HV-PMCQI
WEBINAR ON PERFORMANCE MEASUREMENT UPDATES FOR MIECHV AWARDEES
AUGUST 11, 2018

>> KARENE CAIRONE: Hello, everyone, and welcome to the first in a series of four webinars from HRSA's new TA center, the Home Visiting Performance Measurement and Continuous Quality Improvement Technical Assistance Center. We're very happy to have you all here today with us, and we're going to get started, since it's 3:00. We're going to head through. I'd like you to introduce yourself as you first arrive over in the chat to the left. You can see there's a place to state your program or organization, also your location. Your name will pop up automatically, so please do take a few minutes to introduce yourself.

Also, some things to know about the room. You should be seeing the slide deck and hearing my voice clearly. If you have an echo, please do mute your computer speakers, and that should help with your audio, but if you continue to have any kind of technical support issues, you can head into the pods and meet the slide deck that says technical support, and you'll be able to get some support from our tech team. So, with that, I'm going to head through our slide deck.

The first slide is just some reminders. We will be on mute throughout the presentation, so again, as I said, please mute your speakers, and also know that there's a phone number to call in, though you will not be able to ask a question aloud. We would like to be able to use the box over to the left for questions and answers throughout the call. So, though it's called a chat box, it also serves as our question and answer pod as well.

We will be recording throughout this presentation, so we will take the information and be able to put this on HRSA's website within 14 days. At this point, there are no handouts in the file share pod, so you will not see a file share pod, but you will be able to have the full recording of this presentation and also the full transcript on HRSA's website very shortly. So, with that, I'd like to turn over to our presenters, and I'm going to ask each of our presenters to introduce themselves briefly.

I'll begin. I am the picture all the way over the right. My name is Karen Cairone. I'm the universal TA manager for this project, also for the HV Impact Improvement Action Center Team Project as well. So, I will be helping facilitate the webinar and also helping with some of the other universal products that will come out through this project. I'll turn it over to Elaine at this point, our senior project director.

>> ELAINE FITZGERALD LEWIS: Hi. Thank you so much, Karen. Can you hear me OK?

>> CAIRONE: You sound great.

>> FITZGERALD LEWIS: OK. Thanks, Karen. So, good morning to those joining us from the West Coast and beyond. And good afternoon to our East Coasters. As Karen mentioned, my name is Elaine Fitzgerald Lewis, and I'm the project director for the Home Visiting Performance

Measurement CQI TA Center. I'm also part of HV CoIIN as faculty and HV-ImpACT, leading the targeted TA efforts. It truly is wonderful to be here with all of you today, kicking off our first webinar, and I look forward to connecting more over the next hour and well into the next year. So, at this point, I'll turn it over to Susan.

>> SUSAN ZAID: Hi. My name is Susan Zaid, and I'm the director at James Bell Associates. I work on the PMCQI project as the JBA team lead, and I also work as a TA specialist to the Region 2 awardees, and I also am part of the DOHVE team. Heather, I'll turn it to you.

>> HEATHER SWOPE PINAUD: Hi. Good afternoon. Good morning. My name is Heather Swope Pinaud. I'm a social scientist on the data and evaluation team and the division of home visiting and early childhood systems here at HRSA. Most of my work centers on performance measurements and working also with the TA center for performance measurement and CQI. I want to take the opportunity to welcome everyone and let you know that we really appreciate everyone taking the time to participate today.

>> CAIRONE: OK. Thank you to our presenters, and in a minute, we'll turn it back over to Elaine to begin the presentation. I do just want to remind you that if you have a question throughout this presentation to please type it over in the chat box to the left, and our presenters will either address the question right in their section, or we'll take some time at the end for additional questions and answers. So, with that, Elaine, I'll turn it back over to you.

