<ul style="list-style-type: none"> • Developed Co-Occurring Competency criteria to identify programs and credential staff equipped to effectively treat individuals with co-occurring mental health and substance abuse issues. • Approved 16 programs, and certified more than 1,000 medical professionals.
Providing alternatives to State Hospitals	<ul style="list-style-type: none"> • Closed Harrisburg and Mayview State Hospitals, allowing almost 400 individuals to achieve community living. • Reduced the number of individuals with a length of stay over two years by 27% since 2004.
Assuring Effective Access to Behavioral Health Choices	<ul style="list-style-type: none"> • Expanded access to behavioral Health Choices from 25 counties in 2003 to all 67 counties, assuring service for 400,000 individuals on an annual basis. • Improved the continuum of mental health services by initiating Peer Support Services and Mobile Mental Health Services.
Implementing Quality Initiatives	<ul style="list-style-type: none"> • Improved management of fee-for-service and managed care behavioral health services by <ul style="list-style-type: none"> ○ Establishing OMHSAS oversight of BH policy in order to harness specialized behavioral health expertise ○ Creating a quality management and data review infrastructure ○ Improving BH pharmacy utilization reviews
Implementing BH Emergency Preparedness	<ul style="list-style-type: none"> • Developed Disaster Crisis Outreach and Referral Teams (DCORT) in all 67 counties. • Served as a key partner on cross-system activities on state and national level.
Focusing on Effective BH Services with the Criminal Justice System	<ul style="list-style-type: none"> • Created and/ or enhanced Mental Health Specialty Court in nine counties. • Worked with state and county-level partners to raise awareness and support projects to divert individuals from incarceration to treatment.

Department of Public Welfare Accomplishments 2003-2009

<i>Supporting Individuals with intellectual disabilities and autism</i> Office of Developmental Programs	
Maximizing the Contribution of Individuals with Mental Retardation	<ul style="list-style-type: none"> • Moved 9,000 individuals from the waiting list into services. • Closed Altoona MR Center allowing 54 individuals to achieve community living. • Created statewide equity and consistency by moving to a state-run system, increasing quality and accountability for mental retardation-specific health care (waiver) services. • Secured community services for nearly 1,700 high school graduates and avoided costly residential placements.
Creating Services for Adults with Autism	<ul style="list-style-type: none"> • Developed first-in-the-nation autism-specific Medicaid services: <ul style="list-style-type: none"> ○ Adult Autism Waiver (2008) for statewide behavioral health services to reach up to 200 individuals ○ Adult Community Autism Program (ACAP) approved by CMS in 2009 piloting a model that integrates physical and behavioral health service • Established Bio-Behavioral Inpatient Unit at Western Psychiatric Institute to serve individuals with autism who are in crisis.
Building the Capacity for Quality Services to Reach People with Autism	<ul style="list-style-type: none"> • Established ASERT (Autism Services, Education, Research and Training) Regional centers to provide professional development to professionals and to provide information to individuals with autism and their families. • Developed a professional development system serving more than 4,000 professionals. • Initiated the first state-wide autism census. • Created an organization and management structure at the state level to develop and implement program and policy through the Autism Services Bureau. • Founded a National Autism Policy Collaborative.
Protecting People Living in Personal Care Homes	<ul style="list-style-type: none"> • Promulgated and implemented new regulations to increase the protection of the health, safety, and well-being for the 48,000 people living in 1,425 personal care homes. • Designed and implemented a new provider training program for all personal care homes and an administrator course/test and an on-line direct care staff training course/test; implemented an administrator scholarship program. • Increased the number of DPW licensing positions by nearly 50% in response to concerns of untimely and poor quality inspections; improved past due license rate of 75% past due to less than 5% past due; DPW now completes one full unannounced inspection in each home annually and averages 1.5 inspections per home each year; developed intensive investigative, program, and skill training for licensing inspectors. • Closed more than 400 unsafe homes through the use of effective enforcement strategies; implemented a new administrative fine system resulting in the collection of more than \$400,000 in fines in 2009; redesigned and improved the complaint and incident investigation systems to require same or next day investigation of serious incidents.

