



North Dakota Qualified Service Provider Hub

Quarterly Report
July 1, 2023 – September 30, 2023

Submitted to:
North Dakota Department of Health and Human Services

Key Performance Indicators

- Call volume
- Website views
- Recruitment
- Outreach events
- Trainings
- Deliverables/products

QSP Hub Quarterly Report

The North Dakota Qualified Servicer Provider Hub (QSP Hub) quarterly reporting period is July 1, 2023, through September 30, 2023. During this reporting period, the QSP Hub had 531 activities/contacts. The unduplicated number of activities/contacts is 302.

Type of Contact

The QSP Hub receives calls from various kinds of contacts, which is not specific to only Qualified Service Providers. During this reporting period, the QSP Hub received 509 contacts from an individual person and 41 contacts from an organization. The number of Individual QSP's that reached out to the QSP Hub this reporting period was 271. This number does include Family Home Care QSP's if they did not specify what type of QSP service they provide. Individuals that are an existing agency or are working towards becoming a QSP agency made up 132 contacts. Individuals who identified themselves as Family Home Care providers accounted for 68 contacts, and 21 contacts identified as social workers. Support reach outs to Noridian accounted for 18 contacts. This number reflects a decrease from previous reporting periods, which is due to the QSP Hub having access to OnBase. Onbase is Noridian's system for managing the applications they receive and are processing. There were 10 individuals indicated that they were from the human services area. Please see the following chart for specific information regarding other contact types.

Kind of Contact

Kind	Number of Contacts
Person	509
Organization	41
Uncategorized	2

**Note: More than one kind of contact could be involved in a single instance of technical assistance, so the total adds up to greater than 531.*

Type of Contact

Type	Number of Contacts
Individual QSP	271
QSP Agency	132
QSP – Family caregiver support program	68

Social worker	21
Noridian	18
Other	18
Human services	10
Self-directing	5
Student	2
Long-term care facility	2
Uncategorized	2
Clinic	1
Faith-based	1
Registered nurse	1

**Note: Individual QSP includes Family Personal Care QSPs if they did not specify. This may alter the number of Individual QSPs in the state versus. Family Personal Care QSPs.*

**Note: More than one type of contact could be involved in a single instance of technical assistance, so the total adds up to greater than 531.*

Assistance Topic

The QSP Hub provides support across many topic areas. The QSP Hub has provided specific enrollment support 227 times this quarter. This includes individuals and agencies inquiring about how to apply, requesting application packet/handbook materials, inquiring on how to complete the application materials, and how to fix errors on forms. The QSP Hub has provided general technical assistance to contacts 87 times. General technical assistance includes all inquiries that are not categorized as a specific QSP information topic area. (See chart below) The QSP Hub has supported questions about billing 85 times. Questions regarding EVV accounted for 57 contacts and questions regarding the status of an application 40 times. Other topic areas specific to QSP support are as follows: business acumen (24), renewal (21), claim status (11), password reset (8), self-directing (5), and audits (4).

Assistance Topic

TA Topic	Number of Contacts
Enrollment	227
General technical assistance	87
Billing	85
EVV	57
Application status	40
Business acumen	24
Renewal	21
Claim status	11
Password reset	8
Self-directing individuals	5
QSP audits	4

**Note: Multiple topics could be covered during a single contact, so the total adds up to greater than 531.*

Mode of Contact

The QSP Hub offers the following modes for contact: phone, email, in-person (events only), video conference (Zoom/Teams), and mail. Most of the contacts to the QSP Hub are by phone (412) with email being the second highest preference (123). During this quarter we have had an increase in questions to the QSP Hub Facebook page. An automatic reply directing their questions to the QSP Hub for direct support has been set up in efforts to make sure that questions are not missed.

Mode of Contact

Mode	Number of Contacts
Phone	412
Email	123
Social media	7
Video conference	2

**Note: Multiple modes of communication could be used per contact, so the total adds up to greater than 531.*

Level of Technical Assistance

The level of technical assistance provided varies from brief to in-depth. Level 1 assistance is considered a brief contact. Brief contacts are less than 30 minutes in duration and information can be supplied directly by the QSP Hub. Level 1 assistance took place for 465 of the contacts to the QSP Hub. Level 2, in-depth assistance is greater than 30 minutes and may involve locating information that the QSP Hub does not have or does not have access to. Level 2 assistance took place 52 contacts. There were 14 uncategorized contacts. The length of time providing support to contacts varies from 15 minutes to more than an hour. It is not uncommon for the QSP Hub to schedule a time to assist the individual when the level of support is going to be greater. In addition to this, there is the option for QSP's to set up one-on-one time to work through their application materials with a QSP Hub team member. QSP's can set up a time on their own by accessing our Calendly calendar option located directly on the QSP Hub website. They can also request a time via email, phone call, or help ticket directly to the QSP Hub.