>> FITZGERALD LEWIS: Thank you. So, our objectives today are to briefly introduce the HV-PMCQI TA Center and our skilled team of TA specialists. We'll then describe the fiscal year 2018 performance measurement plan review and the feedback process. Then, describe the fiscal year 2019 performance measurement guidance on the updates for Forms 1 and 2, and then the 2019 performance measurement plan revisions and updates to the submission process and timeline, and, finally, outline upcoming TA resources coming out of the TA Center over the next year.

Hopefully, many of you have read about the Home Visiting PMCQI TA Center in various newsletters recently released through HV-ImpACT to MIECHV as well as have had a chance to connect with your TA specialists on regional or awardee calls. If not, we wanted to briefly share that the Home Visiting Performance Measurement and Continuous Quality and Improvement Center aims to build on the strong collaborations existing with HV-ImpACT, HV COIIN, and DOHVE, and our team aims to provide support and guidance to awardees on the development of performance measurement plans and your CQI plans; your proper aggregation, reporting, and analysis of performance data; and share best practices in building the capacity of LIAs in these activities. Our TA Center aims to provide universal and targeted TA that's needs driven by the awardee, is responsive, outcome oriented, and evidence-based.

Many of you may be wondering what kind of TA can you get through your HV-PMCQI TA specialist, and how you can access this TA. The two primary modes of TA available through our TA Center is information requests and one-to-one TA. So, for information requests, your regional home visiting PMCQI TA specialist can provide rapid response interventions that may include scanning, adapting, sharing, and utilizing existing resources to provide information that will support your work around performance measurement and quality improvement.

And then the one-on-one TA, your TA specialist may be engaged for more extensive period of time to coordinate and facilitate conference calls with key stakeholders, all in an effort to support you and your team develop your resources, materials, or trainings, again, around your performance measurement and CQI work.

To access your TA specialists to support you with information requests or one-on-one TA, please make your request through your project officers, either through your regional or awardee calls or through your email or through email, and TA specialists are often part of those discussions, so that through that process we'll make sure that you're getting your needs met, again, through information requests and on one-on-one TA.

There are a limited number of on-site technical assistance opportunities available through our TA Center; however, as you all know, in-person TA is highly demanding and resource-intensive for everyone involved. Advanced approval and planning is required for this two-day intensive, and, again, any interests or requests for on-site TA will go through your project officer.

Finally, I'd like to just mention that an essential aspect of Home Visiting PMCQI TA Center is ensuring our TA specialists, and HV-ImpACT TA specialists work together to provide coordinated and aligned supports to all of you in our hope that it will be streamlined much more efficient to support you to meet your needs. And so, with that, I would like to introduce our full team of HV-PMCQI TA specialists. Sara Voelker, working with Regions I and III; Susan, as she had mentioned, also working with Region II; Rachel Glisson, working with Regions IV, VI, and X; Lance Till, working with Region V; Julie Leis, working with Region VII; Mallory Clark, working with Region VIII; and Matthew Poes, working with Region IX. And, with that, I will turn it over to Susan.

>> ZAID: Thank you, Elaine. So, I'd like to take a few minutes to go over the FY 2018 performance measurement plan review process. Over the next month, your PMCQI TA specialist will review your most up-to-date performance measurement plan. For most of you, that will be the FY 2018 plan, but for those that didn't submit an updated FY 2018 plan, the 2016 plan will be what's reviewed.

TA specialists will review plans to assess each awardee's capacity to accurately report on the measures. And then, also, TA specialists will share a review feedback form with each awardee. The purpose of sharing the feedback is to provide you with recommendations that can help you with your FY 2018 annual submission and also provide you with some recommendations for FY19 data collection and reporting.

Once you receive your review feedback form, if the feedback requires you to make a revision to your performance measurement plan, please make those changes within two weeks and resubmit the updated plan to your project officer.

If you have any questions about the feedback that you receive, we're happy to schedule a call to go over it by phone. Any revisions will be reviewed by the TA specialist, and all performance measurement plans are expected to be approved by HRSA by September 30, 2018.

And now, I want to pause to see if you have any questions about the FY 2018 performance measurement plan review process. And just a reminder, the phone lines are muted, so if you have any questions, please enter them into the chat box, and we'll read them aloud.

