

# PDD Outcomes Based Service Delivery

## Defining our future state

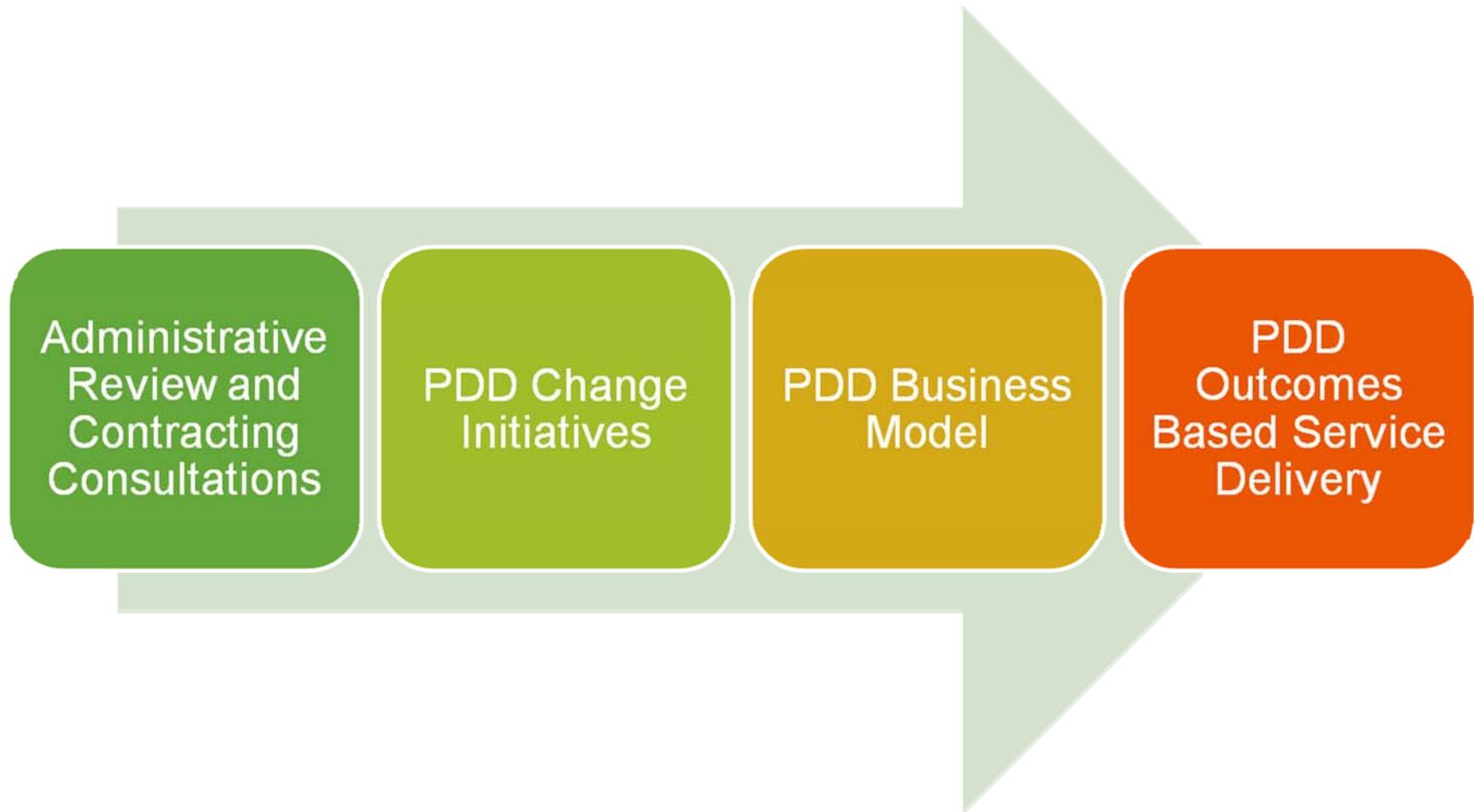


# PDD Outcomes Based Service Delivery

- Made up of the key elements of PDD's new business model
- In alignment with other program areas within the Ministry



