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KIMBERLY G. BOSWELL
COMMISSIONER

To: Employers of Record, Support Coordinators, ADMH Staff

From: ADMH-DDD

Date: October 4, 2021

Re: Temporary Rate Increases for ID and LAH Waivers

Alabama Department of Mental Health-Division of Developmental Disabilities has received approval of a temporary rate increase for Intellectual Disabilities (ID) and Living at Home (LAH) Waivers. These temporary rate increases are associated with submission of our recent Appendix K Addendum. ***The rate increases should be effective from 5/1/2021 through 11/30/2021, and revert to the prevailing rate, effective 12/1/2021.***

The rate increase is provided to assist employers of record (EOR) with recruitment and retention of employees. The EOR must submit a Recruitment and Retention plan indicating how he/she plans to use the rate increase. This plan must include explicit details such as the name of current employee or new employee (if known) and the amount of the Loyalty Bonus, or Referral Bonus or Sign-On Bonus as applicable. This plan should be submitted within 4-weeks to the Support Coordinator who will submit it to ADMH via ADIDIS and tag Ruthie Ferrell and the appropriate Self-Directed Liaison.

There are several ways to use this rate increase such as providing bonuses for existing staff and new staff.

Loyalty Bonus

A Loyalty Bonus is given to current staff who the EOR wants to reward for consistent, excellent services provided to their family member. The bonus will be deducted from the budgetary savings account balance. Prior to discussing the bonus with the current employee, the EOR should determine the amount of the bonus. Suggested bonus amounts are \$250.00-\$1,000.00. The EOR informs his/her support coordinator of the name of employee and the amount of the Loyalty Bonus when within recruitment and retention plan. The support coordinator will complete a Prior Approval Form describing it as a Loyalty Bonus for the identified staff and submit with recruitment and retention plan. The funds for the Loyalty bonus will be deducted from the budgetary savings balance.

Referral Bonus

A Referral Bonus is given to current staff who refer another person to work for the EOR. Prior to discussing the bonus with the current employee, the EOR should determine the amount of the bonus. Suggested bonus amounts are \$250.00-\$1,000.00. The individual being referred must complete all paperwork, pass all initial screenings, and be determined eligible to work by the Financial Management Services Agency as evidenced by the “Good to Go” or “Good to Hire” email from FMSA. After the new employee successfully works for the EOR a minimum of 90 days, then the bonus can be paid to the employee. The EOR submits the referring employee’s name indicating this is a referral bonus to be paid to the staff for referring the new staff person. The support coordinator completes a Prior Approval Form for the referral bonus identifying the staff person and submit with recruitment and retention plan. The funds for the referral bonus will be deducted from the budgetary savings balance.

Sign-On Bonus

A Sign-On Bonus is given to new staff to encourage them to become employed with the EOR. Prior to discussing the bonus with the potential employee, the EOR should determine the amount of the bonus. Suggested bonus amounts are \$250.00-\$1,000.00. The EOR may want to include the sign-on bonus in the advertisement of the position. The potential employ must complete all paperwork, pass all initial screenings, be determined eligible to work by the Financial Management Services Agency as evidenced with the “Good to Go” or “Good to Hire” email from FMSA. After the employee successfully worked for the EOR a minimum of 90-days. The Support Coordinator submits a Prior Approval Form for the Sign-On Bonus for the identified staff. The bonus will be deducted from the budgetary savings balance.

Temporary Rate of Pay Increase

The EOR may decide to temporarily raise the rate of pay for his/her staff. If the EOR selects this method, then he/she must complete the associated rate increase form with their FMSA (See below). Since this rate increase is temporary then EOR must decide either to increase rate of pay to an amount within current maximum allowable or to the maximum allowable with the 30% added. If the EOR raises the rate of pay for a staff person to the maximum allowable rate of pay with the 30% increase, the rate of pay will automatically decrease back to maximum allowable rate on November 30, 2021 the end of the rate increase. The EOR will need to follow the process for the associated FMSA, which provides his/her fiscal services.

Process for Recruitment and Retention Plans

Employer of Record

1. Develop a recruitment and retention plan to increase staff and maintain current staff.
2. The Recruitment and Retention plan should detail how the employer of record plans to use the temporary rate increase. If the EOR plans to give bonuses, then that should be explained in detail.
3. Submit Recruitment and Retention plan to Support Coordinator within three to four weeks

Support Coordinators Process

1. Support Coordinators should submit all Recruitment and Retention Plans and Prior Approval forms for bonus payments to ADMH via ADIDIS.
2. Support Coordinator should tag the Ruthie Ferrell and appropriate Support Coordination Liaison when submitting the Recruitment and Retention Plan and Prior Approval Forms for bonus payments.

Fiscal

1. The fiscal personnel will review plans.
2. The fiscal personnel will notify Support Coordinator of decision in ADIDIS
3. The response about the Recruitment and Retention Plan will be within three weeks of submission to ADMH.

Support Coordinator

1. After the Recruitment and Retention plan is approved by ADMH, then the Support Coordinator will inform the EOR.
2. After the bonus requirements are met then the Support Coordinator can submit the authorized Prior Approval form with the bonus request to the Financial Management Services Agency (FMSA) for payment.
3. The EOR can submit the rate increase request to the FMSA using the appropriate agency form.

Financial Management Services Agency (FMSA)

Allied Resources Group

1. The EOR will need to submit an Employee Status Form (ESF) to Allied with the new rate and its effective range.
2. The effective dates will be entered into the system to ensure the rate increase will end on 11/30/21. Allied's system will validate the date range to ensure this.
3. Payments will be processed on a monthly basis by the end of the month for any retroactive pay increases from the previous month.
4. Bonus payments are processed via Support Coordinator submitting the ADMH Authorized Prior Approval Form to Allied Resources Group.

PPL

1. The Support Coordinator will email all Recruitment and Retention Plans to PPLALDMH-CS@pcgus.com. The Recruitment and Retention Plan should include the participants choice for use of funds:
 - a. Bonus Payments: The provider's name, bonus type (loyalty, referral, sign-on) and the dollar amount of bonus to be submitted for each provider.
 - b. Rate Increase: The provider's name, requested rate increase, and effective start and end date (11/30/2021 is last date available based on Appendix K) should be listed.
2. The effective start date and end date (11/30/2021 is last end date available based on Appendix K) for rate increase will be entered into the system.
3. Payments will be processed as a supplemental payment on a monthly basis by the end of the month for retroactive pay increases from the previous month.