The QSP Hub began offering interpretation services January 15th. This service has not been utilized during this quarter.

Level of Technical Assistance Provided

Level of TA	Number of Contacts
Level 1 (brief – referral or info provided)	465
Level 2 (in-depth assistance provided)	52
Uncategorized	14

Length of Contact

Length	Number of Contacts
15 minutes	470

30 minutes	23
1 hour	25
2 hours	9
Uncategorized	4

Recruitment

In the area of recruitment, the QSP Hub has attended various planning meetings for future recruitment opportunities. This includes a Post Card Project for the Jamestown area. The QSP Hub, in collaboration with the Money Follows the Person (MFP) team and the Department of Health and Human Services (DHHS), created a two-sided post card. This postcard was printed and mailed out to the Jamestown area in a recruitment effort. One side of the post card shared about becoming a QSP. It contained a QR code to scan that allowed the QSP Hub to track the number of views. Scanning of the QR code not only allowed the Hub to track views, but it directly played a video about being a QSP and provided next steps with getting started on the Hub website to apply. On the other side of the post card, it shared ADRL resources for people who may need QSP services. The QSP Hub attended the Jamestown Block Party to educate the community and back to college crowd about becoming a QSP. This was followed up with two days of in person pop-up sessions. These pop-up sessions were offered and provided enrollment packets and handbooks paired with in person support with enrollment paperwork completion by the QSP Hub staff. This took place in Jamestown. The QSP Hub is registered for the Jamestown Career Fair, Northern Plains Conference, Independence Living Fair, and Main Street Summit event in the upcoming months. Another Post Card Project is underway and will also be paired with a pop-up session in the community. The QSP Hub has been working with Be More Colorful and is in the final phases of completing the virtual job experience of the QSP.

QR Code Analytics

QR Code Analytics	Number of views
Total Visitors	28
Immediately Left	12
Clicked on Learn How to Becomes a Provider	13
Clicked on See if You Are Eligible for Assistance	2

Recruitment		Number of Attendees
Community Event: Block Party	Jamestown 8/30/2023	500+
Pop up Session: Enrollment	Jamestown 9/11/2023	0
Pop up Session: Enrollment	Jamestown 9/12/2023	6

Outreach Events

The QSP Hub has continued the QSP Building Connections group sessions. These sessions continue to meet once a month and is held separately for individuals and for agencies. This will allow individuals to come together, build relationships, and allow for

opportunities to brainstorm and trouble shoot topics. Quality Associates were guest speakers in September as a resource to QSP agencies. This group will return to the October session as well. Starting in October these two sessions will merge, including both individuals and agencies, due to low attendance numbers.

Total number of meetings held = 5

Meeting Topic(s)	Number of Meetings	Number of Attendees
Building Connections Agency		3
Building Connections Agency March		1
Building Connections Agency April		18
Building Connections Agency May		25
Building Connections Agency June		14
Building Connections Agency July		4
Building Connections Agency August		2
Building Connections Agency September		4
Building Connections Individual March		1
Building Connections Individual April		3
Building Connections Individual May		3
Building Connections Individual June		1
Building Connections Individual July		0
Building Connections Individual August		0
Building Connections Individual September (guest speakers from Quality Associates)		1
Co-op meeting		1
Co-op meeting July		
Advisory group (July)		24

Trainings

The QSP Hub provides monthly training opportunities. The new QSP Orientation began in January and is offered monthly to new QSP's. A session specifically for *How to Start an Agency* has been offered monthly beginning in February. A session specifically for those interested in becoming an individual provider, but are not sure where to start, is offered two times a month as well. The QSP Hub is working to align high demand content needs based on call volume as well as other topics into new training opportunities. A short webinar series on business acumen was offered and is available as a recording on our website. Training specifically for Adult Foster Care agencies took place in April with Erica Reiner as the guest speaker and is also recorded and available on the hub website for review. The QSP Hub is working with a nurse educator to offer a training series around the 4 M's as well as other specific medical based content. This will be available on the QSP Hub website moving into Q4 and 2024. Moving into quarter 4, the QSP Hub will be tasked with creating an onboarding series for the new application web portal, as well as the short information clips for the sections of the application process. Once the new portal is live, the QSP Hub will work to update all trainings surrounding enrollment.