# Background



# Background: Change Initiatives Vision

- **Individuals** have access to consistently high quality, well-planned supports that create excellent results in their life, no matter where they live in the province
- **Families** across the province get the information they need easily, have relationships with PDD staff, and have confidence in the quality of their family member's services
- **Service providers** and their staff have consistent, predictable funding and smoother administrative processes to allow them to focus on the individuals they support
- **Communities** benefit from a greater level of contribution and participation by adults with developmental disabilities
- **PDD Staff** will have clear, fulfilling roles that allow them to be more involved with the individuals and families, and smoother administrative processes to allow them to focus on the individuals they serve



# What are Outcomes Based Services: A Review

- Simply put, they are services where all aspects of the services are focused on the 'purpose' of the work
- Less emphasis on 'how' and more on 'what happens'
- And, more emphasis on collecting and regularly reviewing relevant data on outcomes achieved



# The purpose of shifting to outcomes based services

- The intention of moving to outcome based approach is to improve the effectiveness of services that individuals receive
- The focus of the entire system is on the individual!



# WHY?

- Agency sector continues to struggle to meet service demands despite additional injections of resources
- Challenges exist in being able to sustain the workforce and/or recruit caregivers to meet increased demand over time



# Outcomes Based Services Initiative

- Will also clarify the role of service providers, enabling them to participate as partners in ensuring that individuals receive the right service at the right time.



# PDD Outcomes Based Service Delivery

- There are two distinct yet connected components to this initiative:
  1. Outcomes data used to guide PDD staff and agency staff and to assess and understand the impact of their interventions:
    - We currently use the “POI” Model, Outcomes data to anchor discussions between PDD and agencies about practice and generate ideas about continuous improvement
    - Supports Paradigm (assessed support needs, support strategies, planning processes and outcomes)



# Outcomes Based Services Initiative

## 2. Performance or Outcomes Based Contracting

- “A model that focuses on outputs, quality, and outcomes of service provision and may tie at least a portion of a contractor's payment, as well as contract extension or renewal, to their achievement.”



# Traditional VS. Outcome Based Contracting

Based on the purchase of units of distinct services in specific categories	Based on the purchase of mutually agreed upon and negotiated outcomes
Focus on Inputs – what is purchased	Focus on how purchased services drive outcomes
Relatively inflexible funding. In year re-allocations are difficult and agencies are expected to return surplus dollars at year end	Allows the flexibility for agencies to reallocate funding in order to meet outcomes
Monitor for usage and when critical issues arise	Self monitoring and clearly identifiable difference between performing and non-performing contracts



# Predominant benefit to Individuals

- Plans that identify specific goals, activities and strategies that lead to achievement of their identified outcomes
- Services that are more flexible and responsive



# Predominant benefit to agencies

- Flexible funding mechanisms
- Potential for longer term funding commitments
- Ability to internally measure performance
- Working with the broader system as a partner
- Ability to reinvest committed dollars into programming
- Increased communication between agency and PDD with a focus on outcomes



# Common Themes from other Jurisdictions

- Roles and relationships between caseworkers and contracted agencies needed to be well defined
- Requires system wide commitment to improved outcomes (agency and public sector staff alignment)
- Requires solid data collection processes across the systems and agreement on indicators

