



IPS Outcomes Tracking Q&A

General

- Q:** How will we be receiving our access-code/password?

A: Each provider will be provided their access code individually, per contact information that has provided to us. It will be necessary for this passcode to be made available to whichever staff will be designated to submit the data for the IPS Outcomes Tracking webform.
- Q:** Who needs to enter the data for the report? Can it be an admin, or does it have to be a member of the SE team?

A: The providers can designate any staff member to submit the data as long as it is real-time and accurate. Keep in mind that only the email addresses entered during the submission will receive automatic confirmation of the submission.
- Q:** The report due on Oct 10 is for the months of July, Aug, and Sept?

A: Yes.
- Q:** Will MCO's get a report about the data that's submitted? If not, will MCO's have access to look at the data?

A: Yes, the MCO's will receive some sort of report or analysis of the data, though the details have not yet been solidified. It is our intention to share that data with the LME-MCO's so that they are better able to adequately support their network and offer resources for anyone that needs them.
- Q:** What is the penalty for missing the due-date?

A: We will of course follow up with anyone who has not submitted their data, but we also imagine that the LME-MCO's will know who has and hasn't submitted the data, and they may reach out to you. The reason for this data collection is because data is extremely important in knowing how we're doing, how resources and funding need to be allocated, and will allow real-time data for the MCO's to provide adequate oversight.
- Q:** What do we do if we submitted twice? What if we need to re-submit due to an error in our initial submission?

A: You may follow up regarding any questions or revisions you may require, by emailing ipsoutcomedata@dhhs.nc.gov and we can take the appropriate steps to address the issue. If your initial submission was incorrect, you may submit again AND send us an email to clarify the reason for your second submission. If you submit more than once and fail to follow up, we will contact you for clarification.
- Q:** Is this tool accessible now for review?

A: Yes; <https://www.ncdhhs.gov/divisions/mhddsas/ips-quarterly-outcomes>.
- Q:** Will an email go out once the site is published?

A: Yes. There will also be a Joint Communication Bulletin going out once the webform is published and live.

Regarding Questions on the “Outcomes” page...

9. **Q:** For questions 2, 4, 8, 9; If the person is working off the books but getting at least minimum-wage, Is this considered “competitive employment”?

A: No. According to the IPS Fidelity Model, “off the books” is not competitive employment.

Regarding Questions on the “Staffing” page...

1. **Q:** Questions 10 and 11 refer to “half the month”. Is this supposed to be “half the quarter”?

A: No. If the individual has been employed for half the month, then they are considered staff.

2. **Q:** Questions 10, 11; Should this number include any ESP who worked for 2+ weeks during the quarter?

A: Yes, they should be counted, as two weeks would be half of a month.

This Q&A document may be updated continually as additional questions are received.