

Improving lives THROUGH  
supports and services  
THAT FOSTER self-determination.

# ISL Variance Reporting

**2024**

# Defining Variance

- 👤 Variance occurs when more or less direct care hours are provided than budgeted in a month for the ISL as a whole when assessing shared staffing; for the individual for 1:1, 2:1.
- 👤 Increases are not due to life changing events – this requires Utilization Review approval
- 👤 As budgets are annualized, variances should level out over the course of the ISP year

# Defining Variance



- 👤 Individualized hours (1:1, 2:1, etc.) provided over the course of the month of service
  - 👤 A variance occurs when the number of individualized hours provided were less than indicated on the budget/staffing pattern.
  - 👤 A variance occurs when the number of individualized hours provided were more than the indicated on the budget/staffing pattern.

# Defining Variance

- 👤 Shared hours (1:3, 2:3, 3:4, etc.) provided over the course of the month of service
  - 👤 A variance occurs when scheduled shared staffing does not occur in the home.
  - 👤 A variance occurs when an additional shared staff is brought into the home.



# Variance Examples

## Individualized Hours

-  Joe is budgeted for 4 hours a day of 1:1. He leaves the home for 2 weeks on unexpected vacation at the end of the month. Hours could not be made up in the same month, therefore report a variance of under service.
-  Conversely, if the vacation was at the beginning of the month the 1:1 could potentially be made up during the remainder of the month therefore only whatever was not provided would be reported.



# Variance Examples

## Individualized Hours

-  Sue is budgeted for 16 hours a day of 1:1. She goes home for the weekend therefore 32 hours were not provided as there is no other place to make up the hours. Variance is reported as underserved.
-  Jay lives with 2 other individuals. The budget is designed with no 1:1 hours. He has a doctor appointment and 1:1 hours are provided. Variance is reported as over served by equal amount of hours.



# Variance Examples

## Shared Hours

-  ISL has a 1:3 ratio. Sue goes home for 4 days. 1 staff is still required to be in the home to serve the remaining individuals. Therefore no variance is reported.
-  ISL has a 1:3 ratio. All individuals go home for 48 hours due to a holiday. Cannot staff a home when individuals are not present. No emergency justification to “make up” staffing occurs in the month. Report 16 hour reduction on each individual for that month.

# Variance Examples

## Shared Hours

-  ISL has a 2:3 ratio, 16 hours a day. 1 staff no shows and it takes 3 hours to bring in a replacement. 3 hours are reported as under served, 1 hour to each person.
-  ISL has 1:4 ratio. Weather emergency dictates all must be relocated to another town temporarily. Due to the stressful situation and urgency, another staff is brought in, creating a 2:4 ratio for 8 hours. Variance shows additional 2 hours for each individual.



# Annualizing the ISL budget

- 👤 What does it mean to have an annualized budget?
- 👤 What about hours that don't fit into the staffing pattern?
- 👤 What does an annualized staffing pattern and budget look?

# Process for Variance Reporting

- 👤 Bulletin #2: [ISL Variance Reporting Process](#)
- 👤 [Variance Form for Over Service Provision](#)
- 👤 RedCAP submission [Variance Reporting](#)
  - 👤 Creation of electronic submission of requests for over service provision
  - 👤 Standardized reviewer method

# Red Cap Submission and Form

- 👤 How to use RedCAP
- 👤 Screen shots
- 👤 Live Demonstration

# RedCAP

👤 After Logging into the agencies RedCAP  
Choose “My Project”

👤 Select “Variance Reporting”