Department of Public Welfare Accomplishments 2003-2009

<i>Working to create a safe, permanent family for all Pennsylvania children</i> Office of Children, Youth and Families	
Decreasing Use of Foster Care and Increasing Permanency for Children	<ul style="list-style-type: none"> • Increased by 45% since 2003 the movement of children from temporary foster care to permanent legal custody; decreased by 3% children re-entering foster care within 12 months. • Achieved 13,000 adoptions from PA foster care since 2003, with a new record for finalized adoptions of 2,175 in 08-09. • Created the new Subsidized Permanent Legal Custodianship program, which provides another option for permanency.
Preventing the Abuse of Children	<ul style="list-style-type: none"> • Decreased by 10% the number of substantiated child abuse cases since 2003. • Decreased by 59% the number of children entering foster care since 2003. • Implemented Evidence Based Practices initiatives in 50 counties with financial and professional resources to prevent entry (or re-entry) into foster care services including Multi-Systemic Therapy, Functional Family Therapy, Multidimensional Treatment Foster Care, Family Group Decision Making..
Improving Child Abuse Detection	<ul style="list-style-type: none"> • Initiated a statewide mandatory state-of-the-art safety assessment tool to ensure children at risk of abuse or neglect are identified and receive appropriate services, and ensuring that all counties have access to this best practice. • Implemented new stronger background check requirements for child serving agencies, child care providers, foster and adoptive parents. • Created greater transparency in cases of child-abuse related fatalities and near fatalities by establishing child-abuse related death review protocols at the local and state levels. • Enacted Act 33 as part of compliance with the federal Child Abuse Prevention and Treatment Act which 1) increases transparency for fatalities and near-fatalities; 2) ensures assessment of children exposed to illegal substances; 3) establishes Citizen Review Panels for improved oversight of regional child welfare services; and 4) ensures all victims under the age of three are assessed for developmental delays.
Improving Accountability and Quality in Child Welfare	<ul style="list-style-type: none"> • Improved management of federal dollars for children in placement by implementing standard fiscal documentation and electronic invoicing for federal Title IV-E dollars available for out of home placement. • Revised Needs Based Budgeting process by identifying outcomes and showing direct connection to funding for program and quality improvement for the programs. • Implemented Evidence Based Practices initiatives in 66 counties with financial and professional resources to prevent entry (or re-entry) into foster care services including Multi-Systemic Therapy, Functional Family Therapy, Multidimensional Treatment Foster Care, Family Group Decision Making. • Implemented a Program Improvement Plan based on the 2002 Round 1 Federal Child and Family Services Review (CSFR) that focused on development of policy to improve family engagement, concurrent goal planning and establishing a well trained work force. • Increased by 81% (since 2005) assistance for post-secondary education for youth aging out of the foster care system, now serving 470 annually. • Implemented use of a well-recognized developmental screening tool (Ages and Stages (ASQ) for abuse victims under age three as part of a collaboration with the Office of Child Development and Early Learning (OCDEL), who uses this tool in the early childhood program as well, and the Office of Mental Health and Substance Abuse Services (OMHSAS).

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<i>Working to create a safe, permanent family for all Pennsylvania children</i> Office of Children, Youth and Families	
Improving Quality and Impact in Juvenile Justice Services	<ul style="list-style-type: none"> • Established higher service standards for and implemented reforms within the seven Youth Development Center/Youth Forestry Camps run by the Commonwealth, including: <ul style="list-style-type: none"> ○ New screening, assessment, intake, incident, placement and case planning technology tools ○ Treatment Standards for MH, MR, Substance Abuse, and Sex Offender programs and implementation of a “Counseling Center” in four facilities • New Castle Secure received Performance based Standard’s (PbS) Barbara Hagen Award (2009) for Gang Peace Treaty, which substantially reduced assaults. • Decreased restraints at the YDC/YFCs by more than 40% in 2009 and the use of mechanical restraints by more than 50% in 2009.
Developing the Expertise of Child Welfare Professionals	<ul style="list-style-type: none"> • Created a new Child Welfare Education Baccalaureate program, reaching 646 current child welfare professionals with 586 graduates. • Created a new Child Welfare Education and Leadership program, providing 512 current child welfare professionals with a MSW.