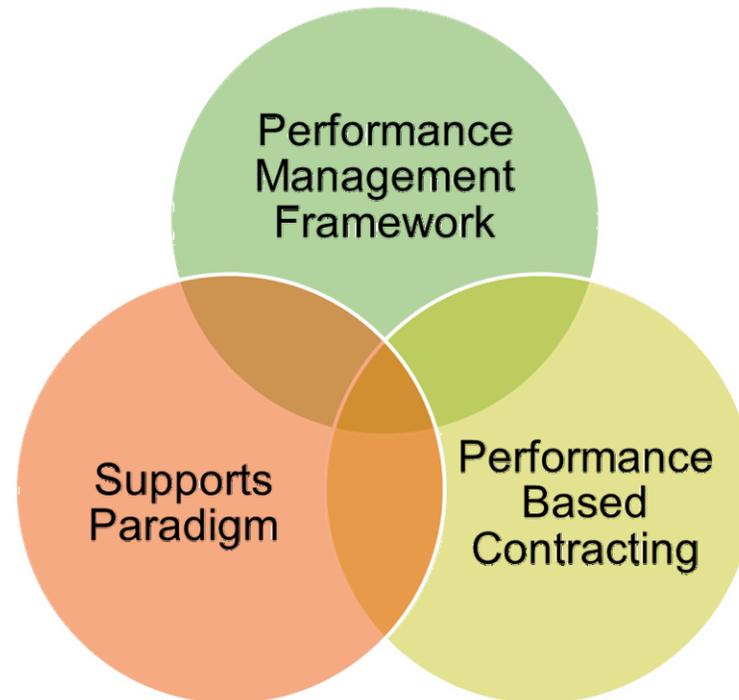


# Common Themes from other Jurisdictions

- Requires good risk assumptions to build contracts and financing models that are feasible
- Requires structured opportunities to collaborate and reflect on achievement of outcomes



# Where are we at in the development of PDD's Outcomes Based Service Delivery Model?



# Performance Management Framework

- What do we have now to assist us in moving to outcomes based service delivery?
  - ❖ Social Policy Framework
  - ❖ Performance Management Framework
    - ✓ Intermediate Outcomes
    - ✓ Immediate Outcomes
    - ✓ Some performance measures (to be finalized)



# Performance Management Framework cont.

- Outcomes for the PDD program:
  1. Well-being
  2. Independence
  3. Community Connections
  4. Quality Services



# Performance Management Framework cont.

- Each of those four ‘Outcomes’ have ‘indicators’ attached to them that are measurable through some generally agreed upon measures
- We still have work to do on finalizing the measures



# Next Steps re: PMF

- Finalizing performance measures for the PDD program as a whole
- Identification of performance indicators for contracting



# Supports Paradigm

- PDD will fund services based on the individuals assessed support needs
- The PDD Service Plan that will be an input into the Contract
  - service type(s)
  - individual funding allocation
  - high level service outcomes
- Support planning and monitoring