>> CAIRONE: Thanks, Susan. It looks like several people are now putting questions into the chat box, so feel free to address them when you are ready.

>> ZAID: So, we have a question from Angela Miller. So does this mean we will be getting the feedback on what to do for this reporting period in September? And the answer to that is yes. So, your TA specialist will review your plan and provide you feedback to help you with your FY 2018 reporting.

Amy Kemp also had a question. Is there a requirement for an updated performance measurement plan for fiscal year 2019 or just for 2018? Amy, the answer to that question is yes. We're going to be going over that later in the slides, so we'll be talking about the updates to the 2019 performance measurement plans in just a few minutes.

Heather Johnson had a question. What if we have proposed changes for FY 2019? When will that process begin? Again, in a few slides, we'll get to the 2019 performance measurement plan review process and how you can incorporate changes to data collection and reporting into that plan.

>> CAIRONE: OK. Thank you, Susan. At this point, those are the questions from the chat, so if you'd like to continue, and we'll grab additional questions as they come in.

>> ZAID: Great. And now I'm going to turn it over to Heather.

>> SWOPE PINAUD: Great. Thank you. I will be reviewing all of the FY19 performance measurement updates. So, as most of you know, HRSA proposed a number of updates to Forms 1 and 2 through a recent federal register notice process. I received a number of comments, so based on that feedback, and the comments received from the 60-day notice, HRSA decided not to pursue a number of the more substantial changes to Form 2 measures, and that was reflected in the 30-day subsequent federal register notice that many of you also probably saw. We are happy to actually announce that these were recently approved by OMB and, therefore, reflect final updates to those forms.

And I wanted to note that many of the form updates that we had represented technical updates to table names and category names, key terms that were oversights from the original forms that were previously cleared. A couple of the updates were made to more closely align with current reporting guidance and, therefore, also do not represent new changes to guidance. So, for this presentation, we'll only be focusing on those form revisions that do represent some form of a change or an update to the guidance.

And I will also be providing some updated guidance related to the revised definition of a MIECHV household, so that is the other part of this. And, again, I just want to remind everyone that these are changes for FY 2019 reporting with data collection that's beginning October 1. These are not changes that will impact reporting of FY 2018 data.

Changes on how to account for or report on missing or unknown data that were made to both Forms 1 and 2, in Form 1, there were no changes to the data that's being reported. We are just more formally providing guidance on when table notes should be included to include additional information. So, for all tables that include a field for unknown or did not report, awardees should provide a table note when the percent of data that is unknown or did not report for the table is greater than 10%, and that note should address the reason for missing data and, if possible, describe plans to reduce the amount of missing data in future reporting. Missing data, in this sense, should be calculated at the table level, and not by each field. So, dividing the total number missing from the table with the auto-calculated table total for all fields within the table.

For Form 2, we're asking awardees to report the number of cases missing from the measure calculation, consistent with the missing data definition for each measure. In most cases, guidance indicates that data are considered missing if one or more data elements needed to determine inclusion and either the numerator or denominator are unknown; however, guidance does vary depending on the measure, so please review the guidance for each measure to have that full inclusion and the next inclusion criteria.

I want to note that our missing data guidance, itself, hasn't changed. We're just asking for it to be included as a separate data field when you are reporting that data and starting with FY19. Currently, that is being reported in the table notes.

So, again, as is consistent with Form 1, awardees should provide a table note when the percent of missing data is greater than 10%. That will address the reason for the missing data and, if possible, describe plans to reduce the amount of missing data in future reporting.

In Form 1, we have deleted Table 10 and Table 18, so Table 10 is the Adult Participants by Educational Status. Table 18 is Unduplicated Count of Home Visitor Full Time Equivalents. So, beginning in FY19, awardees will no longer need to report data for these tables.