<i>Improving the early learning of Pennsylvania children</i> Office of Child Development and Early Learning	
Developing Early Childhood Expertise for Practitioners and Administrators	<ul style="list-style-type: none"> • Developed Learning Standards for Early Childhood from infant through third grade to provide common language and guideposts for a child’s progress; also to provide guidance for developing curriculum and assessment of a child’s progress; first in the nation to undertake an independent study to align early learning standards with third grade education standards. • Created an Early Childhood Education Career Lattice and established three professional credentials for early childhood teachers and directors to help early childhood professionals map their career and progress in the field. • Developed the Pennsylvania Quality Assurance System (PQAS) which certifies instructors who provide professional development workshops to early childhood and school-age professionals in Pennsylvania to ensure quality professional development for early childhood teachers and staff. • In partnership with leading private foundations, initiated the Higher Education Articulation project and Gate Opener project to increase access for early childhood professionals to higher education and college degrees. • Revised teacher-certification regulations (Ch. 49-2) which develop guidelines for higher education to implement the Early Childhood Education Certificate. • Since 2003, classroom quality scores on the Environment Rating Scale have continued to rise, showing a positive trend of increasing quality in child care, Head Start, and pre-kindergarten classrooms.
Assuring Access to Early Childhood Programs for All Children	<ul style="list-style-type: none"> • In 2002-2003 less than one in five PA children had access to a quality early education; now one in three does. • Developed OCDEL Program Reach and Risk Assessment to identify the level of risk of children for school failure and extent of OCDEL program reach by county and largest cities in PA. • Brought to full implementation or created five new early childhood programs – Keystone STARS, Pennsylvania Pre-K Counts, Head Start Supplemental, Early Childhood Mental Health Consultation, and Full-Day Kindergarten Funding. • Since 2003, increased by nearly 40% the number of children and families receiving in-home nursing and early childhood support through Nurse-Family Partnership • Created Higher Education Institute on Diversity to assist higher education instructors to integrate diversity concepts into their teacher training. • Developed English Language Learners (ELL) Strategy and Toolkit for early childhood programs to best serve children and families where English is their second language. • Inclusion of children in typical early education programs who are in preschool Early Intervention reached new high of 58% (2008-09).
Improving the Quality and Impact of Early Childhood Programs	<ul style="list-style-type: none"> • Implemented the use of the nationally-recognized Environment Rating Scales (ERS) as a standard tool to assess the quality of early learning programs participating in Keystone STARS, Head Start Supplemental Assistance Program and Pennsylvania Pre-K Counts • Created Pennsylvania’s Enterprise to Link Information for Children Across Networks (PELICAN) to have a single integrated information system to track how Pennsylvania children and families use OCDEL programs and, with a focus on quality, to provide easily accessible information for Pennsylvania parents about early learning programs and services • Developed a common set of child outcomes assessments for all state-funded early learning programs and a system to report outcomes through the Early Learning Network. Child