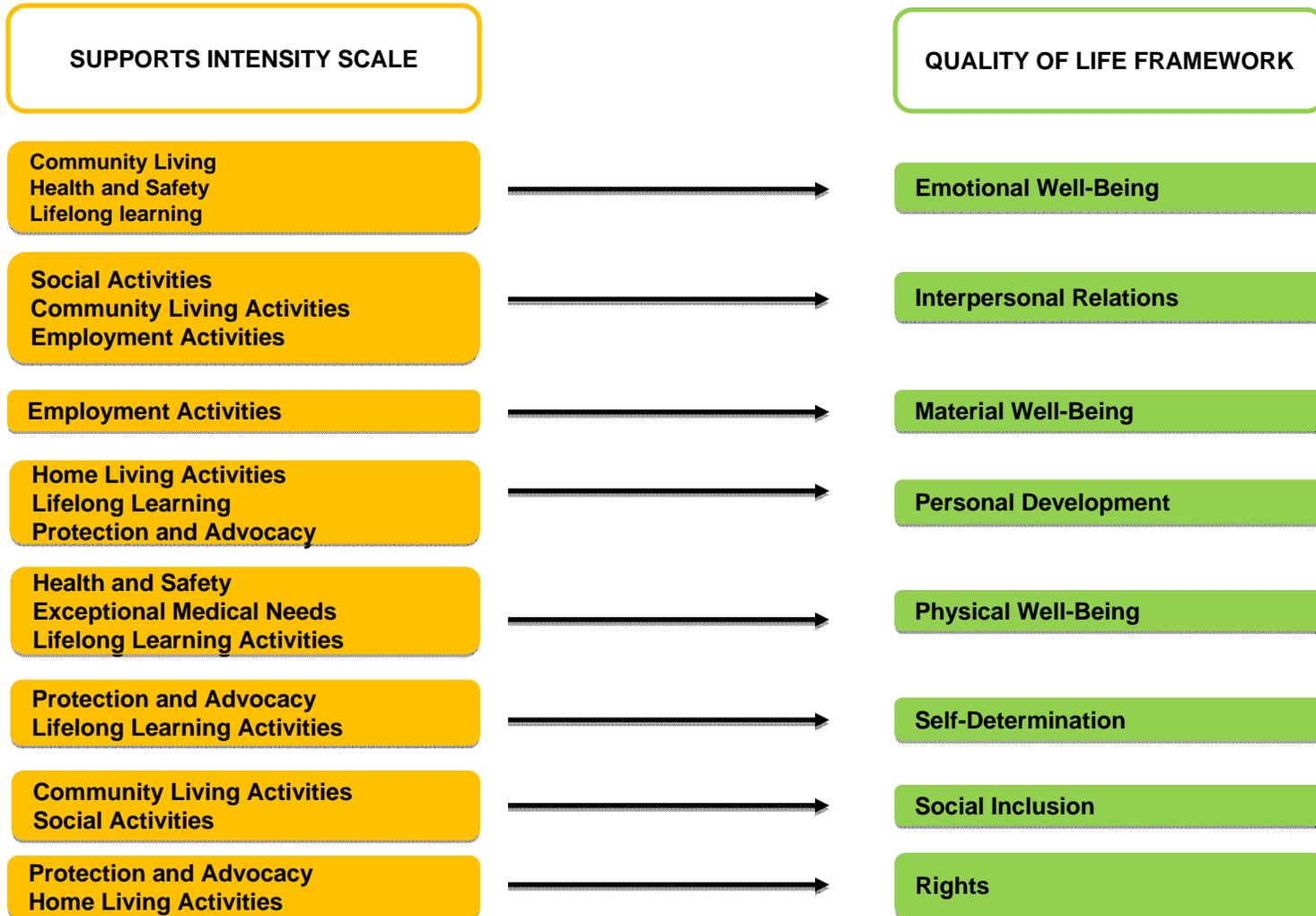


# What is the difference between service planning and support planning?

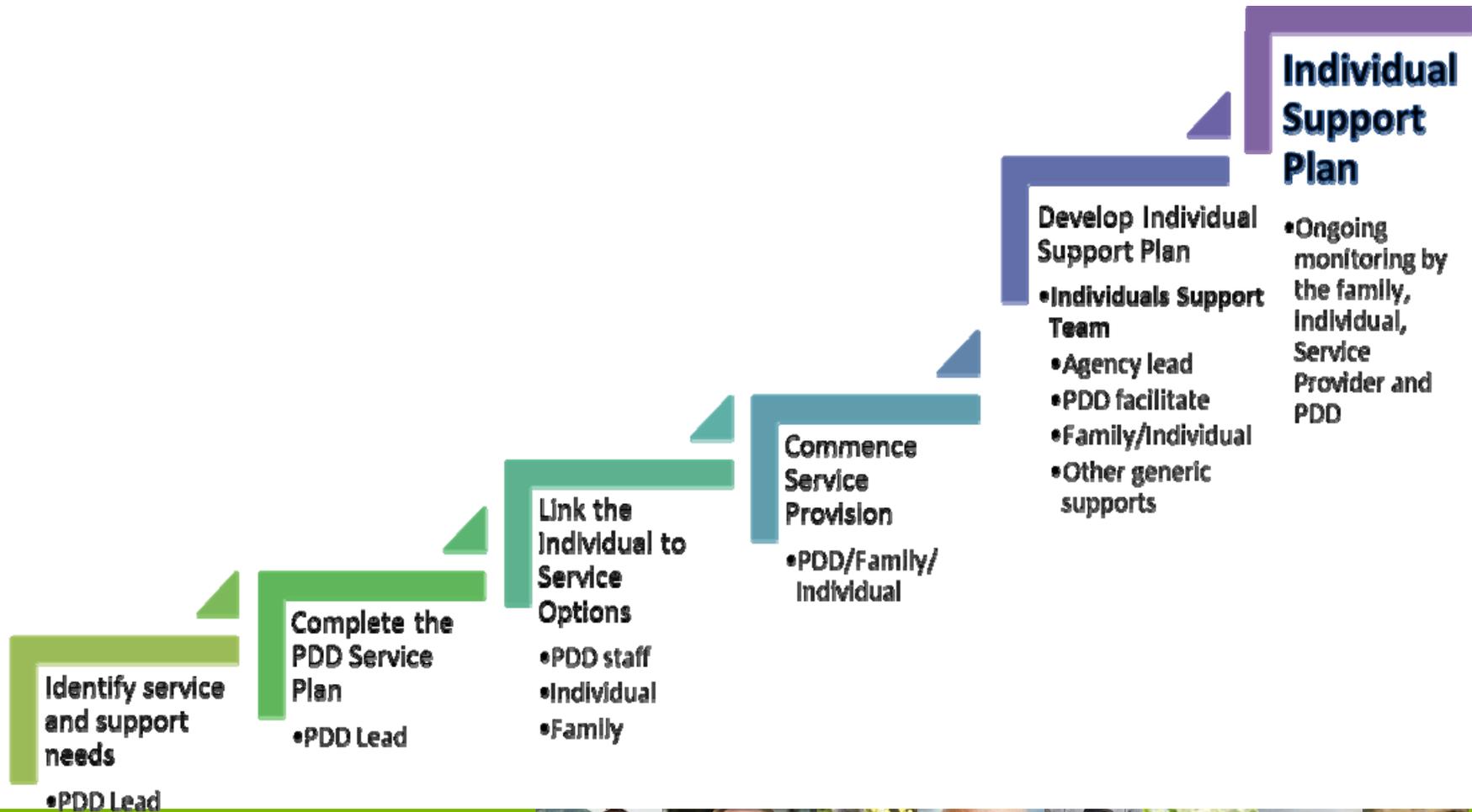
- **Service Planning:** A service is the type of program that PDD funds (i.e. Home Living which includes overnight staffed residence, support home, supported independent living, and respite; Community Access Services; Employment
- **Support Planning:** Supports are the strategies that the individual's support team provides to promote the development, education, interests, and personal well-being of the individual, enhancing their independence, so the individual can reach their desired personal outcomes



# Supports Paradigm - Alignment



# Steps to the development of an ISP



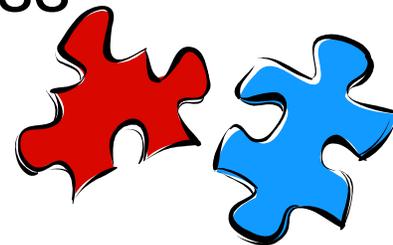
# Service Design and Planning – Next Steps

- Training of PDD Regional Staff – March 31, 2013
- Orientation and information sessions – April – May, 2013
  - Individuals and families
  - Service Providers