The other updates to Form 1 is for Table 22, which is the Usual Source of Dental Care. We revised this to only include children greater than or equal to 12 months of age. So, totals for this table will no longer be expected to align with the totals from Table 1. It will only be expected to represent those children who are greater than or equal to 12 months of age at enrollment or at the annual update of this information.

And so, the only Form 2 measure with guidance changes is Measure 16, which is Continuity of Health Insurance. Some who were following the FRN process probably noticed that we initially proposed the changes to that measure that would make it consistent with FY18 guidance, and we received a lot of feedback on that, consistent with previous feedback we had received in other avenues. So, I just want to start by saying that we understand and acknowledge how frustrating it is to receive additional revised guidance on this for this measure, so I apologize for another change at this point.

This is a reminder. In 2018, we issued the guidance that indicated that the six consecutive months of insurance coverage should be in the same reporting period, and so this guidance limited the applicable reporting population, but it was changed sort of as a way to assess and capture changes between reporting periods.

We've heard from a number of you that this revised guidance was problematic and, for some of you, was very burdensome to collect and report. So, with this feedback in mind, we have tried to analyze all of our options for operationalizing this measure, weighing the pros and cons, consulting with many other folks, including some ASTHVI data committee members. Our goal really is to make this measure as meaningful as possible, while also trying to balance the data collection and reporting burden.

So, at this point, I think we understand that within the confines of this current measure, there really will be no perfect option, but based on the feedback and analysis that we have done, we have modified the guidance so that the six consecutive months of health insurance coverage no longer need to be within the same reporting period. We acknowledge that there are still drawbacks to this guidance, and, for example, there will be instances where this measure does not capture the full picture of continuity of insurance coverage for a caregiver; however, I think at this point, after analyzing all of our options, we believe that this is the easiest to understand and report.

>> CAIRONE: Heather, you do have a question specific to Measure 16, if you want to address that, since the slide was just up. There's a question coming in from Alyssa Carlson. Is the denominator for Measure 16 in that do that primary caregivers need to be enrolled for six months within the reporting period?

>> SWOPE PINAUD: Yes. That's a great question. No. The guidance that we're introducing right now would be removing that restriction that it be within the same reporting period.

OK. So, additional updates that I just wanted to provide today are based on the definition of a MIECHV household. The definition of a MIECHV household provided in the FY 2018 notice of funding opportunity announcement had a revised definition that now allows for awardees to select from one of two methods for identifying a MIECHV household, and applicants were asked to include their method within their NOFO application.

So, consistent with this revised definition, awardees should be reporting data in Forms 1, 2, and 4 in accordance with their selected method for identifying a MIECHV household. So, either the home visitor personnel cost method or the enrollment slot method.

The FY 2018 NOFO included that revised definition, and part of that revised definition was language that also stated that once designated as a MIECHV household, the household is tracked for the purposes of data collection through the tenure of family participation in the program. This language is included to try to encourage continued data collection on MIECHV households for the purpose of documenting family outcomes for the benefit of families, programs, and awardees.

In addition, the language is meant to encourage limited shifts in participant status, particularly as it relates to temporary changes and participant status, and that's in order to promote stability and consistency in the provision of services for families.

Based on our understanding, efforts are generally taken, I think, to minimize changes in participant status, so changes from, for example, a MIECHV home visitors or slot to a non-MIECHV home visitor or slot or vice versa. Any changes that do take place are generally permanent, I think, in nature; however, there are some circumstances that may warrant a temporary change in status. For example, a home visitor goes on family leave, or a position is temporarily vacant, and families may not be able to transfer to another MIECHV home visitor or slot, so in these cases, families may need to switch to a non-MIECHV home visitor or slot until they can return to the MIECHV home visitors caseload or to the MIECHV slot.

So, in these instances, if an awardee viewing the transfer as temporary, we would anticipate continued data collection on these households for Forms 1, 2, and 4. So, for Forms 1 and 2, data should continue to be reported on households, counting data as unknown or missing if it's unable to be provided.

For Form 4, because we would anticipate that the slot for this family is being held, we would expect continued data reporting as part of the current caseload numbers in Table A.1, and that they would continue to be reported as currently receiving services in Table A.3.

