



## **North Dakota Qualified Service Provider Hub**

Quarterly Report  
April 1, 2023 - June 30, 2023

Submitted to:  
North Dakota Department of Health and Human Services

## Key Performance Indicators

- Call volume
- Website views
- Number of live training opportunities:
- Number of recorded training web views:
- Total number of resources (videos/paper)

## QSP Hub Quarterly Report

The North Dakota Qualified Servicer Provider Hub (QSP Hub) quarterly reporting period is April 1, 2023 through June 30, 2023. During this reporting period, the QSP Hub had 547 activities/contacts. The unduplicated number of activities/contacts is 284.

### Type of Contact

The QSP Hub receives calls from different kinds of contacts, not just QSPs. During this reporting period, the QSP Hub received 526 contacts from an individual person and 72 contacts from an organization. The type of contact is not specific to just QSP's. The number of Individual QSP's that reached out to the QSP Hub this reporting period was 328. 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 125 contacts. Support reach outs to Noridian accounted for 51 contacts. Individuals who identified themselves as Family Home Care QSPs accounted for 44 contacts, and 15 contacts identified as working for human services. Please see the following chart for specific information regarding other contact types.

### Kind of Contact

Kind	Number of Contacts
Person	526
Organization	72

*\*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 547.*

### Type of Contact

Type	Number of Contacts
Individual QSP	328
QSP agency	125
Business (Noridian)	51
QSP – Family caregiver support program	44
Human services	15
Other	14
Self-directing	10
Social worker	8
Community member	1
Critical Access Hospital	1
Registered Nurse	1

*\*Note: Individual QSP includes Family Personal Care QSPs if they did not specify differently. This may alter the number of Individual QSPs in the state vs. 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 547.*

### **Assistance Topic**

The QSP Hub provides support across many topic areas. The QSP Hub has provided specific enrollment support 245 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 50 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 regarding the status of application 50 times, billing questions 60 contacts, and EVV accounted for 53 contacts. Other topic areas specific to QSP support, are as follows: renewal (46), business acumen (23), password reset (15), claim status (23), and self-directing (9).

#### **Assistance Topic**

<b>TA Topic</b>	<b>Number of Contacts</b>
Enrollment	245
Billing	60
EVV	53
General technical assistance	50
Application status	50
Renewal	46
Business acumen	23
Claim status	23
Password reset	15
Self-directing individuals	9

*\*Note: Multiple topics could be covered during a single contact, so the total adds up to greater than 547.*

### **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 (392) with email being the second highest preference (138).

#### **Mode of Contact**

<b>Mode</b>	<b>Number of Contacts</b>
Phone	392
Email	138
Video Conference	11
Social Media	7

*\*Note: Multiple modes of communication could be used per contact, so the total adds up to greater than 547.*

### **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 482 of the contacts to the QSP Hub. Level 2, assistance is more in depth, 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 46 contacts. There were 19 uncategorized contacts. The length of time providing support to contacts varies from 15 minutes to greater 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. The QSP Hub began offering interpretation services January 15th. This service has not been needed during this quarter.

#### Level of Technical Assistance Provided

Level of TA	Number of Contacts
Level 1 (brief – referral or info provided)	482
Level 2 (in-depth assistance provided)	46
Uncategorized	19

#### Length of Contact

Length	Number of Contacts
15 minutes (Level 1)	483
30 minutes (Level 1)	21
1 hour (Level 2)	24
2 hours (Level 2)	15
Uncategorized	4

#### Recruitment

In the area of recruitment, the QSP Hub has attended various planning meetings for future recruitment opportunities. The QSP Hub attended the Dakota Conference on Rural and Public Health in Bismarck in June. The QSP Hub has contracted with Be More Colorful and is working to film in the month of July. The QPS Hub has contracted a post card/QR code project, that will wrap up during quarter 3. The focus of this project is to recruit new QSP's in the Jamestown area. Upon success of this project, further outreach events will take place. The QSP Hub is also working on coordinating "pop up" sessions for easier assistance with enrollment for interested individuals.

#### Outreach Events

The QSP Hub has been consistently offering QSP Building Connections group sessions. This session meets once a month and is held separately for individuals and for agencies. This allows individuals to come together, build relationships, and allow for opportunity to brainstorm and trouble shoot topics.

Total number of meetings held this quarter = 6

Meeting Topic(s)	Number of Meetings	Number of Attendees
Building Connections Agency March	1	1

Building Connections Agency April	1	18
Building Connections Agency May	1	25
Building Connections Agency June	1	14
Building Connections Individual March	1	1
Building Connections Individual April	1	3
Building Connections Individual May	1	3
Building Connections Individual June	1	1

## Trainings

Many training opportunities are taking place monthly. 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 *How to get Started on Individual Paperwork* has been offered monthly beginning in February. The QSP Hub has had guest speakers for a webinar series related to business acumen totaling three events so far. The QSP Hub is working to align high demand content needs based on call volume into the Hub as well as other topics. A training specifically for Adult Foster Care agencies took place in April with Erica Reiner as the guest speaker.

Total number of trainings held this quarter= 12

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
How to Apply: Agency	February 2023	Zoom	3
How to Apply: Agency	March 2023	Zoom	1
How to Apply: Agency	April 2023	Zoom	3
How to Apply: Agency	May 2023	Zoom	1
How to Apply: Agency	June 2023	Zoom	3
How to get Started ind. QSP	June 2023	Zoom	
How to get Started ind. QSP	June 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

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

The QSP Hub has a variety of materials for reference available. There are 8 deliverable tip sheets and 22 recorded PowerPoint training sessions.

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 1: What is a QSP? Quick Guide	State	Paper
Session 2: How do I become a QSP?	State	Web/video
Session 2: How do I become a QSP? Quick Guide	State	Paper
Session 3: I have been approved as a QSP, now what?	State	Web/video
Session 3: I have been approved as a QSP, now what? Quick Guide	State	Paper
Session 4: Electronic Visit Verification and Documentation	State	Web/video
Session 4: Electronic Visit Verification and Documentation Quick Guide	State	Paper
Getting Started Agency	State	Web/video
Getting Started Agency Quick Guide	State	Paper
Understanding Rural Differential Rate	State	Web/video
Understanding the Difference between Individual QSP and QSP Agency	State	Web/video
New QSP Orientation	State	Web/Zoom/Video
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 W-9 (Agency)	State	Web/Zoom
Business Acumen Webinar: Business Registration Steps and Entity Structure	State	Web/Zoom/Video
Business Acumen Webinar: Business Expenses	State	Web/Zoom/Video
Business Acumen Webinar: 1099 Contractor	State	Web/Zoom/Video

## 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. The QSP Hub website is undergoing changes and will be updated during quarter 3.

Electronic Metric	Number
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Total Views of Website	7,973
Users	1,467
Sessions	2,973