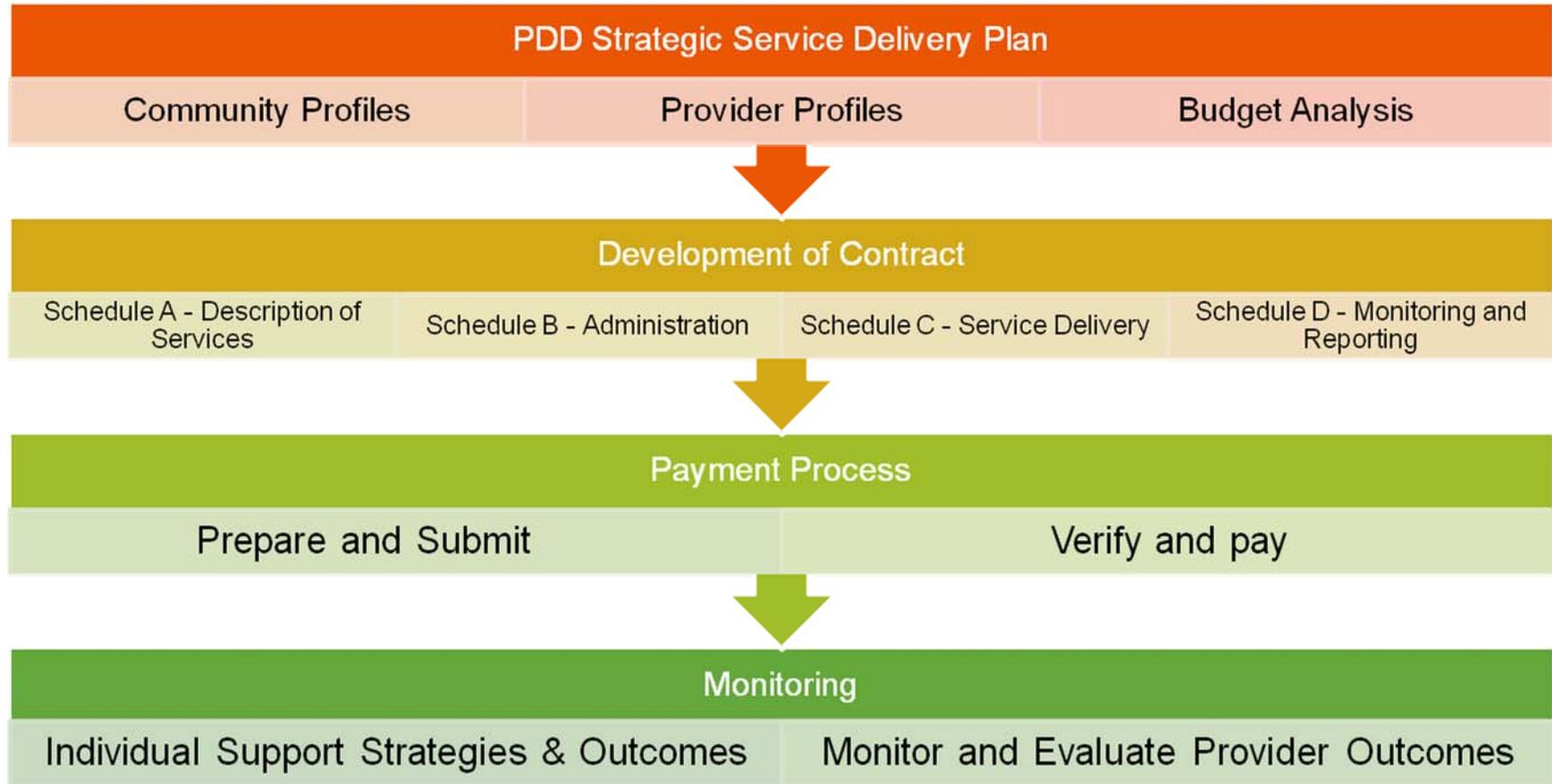


# PDD's Outcomes Based Contracting Model

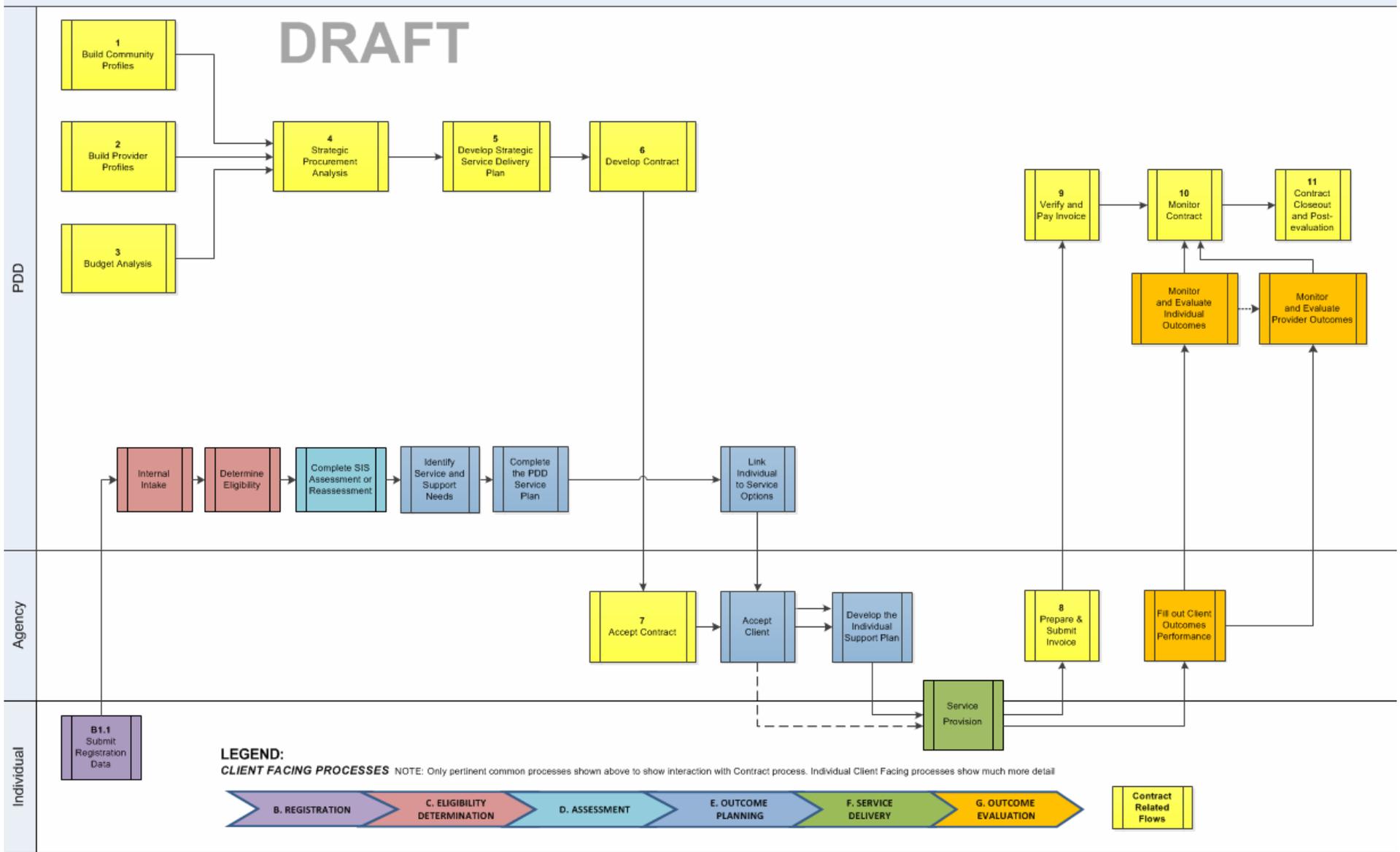
- Determining how the pieces fit together:
  - Strategic Procurement
    - Multi year contracting
  - Individual service, outcomes and funding
  - Invoicing and payment process
  - Monitoring and Evaluation



# Contracting: key components



PDD CONTRACT PROCESS OVERVIEW



# Performance Based Contracting – Next Steps

- Detailed business processes for high level steps
- Development of templates and forms
- Training



# Cultural Shift/Change Management

- Successful implementation of this initiative requires a cultural shift within PDD, within agencies and in the relationship between the two
- What will support the establishment of a model that will transform the business relationship and create true and sustained systemic improvements in service?



# Going forward we will need a approach that will:

- Ensure that the final model will result in intended outcomes
- Support shared ownership across the system
- Ensure solid communication
- Ensure successful implementation



# Questions