When there is a permanent change in a household MIECHV status, since the family permanently moves from a MIECHV home visitor or slot to a non-MIECHV home visitor or slot, again, we would always encourage continued data collection on these families; however, that may not be currently feasible for all programs So, for those that continue data collection and reporting on these families, awardees should continue to report data for those participants on Forms 1 and 2 while maintaining the current family status as currently receiving services on Table 17.

For awardees that are not able to continue data collection and reporting for MIECHV families that transfer out of the MIECHV status, they should be counted under stopped services before completion on Table 17. However, in both instances, these families would no longer be counted towards current caseload numbers in Form 4, and so they should be reported under stopped services before completion on Table A.3, and that's because these families would no longer be considered part of the current caseload numbers.

I want to note that we will be providing some written documentation on all of these FY 2019 updates in the very near future, hopefully within the next week, so you will have that written documentation available. If you have additional questions beyond that, please feel free to reach out to your project officer, and they can connect back with us and the data team, and we can work together to respond and support a solution.

>> CAIRONE: Great. We have a couple of question, Heather, that came into the chat while you were presenting. Kasondra has asked a question. Will we still be reporting what was in Form 1, Table 18 in the quarterly Form 4?

>> SWOPE PINAUD: I'm just double-checking on something real quick.

>> CAIRONE: OK.

>> SWOPE PINAUD: So the home visitor full-time equivalent currently being collected in Form 4 would be --. You would be continuing to report that information there.

>> CAIRONE: OK. Great. Erica has a question. To clarify, do any of the six months for insurance need to be within the reporting period?

>> SWOPE PINAUD: That's a great question. At this point in time, we considered a number of options that would allow us to try to track that information. I think it's challenging within the construct that we are working with. So, the current guidance is that it does not necessarily need to be within the current reporting period. So, as I talked about, some of the drawbacks with each of the options, we understand that a drawback for that option is that families -- their current status may not be represented within that measure calculation.

>> CAIRONE: OK. I believe that also addressed Amanda Bolton's question. And then there's additional question from Martha.

>> SWOPE PINAUD: I saw Amanda's question. I'm reading it. She's talking about if they need to be reported in multiple reporting periods. So, yes. For each reporting period, you would look back to see who qualifies for that denominator, which is all caregivers that have been enrolled in home visiting for at least six months, and then of all those enrolled, at least six months, you're reporting those in the numerator. That means the specification of the numerator. So, they potentially could be reported in multiple reporting periods if they meet those conditions.

>> CAIRONE: OK. Martha's asking who's excluded from Measure 16.

>> SWOPE PINAUD: I think that that probably answered the question. Martha, if you still have additional clarifications, just let us know.

>> CAIRONE: Great. And the final question for now is from Jeremy. Please clarify for report coding purposes for Measure 16. If a participant has been enrolled for over a year total in the program and is enrolled only one month in the reporting period, are they counted in the denominator?

>> SWOPE PINAUD: Correct. Yep. As long they've been enrolled for six months.

>> CAIRONE: OK. Excellent. Thank you, Heather, so much for that information, and, as she said, if there's additional questions, please do follow up with your project officer. There will be some more written guidance coming out from HRSA after this webinar.

I'm going to turn over, at this point, to Susan, who's going to take us to the next section.

>> ZAID: Great. So, Heather just outlined changes to the FY 2019 performance measurement guidance. Awardees will be expected to update their performance measurement plans for FY19 to reflect those changes. Your performance measurement plan is your guide to implementation and reporting, and it should accurately reflect your data collection and reporting practices. So, you should update your FY 2019 plan to incorporate the changes in the guidance as Heather outlined, recommendations from your TA specialist provided during your FY 2018 performance measurement plan review, and any other changes to your data collection and reporting process since the last time you submitted a performance measurement plan.

At this time, we don't have a timeline for the FY 2019 performance measurement plan submissions, but that information will be shared when it's available.