My Projects		Organize	Collapse All	Filter projects by title	x	🔍
Project Title	Records	Fields	Instruments	Type	Status	
Value Based Payments - Remote Supports	26	56	3 forms	☰	☑	
Value Based Payments - Registered Apprenticeship	13	61	5 forms	☰	☑	
TEST ENVIRONMENT - VBP ISL Tiered Supports	5	370	6 forms	☰	🔧	
TEST ENVIRONMENT - VBP Employment Pay for Reporting	4	516	10 forms	☰	🔧	
TEST ENVIRONMENT - VBP Remote Supports	1	61	3 forms	☰	🔧	
TEST ENVIRONMENT - VBP Direct Support Professional (DSP) Training Levels	4	77	3 forms	☰	🔧	
TEST ENVIRONMENT - VBP Electronic Visit Verification (EVV)	0	49	3 forms	☰	🔧	
TEST ENVIRONMENT - VBP Registered Apprenticeship	1	62	4 forms	☰	🔧	
TEST ENVIRONMENT - VBP Health Risk Screening Tool (HRST)	2	43	2 forms	☰	🔧	
TEST ENVIRONMENT - VBP National Core Indicators (NCI) Staff Stability Survey	1	61	3 forms	☰	🔧	
TEST ENVIRONMENT - VBP REDCap Access Request	0	31	1 survey	■	🔧	
Variance Reporting	0	50	2 forms 1 survey	■	☑	



🔒 Logged in as holly.reiff@dmh.mo.gov

🚪 Log out

📁 My Projects

💬 REDCap Messenger

✉️ Contact REDCap administrator

**Project Home and Design**

🏠 Project Home · 📖 Codebook

📊 Project status: **Production**

**Data Collection**

👤 Survey Distribution Tools

📊 Record Status Dashboard

📄 Add / Edit Records

Show data collection instruments

**Applications**

🔔 Alerts & Notifications

📅 Calendar

📄 Data Exports, Reports, and Stats

🔍 Data Comparison Tool

💬 Field Comment Log

📁 File Repository

**External Modules**

📄 Tableau Connector Instructions

**Help & Information**

🔗 Help & FAQ

📺 Video Tutorials

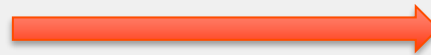
👉 Suggest a New Feature

✉️ Contact REDCap administrator

Total records: 0

Choose an existing Record ID

-- select record --



+ Add new record

Data Search

Choose a field to search

(excludes multiple choice fields)

All fields

Search query

Begin typing to search the project data, then click an item in the list to navigate to that record.



## NEW Record ID 1

**Legend for status icons:**

- Incomplete     Incomplete (no data saved) ?
- Unverified     Partial Survey Response
- Complete     Completed Survey Response

<input type="button" value="▼"/> Data Collection Instrument	Status
Provider Variance Reporting <i>(survey)</i>	<input type="radio"/>
VSC Supervisor Review	<input type="radio"/>
Billing Team Review	<input type="radio"/>





Editing existing Record ID 1.

**Record ID** 1

**\* Required Fields**

**Provider Information:**

**Provider Name:** H  
\* must provide value 🗨

**Contact full name: \***

**Contact Phone Number:** H  
 🗨

**Contact E-mail Address:** H  
\* must provide value 🗨

**Provider's Vendor Service Coordinator:** H  
\* must provide value 🗨

**Complete?** H  
\* must provide value 🗨  
 Yes  
 No

[reset](#)



reset

### Consumer Information

Individual's full name: \*

Enter last name

Enter first name

Individual's DMHID:

\* must provide value

Enter DMHID

Regional Office:

\* must provide value



Select regional office





### Report Information

Reporting time period: \*


<b>Start:</b> <input type="text" value="M-D-Y"/>  Today M-D-Y	<b>End:</b> <input type="text" value="M-D-Y"/>  Today M-D-Y
--	--

Amount of hours requested:

\* must provide value

Please upload report here:

\* must provide value

 [Upload file](#)

The report to upload into this portal can be located here: <https://dmh.mo.gov/media/21971/download>



I attest that the report uploaded is true, complete, and accurate.

\* must provide value

 [Add signature](#)

### Form Status

Complete?

   ▾

Save & Exit Form

Save & Go To Next Form ▾

- Cancel -

# Live Demo

Let's walk through one together.

[RedCAP Variance Report](#)

# Authorities

- 👤 Waiver Manual,  
<https://mydss.mo.gov/media/pdf/developmental-disabilities-waiver-program-manual> page 88



Improving lives THROUGH  
supports and services  
THAT FOSTER self-determination.