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	outcomes reported by Pennsylvania Pre-K Counts and Early Intervention programs by 2008-09 with a phase in for remaining programs.
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<i>Improving the early learning of Pennsylvania children</i> Office of Child Development and Early Learning	
Building Early Childhood Leadership	<ul style="list-style-type: none"> • Established Pennsylvania’s Promise for Children statewide public awareness campaign. • Created the Pennsylvania Early Learning Council, which consists of early childhood stakeholders and Early Learning Investment Commission, which consists of chief executive offices from the business community. • Developed early childhood community engagement groups for organizations and individuals interested in quality early education. • Created the Build ECE News and OCDEL Community Education listserv.
Focusing on Quality Early Learning Through Keystone STARS	<ul style="list-style-type: none"> • Reversed the 10 year trend of declining quality in child care programs. • More than 4,800 child care programs participate, representing nearly 80% of child care centers. Participating centers serve 170,000 children—a four-fold increase from 2003. • Nearly one-third of the programs moved up a STAR level in 2008-09. • The number of STAR 3 and 4 programs increased by one-third from 2007-08 to 2008-09.
Improving Child Care Works Subsidy	<ul style="list-style-type: none"> • Revised Child Care Works eligibility regulations to remove barriers and increase access for low-income families. • Unified child care services for TANF and low income families under the Child Care Information Services structure; as a result, 70% of TANF children receiving child care assistance are now using regulated child care, a 38% increase since 2006. • 45% of Child Care Works children are enrolled with Keystone STARS providers. • Served more children, from 192,851 in 2003 to a projected 249,556 in 2009-10.
Reaching Children with Developmental Delays and Disabilities through EI Services	<ul style="list-style-type: none"> • Child assessment data from infants, toddlers and preschoolers who entered Early Intervention (EI) after July 1, 2008 and exited EI prior to June 30, 2009 shows that nearly every child (99%) made progress from entry to exit.
Creating an Office of Child Development and Early Learning	<ul style="list-style-type: none"> • Created one office to bring together the resources and expertise of all state early education programs, spanning the Education and Welfare Departments, yielding access and quality improvements and recognition as a national leader early learning issues.
Updating Child Care Certification to Protect Children from Harm	<ul style="list-style-type: none"> • Revised child care regulations for the first time in 16 years in 2008 which update health and safety requirements to reflect best practices and research; made the regulations easier to read and more accessible to providers and parents; reflected an update of the regulations to include correct reference to other applicable laws; and improved opportunities for facility compliance. • Implemented a required pre-certification orientation training for persons seeking to open a child care facility to assure complete understanding of the work. • Won a Commonwealth Court ruling affirming the DPW's authority to require a certificate of compliance for religiously-affiliated nonprofit child care facilities. • Implemented a mandatory Federal Criminal History Clearance for all child care providers.

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<i>Supporting Pennsylvania families as they move toward self-sufficiency</i> Office of Income Maintenance	
Helping Families Achieve Self-Sufficiency Through Job Preparation and Employment and Reducing Reliance on Cash Assistance	<ul style="list-style-type: none"> • Reduced the cash assistance caseload by over 12% since 2006 from 252,024 to 207,999; before the effects of the recession were felt, the caseload reached an all time low of 197,027. • 1,700 adults leave TANF for work each month; since 2003 in individuals participating in a work activity has increased four-fold. • Created 3 targeted initiatives to support working families & reduce use of cash assistance: PA Workwear and Work Expense Reimbursement (WER) (centralized systems that make work wardrobe clothes and work expenditure reimbursement available with increased accountability) and Transitional Cash Assistance (TCA) (which offers a short term cash benefit for those in need avoiding the need for long term recurring cash assistance). • Created two training and education programs for family-sustaining jobs: Vocation-specific Work Experience (VWE), paid work experience linked to classroom studies and Keystone Education Yield Success (KEYS), for students at the 14 community colleges. • Created statewide EARN Centers to ensure that individuals move from welfare to work and have the comprehensive case management, job readiness, and job placement services they need for success. Served 63,00 people (FY 08-09); over half of those placed in jobs have retained the job for 6 months.
Improving Access to SNAP (i.e., Food Stamps)	<ul style="list-style-type: none"> • Moved from federal sanction status (2002) due to high error rates to high performance with incentive awards in 2004, 2006 and 2007, worth a total of \$13 million. Reach 3 out of 4 food stamp eligibles, winning federal recognition as one of the best states for accuracy, participation and innovation. • Enhanced access by 1) broadening eligibility to 160% FPIG (or about \$34,000 for a family of four); 2) eliminating the resource test for those on TANF; and 3) eliminating separate SSI and SNAP application and simplifying reporting for the elderly and disabled.
Assuring Child Support	<ul style="list-style-type: none"> • Achieved best in the nation for 7 consecutive years for child support, a program run cooperatively with the county Courts of Common Pleas for paternity establishment; establishment and enforcement of support orders; location of non-custodial parents; monitoring and distribution of child support payments; and cooperating interstate enforcement. • Redesigned child support payment processing, remittance, imaging technology, and vendor, saving the Commonwealth \$50 million over five years. • Implemented the Child Support Website Support Estimator to allow the general public to calculate support amounts.
Improving Efficient and Accurate Customer Services at the County Assistance Offices	<ul style="list-style-type: none"> • Enhanced the COMPASS online application system which provides access to Medical Assistance, TANF, SNAP, LIHEAP and other programs. • Created statewide call-in option to process changes to recipients cases. • Established Client Service Representatives, Self Service Stations and MA Ombudspersons at County Assistance Offices. • Created the Healthcare Handshake, which automates referrals for people applying for health benefits between the DPW and the Pennsylvania Insurance Department.