And now, I'd like to pose a question for discussion in the chat box. What's one pressing question you have about the performance measurement plan updates? Feel free to ask those questions in the chat box, and we'll try to answer them one-by-one, if we can.

So, a question from Vinetta. Will there be a grace period to implement these changes in FY 2019? Will there be database changes and training that will need to take place at the LIA level before we're able to meet these changes?

>> SWOPE PINAUD: So, I'm guessing this is probably in response to the changes in the Measure 16 Continuity of Insurance Coverage. I would ask that you bring up any questions or concerns that you have related to the FY19 changes during the review of performance measurement plans, and we can address those.

>> ZAID: And Angela has a question. At one point, there was discussion about changes of the unit of measurement for Measure 10 - parent/child interaction. Can you please confirm the current unit of measurement?

>> SWOPE PINAUD: Sure. Yes. So, folks may remember that in the FY 2018 guidance updates, we confirmed that the primary caregiver was the unit of analysis, and we have not made changes to that, so just the primary caregiver.

>> ZAID: And Stacey has a question. We'd like to allow our HFA programs to use the CHEERS Check In as the PCI tool for FY2019. We'd like to allow them to do this starting October 1, 2018, but we don't know if it will be approved in our forthcoming performance measurement plan update. Can we assume that this change will be approved, or do we need to hold off on it?

>> SWOPE PINAUD: That seems like a change that would probably not pose any challenges, but we can address those within the performance measurement plan update process, I think.

>> ZAID: And Michelle has a question. What's the timing of the updates to the FY19 performance measurement plan? We've not be able to implement the FY18 changes because we were told to wait until our updated plan was approved. Since that hasn't happened yet, those changes have not been implemented.

>> SWOPE PINAUD: So, the question is about timing for the FY19 plans. I'm hopeful that the performance measurement plans review process that will be taking place over the next couple of months will be looking at both 2018 and 2019 sort of combined. And there really are very minimal changes to updates for 2019. Granted there potentially could be changes that are not outlined here that you would like to also address, but we don't have a specific timeframe in mind, but I think that we'll be able to address plans much quicker and easier for FY19 than we have a couple of roadblocks and 2018 that put our process on hold so --.

>> ZAID: And Karen has a question about the Healthy Family Parenting Inventory. Can you confirm it's an approved tool for Measure 10?

>> SWOPE PINAUD: I do not have that information right now, but we can follow up on that with you.

>> ZAID: And it looks like there are no other questions in the chat box. So, now, I'd like to take a moment and share with you what's ahead. There will be a refresher training on how to submit your FY 2018 performance reports in HVIS in September. So, look for that coming up soon.

To help you understand the performance measurement changes for FY 2019 that Heather just shared, we'll be updating the Form 1 and Form 2 toolkits and the FAQs, so that you can have all the updated guidance in one place. And if you have any questions about the performance measurement system, there is, as Elaine mentioned, one-on-one TA available through your TA specialist. So, just reach out to your project officer if you have any questions for your TA specialist.

And now, I'd like to hand it to you Karen.

>> CAIRONE: OK. Thank you. Within the PM/CQI Technical Assistance Center, there will be, as Elaine said, technical assistance for targeted, but there'll also be universal technical assistance,

like the webinar you're attending today. So, we just wanted to share with you what was included in the plan for this year up until May of 2019. We will be providing the following resources, approximately around the dates you can see off to the right-side of the chart.

So, we'll have updates to Form 1 and 2 toolkit, and that will be around September of 2018. Updates to Form 1 and 2 frequently asked questions, and, again, September of 2018. We will have another written resource on CQI updating and completing your CQI plans around November of 2018. And then, we will have a final written resource to be determined. We presently are doing an environmental scan to see what's most needed in the field, so as we look through the different performance measurement and CQI, existing resources that are out there, and we see where we could help fill a gap, we will be able to create a final written resource around March of 2019.

