



OPERATIONAL MEMO

TITLE:	IMPLEMENTATION OF THE FY 2021 –22 PERFORMANCE COMPLIANCE INCENTIVE
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	NOVEMBER 23, 2021
DIVISION AND OFFICE:	COMMUNICATIONS AND GOVERNMENT RELATIONS; POLICY, COMMUNICATIONS & ADMINISTRATION OFFICE
PROGRAM AREA:	COUNTY RELATIONS AND ADMINISTRATION
KEY WORDS:	MAP DASHBOARD MEASURES, PERFORMANCE, TARGETS, MANAGEMENT DECISION LETTER, INFORMAL ACTION PLAN, CORRECTIVE ACTION PLAN, INCENTIVES
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APPROVED BY: RACHEL REITER	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Operational Memo is to provide guidance to county departments of human/social services (counties) on how to operationalize the FY 2021-22 County Incentives Program Performance Compliance Incentive.

Per 10 CCR 2505-5 1.020, "Administrative Internal Controls," counties are required to establish performance management controls for Medical Assistance programs in their county. This should include establishing roles and responsibilities and designating Medical Assistance Performance (MAP) Dashboard Performance Owners, documenting processes and procedures for performance management and educating county staff on the importance of performance management and meeting performance targets, especially where there is a member impact.



Information:

Definitions

Director-level Performance Measure – a performance measure reported to county directors that captures overall county performance in specific work areas and track progress towards and/or compliance with federal and state performance requirements.

Long Run – eight consecutive data points of performance on the same side of the moving average that signify a deterioration or improvement in performance.

Medical Assistance Performance (MAP) Dashboard Program – the program which reports performance measures, targets and information particular to performance management for Medical Assistance Programs.

Performance Measure – a quantification that provides objective evidence of the degree to which a performance result is occurring over time.

Semi-Annual Due Date – the due date(s) for the County Incentives Program, which occur bi-annually, on January 5th and July 5th.

Short Run – three or three out-of-four consecutive data points of performance closer to the limit of the county's normal process than the county's moving average.

Target – a degree of performance that we continuously strive to achieve.

Purpose and Funding for Performance Compliance Incentive

The Performance Compliance Incentive was implemented for county departments of human/social services to ensure county compliance with federal and state performance standards, to address counties' internal performance management, and to comply with the Medical Assistance Performance (MAP) Dashboard program. MAP Dashboards are the established performance management methods used by the Department of Health Care Policy and Financing (HCPF or Department) to measure county compliance with performance standards.

The Performance Compliance Incentive is weighted at twenty-five percent (25%) of total County Incentives funding for the fiscal year. Counties must meet or exceed seventy percent (70%) target of compliance with all Director-level MAP Dashboard performance measures. MAP Dashboard Director-level performance measures track progress towards, and compliance with, federal and state performance requirements.



Medical Assistance Performance (MAP) Dashboard Program

The goal of the MAP Dashboard Program is to share performance targets and actual county performance with county leadership and staff. This information initiates two-way conversations around performance and determine what support is needed from the state to achieve performance targets. MAP Dashboards are shared with designated county MAP Performance Owners on the MAP SharePoint site. Performance Owners must access the site and work within the county department to address root causes when performance targets aren't met. County Directors and Commissioners receive the MAP Dashboards in an email each month.

Earning the Performance Compliance Incentive Payment

Counties will earn the Performance Compliance Incentive Payment if the 70% compliance target is met at the conclusion of the fiscal year. The 70% target is achieved by meeting and/or exceeding the Director-level performance measures on the MAP Dashboard.

If a county falls short of a Director-level performance target for three consecutive months or three months out of four months, this is considered a Short Run and the county will receive a notice of non-compliance for that measure. The intent of a notice of non-compliance, also called a Management Decision Letter (MDL), is to begin the formal process for performance improvement on the measure that is not meeting the target. The Management Decision Letter will be sent to the County Director.

A Management Decision Letter decreases the county's percent of compliance, thereby impacting the county's ability to earn the Performance Compliance Incentive. After receiving a Management Decision Letter, the county will be asked to create either an Improvement Action Plan (IAP) or Corrective Action Plan (CAP), per 10 CCR 2505-5 1.020.11, "Non-Compliance Findings and Action Plan Processes." For additional guidance on MDLs, IAPs and CAPs, refer to [HCPF OM 21-078](#).

Calculation of Target for the Performance Compliance Incentive

The calculation is: Total # of Director-level Measures In-Compliance
----- = County %
Total # of Director-level Measures on MAP Dashboards

Only Director-level performance measures that the county **did not** receive a Management Decision Letter for any time throughout the fiscal year will be considered in-compliance (see the numerator of the equation above).



Tips for Earning the Performance Compliance Incentive Payment

County MAP Dashboard Performance Owners should ensure they have access to the Department's [MAP Dashboard External SharePoint Page](#); this is where MAP Dashboards are available and updated monthly. If the county needs to request additional access to this page, please reach out to hcpf_mapdashboards@state.co.us

County MAP Dashboard Performance Owners should be familiar with the Standard Operating Procedures (SOPs) available on the [MAP Dashboard External SharePoint Page](#) to be able to understand and monitor the Dashboards.

Review and understand the training materials provided on the SharePoint page to anticipate when an MDL may be triggered, which requires the county to prepare an IAP or CAP. Be proactive and address performance that is not meeting the targets.

A Short- or Long Run of performance, referring to a certain amount of data points or months of performance trending away from the county's past documented performance, may be reported on the MAP Dashboards. If this occurs, the Department will investigate for root causes and non-compliance notices to the county may be issued. IAPs or CAPs will be required to document steps to correct or mitigate the performance issue and next action steps.

- If you are having challenges meeting performance targets, reach out to hcpf_performance.improvement@state.co.us. The Performance Improvement Team can assist with identifying the root cause of performance challenges and can work with the county to address challenges identified.

Exemptions for Unusual Circumstances

Exemptions will not be considered for the Performance Compliance Performance Incentive Standard.

Contract Language

Contract Language for the Performance Compliance Incentive can be found in the [FY21-22 County Incentives Contract](#) in section 4.3. If conflict arises between contract language and guidance issued through the HCPF Memo Series, contract language supersedes the guidance provided through the HCPF Memo Series.

Attachment(s):

None



Department Contact:

For questions on the Performance Compliance Incentive, reach out to:
hcpf_countyrelations@state.co.us

For more information on MAP Dashboards and to request access to the MAP Dashboard External SharePoint Page, reach out to:
hcpf_mapdashboards@state.co.us

For assistance and support with Performance Improvement, reach out to:
hcpf_performance.improvement@state.co.us