Department of Public Welfare Accomplishments 2003-2009

<i>Efforts that reach across multiple program offices</i> Cross Office	
Improving the Quality of Life for Persons with Disabilities and Medical Needs	<ul style="list-style-type: none"> • Received a federal demonstration grant to improve the quality of life for over 1000 individuals by moving them from institutions back into the community; individuals move from nursing homes, state mental retardation centers and state mental hospitals into homes of their with the supports they need to live there safely. • 179 individuals transitioned and enrolled in Money Follows the Person in FY 2008-09.
Making Housing Supports Available to Vulnerable People	<ul style="list-style-type: none"> • Achieved 10% set aside in all Low Income Housing Tax Credits units beginning January 2010 through the PA Housing Finance Agency (PHFA). • Initiated service-related webinars for property managers, service providers, and others statewide; this is a collaborative initiative with PHFA. • Developed the Homelessness Prevention and Rapid Re-housing application which required counties to leverage HAP, HPRP spell out and other funding and ensure effective service coordination, as a collaborative initiative with the Department of Community and Economic Development.
Achieving Greater Integration of Child Welfare and Behavioral Health Services for County-Based Children's Services	<ul style="list-style-type: none"> • Developed principles and provided ongoing resources, technical assistance and support for counties to implement integration between child welfare and behavioral health services, with 50 counties now qualifying for financial resources. • Implemented PChildStat data website on cross-agency child wellness indicators, a one stop mapping and data source for 28 indicators of child wellness (including infant mortality, juvenile arrests, children enrolled in CHIP, truancy and children served by Pre-K Counts) across six domains (including babies born healthy, healthy children and early learning). • Increased the number of counties implementing comprehensive programming that addresses the needs of children and families across child welfare and behavioral health; 52 counties have implemented Multi-Systemic Family Therapy, 23 have implemented Functional Family Therapy, 60 have implemented Family Group Decision making, 33 counties have developed common screening or assessments for serving children with multi-systems needs.
Providing Alternatives to Coercive Techniques and Providing Positive Alternatives (Sanctuary Trauma Informed Care)	<ul style="list-style-type: none"> • Provided policy guidance on how to reduce restraint and seclusion in all child serving systems: <ul style="list-style-type: none"> ○ Clarified that prone restraint is prohibited in all residential facilities administered, funded or licensed by DPW, including residential treatment programs, group homes, day treatment programs, detention centers, youth forestry camps and development centers, and prohibit use of prone restraint in all contracts between the Behavioral Health Managed Care Organizations and in or out of state providers. ○ Implemented new professional development and support opportunities for staff and providers to reduce and eliminate prone restraints, including specialized Sanctuary Trauma Informed Care model for 29 residential sites and the development of the ACT Core Competencies for all child residential staff. First year results from the Sanctuary implementation show decreases in restraints, injuries to children and staff, and discharges to more restrictive settings.
Instituted New Approaches to Secure Third Party Liability Payments	<ul style="list-style-type: none"> • Implemented an interface between federal Social Security data and the OIM eligibility system resulting in an estimated \$30 million in annual cost avoidance. • Realized approximately \$110 million in recoveries from all Third Party Liability activities in FY 2008-09.