Also, within the universal technical assistance plan will be four webinars. The webinar you're attending today is the first one on the list, with performance measurement updates. We will be conducting a webinar in November on CQI, updating and completing your CQI plans. Our third webinar will be in January on performance measurements around strategies for improving data quality and minimizing handling missing data. And then, finally, our last webinar will also come from the environmental scan as we see what's needed in this field around the topic of performance measurement and CQI. So, our plans are to have something proposed by October of 2018 that we would deliver, also in March of 2019. So, that's what you can expect from the universal technical assistance involved with this project between now and, again, March to May, the end of this project year. If there's any questions about this, please do feel free to also go into the chat. And, with that, I will turn it back to Susan. I apologize, Elaine. Elaine?

>> FITZGERALD LEWIS: Oops. Sorry about that. I was on mute. Thank you, Karen. So, we covered a lot of information in a rapid period of time. Now, I'd just like to take a moment and pause and gather some feedback. Again, continue to put in your questions into the chat box, and we'll engage our presenters so that they can respond to your questions. Most importantly, this discussion one, what did you hear today that you're most excited about, and that will, again, continue to give us feedback on how we can best support you.

And as we do that, let me just say --. I actually see that there is a question about dates for CQI. So, are you referring, let's see --, regarding the CQI plan submission. If that's what we're talking about, I wonder, Heather, if you have any updated information on that, and if not, we can then circle back with the group. I know it's something that was still under discussion.

>> SWOPE PINAUD: Yeah. I, unfortunately, do not have that information.

>> FITZGERALD LEWIS: OK. I know it's something that folks are trying to work out, but we will certainly bring that back to all of you regarding the plans for CQI submission.

And then Alyssa has a question regarding revised guidance on Measurement 16. I wonder, Alyssa, if you want to add anything else in the chat box, and we can make sure we bring it back to the group.

>> SWOPE PINAUD: She says it was not a question, that she's excited about the change.

>> FITZGERALD LEWIS: OK. Awesome. Great. We love to hear it. Again, put more comments about what you're excited about what you heard today into the chat box. You know how much we value data. We'd like for you all to take a few minutes to think about action steps you may take based on what you heard today. So, you will see a pop-up box on your screen. April, is that something that you could help us with now?

So, we're going to give folks about a minute here. Just take a moment and reflect on do you plan to take an action step based on what you heard today, and if so, please describe that, and if no, give us some feedback. Again, all of this will help inform how we can best support all of you.

Thank you, everyone, for taking the time to provide us with thoughtful feedback. We do see that folks are planning to take some actions to share updates with their site, revert to original plans. So, reading some of them here, and that there are some concerns regarding being in a waiting pattern and seeking out more information about new guidance for updating PMPs or measuring codes. So, we'll definitely look at how we can make sure you all have the support as soon as it's available.

The next question we'd like your feedback on is how helpful this webinar was in addressing some of your needs. So, if you can answer this real quickly.

OK. It looks like most people have entered, but we'll give it another minute here just so folks can continue to include their feedback.

Thank you, again, everyone, for taking a moment. And, finally, we have what aspects of this webinar were most helpful, and where can we improve for future webinars? And I'll just reiterate here that your feedback is very important to us, and we promise you that what you hear will be used to inform how we can continuously improve on the quality and content of the TA you receive.

Thank you again, everyone, for your time, participation and all the work you do every day to support children, mothers, families in the communities that you serve. It means so much to us. We really appreciate all the time and feedback that you provide, and we'll make sure to go through it and incorporate into our work ahead.

And, at this point, I'll turn it back to Karen.

>> CAIRONE: OK. Thank you, everyone, for attending today. I just want to assure that because we didn't broadcast results, we did still see all of your votes come in to our TA team, and we're using all of this information. We see a lot of things that could go better on the next webinar,

and things that you enjoyed and got out of this webinar as well, so we will take all that information as we form the other webinars within this project. So, just want to say thank you for being with us today and taking the time and, again, this presentation will be available on HRSA's website in just a couple weeks along with the formal transcript.

Thank you all. Have a great day.