Total number of trainings held =

Topic	Date	Location	Number of Attendees
New QSP Orientation	January 2023	Zoom	1
New QSP Orientation	February 2023	Zoom	6
New QSP Orientation	March 2023	Zoom	1
New QSP Orientation	April 2023	Zoom	16
New QSP Orientation	May 2023	Zoom	10
New QSP Orientation	June 2023	Zoom	2
New QSP Orientation	July 2023	Zoom	18
New QSP Orientation	August 2023	Zoom	8
New QSP Orientation	September 2023	Zoom	3
New QSP Orientation	October 2023	Zoom	5
How to Apply: Agency	February 2023	Zoom	3
How to Apply: Agency	March 2023	Zoom	1
How to Apply: Agency	April 32023	Zoom	3
How to Apply: Agency	May 2023	Zoom	1
How to Apply: Agency	June 2023	Zoom	3
How to Apply: Agency	July 2023	Zoom	3
How to Apply: Agency	August 2023	Zoom	0
How to Apply: Agency	August 2023	Zoom	6
How to Apply: Agency	September 2023	Zoom	0
How to get Started ind. QSP	June 2023	Zoom	2
How to get Started ind. QSP	June 2023	Zoom	2
How to get Started ind. QSP	July 2023	Zoom	0
How to get Started ind. QSP	July 2023	Zoom	0
How to get Started ind. QSP	August 2023	Zoom	0
How to get Started ind. QSP	October 2023	Zoom	2
AFC: How to Get Started	April	Zoom	
Business Acumen Webinar: Business Registration Steps and Entity Structure	April	Zoom	1
Business Acumen Webinar: Business Expenses	May	Zoom	(4)
Business Acumen Webinar: 1099 Contractor	June	Zoom	0
Business Acumen Webinar: QuickBooks	July	Zoom	

Deliverables/Products (tip sheets, documents for reference, and recorded videos for viewing)

The QSP Hub has a variety of materials for reference available. There are three deliverable tip sheets, and 13 recorded PowerPoint training sessions. The QSP Hub has tip/info sheets that are currently being created for each web/video session listed below. The ND QSP Hub website has completely been renovated, creating an easier

experience for users, including more resources than it originally had. This has also been paired with efforts to support DHHS in the creation of on-boarding training for the new application system that is underway. The QSP Hub has started the process of recording short information clips for each access point within the new application system. These videos will be shared directly with DHHS and application portal team to use with the new enrollment system.

Description of Deliverable/Product Created	Reach	Method of Distribution (Web, email, paper, download)
Yes/No Chart	State	Web/email/paper
QSP Q&A Fact Sheet	State	Web/email/paper
QSP Partners Information Sheet	State	Web/email/paper
How to fill out SFN 1603	State	Web/video
How to fill out SFN 583	State	Web/video
How to fill out SFN 433	State	Web/video
How to fill out SFN 615	State	Web/video
How to fill out W-9	State	Web/video
Intro Session: What is the QSP Hub?	State	Web/video
Session 1: What is a QSP?	State	Web/video
Session 2: How do I become a QSP?	State	Web/video
Session 3: I have been approved as a QSP, now what?	State	Web/video
Session 4: Electronic Visit Verification and Documentation	State	Web/video
Getting Started Agency	State	Web/video
Understanding Rural Differential Rate	State	Web/video
Understanding the Difference between Individual QSP and QSP Agency	State	Web/video
Session 1: What is a QSP Quick Guide	State	Web/Email/Paper
AFH Agency: How to get started Webinar	State	Web/Zoom
How to fill out SFN 1606 (Agency)	State	Web/Zoom
How to fill out SFN 615 (Agency)	State	Web/Zoom
How to fill out SFN 1168 (Agency)	State	Web/Zoom
How to fill out SFN	State	Web/Zoom
Business Expenses Webinar	State	Web/Zoom

Electronic Metrics

Below is the analytics for the QSP Hub website. Users are defined as the number of distinct users to the QSP Hub website. Sessions are defined as a group of user interactions with the website that take place within a given time frame. A session ends after 30 minutes of inactivity. Views are defined as the number of webpages the users saw. Repeated views of a single page are counted. All areas have shown an increase from previous quarters.

Electronic Metric	Number
Total Views of Website	9,563
Users	2,020
Sessions	3,775