Department of Public Welfare Accomplishments 2003-2009

<i>Efforts that reach across multiple program offices</i> Cross Office	
Detering and Identifying MA Fraud	<ul style="list-style-type: none"> ● Implemented initiatives to control costs to the Medical Assistance Program; in FY 2008-09 DPW collectively cost avoided expenditures of \$656 million through: <ul style="list-style-type: none"> ○ Recipient Restriction Program which assigns recipients who have abused their benefits to single providers such as one doctor or one pharmacy. ○ Fraud and abuse activities of our contracted physical and behavioral health managed care plans. ○ HIPP Program which determines when it is cost effective for the DPW to pay an employer premium for coverage of a recipient’s health care as compared to MA.
Enhancing Federal Revenue Opportunities	<ul style="list-style-type: none"> ● Increased federal resources available in PA by implementing new Assessments worth \$2.2 billion in federal Medicaid dollars; assessment generate additional revenue that is then spent on services that qualify for federal match: <ul style="list-style-type: none"> ○ Nursing Home Assessment (2003-04) worth for \$977 million thru 2009-10 ○ MCO Assessment (start 2004-05) worth \$996 million thru 2009-10 ○ ICF/MR Assessment (start 2004-05) worth \$196 million thru 2009-10
Right Sizing and Developing the DPW Workforce	<ul style="list-style-type: none"> ● Reduced its state workforce by 2,800 people to 17,363 since 2003, a 13% reduction. <ul style="list-style-type: none"> ○ Institutional Workforce: 1,700 fewer workers ○ Non-Institutional Workforce: 1,100 fewer workers ● Saved more than \$23M since 2003 from the reduction in County Assistance Office staff. ● Created and implemented a DPW Leadership Development Institute to build leadership capacity throughout the agency; additionally the Bureau of Human Resources has engaged in organizational consulting to improve leadership and customer service by developing customize, innovative training and support for numerous offices within DPW and offered Supervisor training to more than 500 DPW supervisors in FY 2008-09.
Saving Public Dollars through Procurement and Audit	<ul style="list-style-type: none"> ● Improved contract negotiation process has resulted in over \$100 million in savings over the life of contracts that have been negotiated since 2007. ● Streamlined audit process has resulted in more timely audits and increased recoveries and cost avoidance of approximately \$20 million since 2007.
Improving MA Claims Payment Oversight	<ul style="list-style-type: none"> ● Implemented a clinical claims review unit to update MA payment policies within the PROMISE® Claims Processing system and provide more consistent and timely review of the MA fee schedule and claims payment in accordance with Medicare and national commercial payment standards. ● Implemented ClaimCheck® claims editing and auditing software customized for consistency with MA payment policies to detect billing errors and inconsistencies thereby providing for more accurate MA payment, yielding a savings of more than \$1 million annually.
Performance Management	<ul style="list-style-type: none"> ● Ensured investment in outcomes by creating PeopleStat, a management process designed to use outcomes data to set and achieve service goals.
Improving Licensing	<ul style="list-style-type: none"> ● Developed training courses for licensing inspectors, created a database for regulatory violations for OCYF and OMHSAS, and have posted violation reports for all license categories on DPW’s website.