

Reducing Substance Use Disorders Program Data Dashboard Affinity Group Program Overview

Medicaid Innovation Accelerator Program

The Medicaid Innovation Accelerator Program (IAP) is a collaboration between the Center for Medicaid and CHIP Services and the Center for Medicare & Medicaid Innovation designed to build state capacity and support ongoing innovation in Medicaid. Medicaid IAP provides technical assistance to support states' ongoing delivery system reform efforts across four priority program areas: (1) Reducing Substance Use Disorders (SUDs), (2) Improving Care for Medicaid Beneficiaries with Complex Care Needs and High Costs, (3) Promoting Community Integration Through Long-Term Services and Supports, and (4) Supporting Physical and Mental Health Integration. IAP also provides support in four functional areas that IAP views as the building blocks to delivery system reform: (1) Data Analytics, (2) Quality Measurement, (3) Value-Based Payment and Financial Simulations, and (4) Performance Improvement.

Medicaid IAP is offering Medicaid agencies technical assistance with producing new or revising their existing SUD data dashboards. Participating Medicaid agencies will learn about best practices in dashboard design and receive individual and group technical assistance as they produce or revise their own data dashboards. IAP will select up to 10 states to participate in this technical assistance opportunity.

Overview of Technical Assistance

The participating teams will receive technical assistance over a seven-month period through—

- Access to a diverse technical assistance team of Medicaid, SUD, data analytics, and data visualization experts who will support the state in meeting its specific goals for producing or revising data dashboards
- Participation in one-on-one technical assistance, group coaching, and webinars on topics of common interest

This opportunity is available to all states. The SUD Data Dashboard Group is open to states at varying stages of data dashboard design. Some states may be beginning to explore designing their dashboards and will need support in building their knowledge and embarking on the initial stages of dashboard development. Other states may already have developed an SUD data dashboard and request technical assistance in specific areas to support their continued progress. States that participated in the 2018 Data Dashboard Flash Track are welcome to apply. IAP will support states in their efforts to develop a dashboard but is not able to develop dashboards on behalf of states.

What Is the Benefit to Selected States?

States selected for participation will benefit from (1) a detailed review of data visualization and dashboard production best practices for SUD, (2) access to subject matter experts (SMEs) to guide the production or revision of data dashboards, (3) exposure to other Medicaid agency strategies for SUD data visualization, and (4) interaction with peer states to brainstorm ways to overcome barriers to dashboard production or revision.

Components of Technical Assistance for State Medicaid Agencies

The Data Dashboards Affinity Group will run from February 2020 through August 2020. Each state will be assigned several members of the IAP SUD team who will constitute the state support team and will work with the state throughout the duration of the cohort.

- **Coach:** An SUD and Medicaid SME who will provide support to the state in all steps of the SUD dashboard development
- **Data Analytics SME:** A data analytics expert who will help with identifying metrics, creating indicators and describing functional specifications
- **Project Manager:** A dedicated Project Manager who will assist by scheduling one-on-one coaching meetings, tracking action items, and providing overall project management support to the coach and state team
- **Data Visualization SME:** An SME who will assist states (1) design effective dashboards through best practices in data visualization, (2) assess infographics, and (3) design sample dashboards of the SUD population

Technical assistance under this program will include the following components:

- **Kickoff webinar:** The Affinity Group kickoff webinar will be held in February 2020 and will include an overview of the Affinity Group, including objectives, curriculum, and introduction of the selected states, the federal Medicaid IAP team, and the contracted support staff. The kickoff webinar is an opportunity for states to describe their initial goals and potential content for their SUD data dashboards.
- **One-on-one coaching:** Individual meetings between states and their support teams will involve discussion of state-specific needs and priorities, address any technical questions the teams may have, and help resolve any roadblocks that the teams encounter during the dashboard production or revision. The recommended frequency of these meetings is every other week.
- **Technical assistance webinars:** During the first three months of this Affinity Group, states will participate in two webinars on data visualization and dashboard production best practices. These webinars will serve as a foundation for the work that the teams will do during this technical assistance opportunity.
- **Group coaching calls:** These calls will provide states with an opportunity to participate in a facilitated discussion with their peer states and Affinity Group coaches. States will be given the opportunity to share their successes and barriers in their dashboard production or revision, ask each other questions, learn from strategies that other states are using, and share next steps. During these calls, Affinity Group coaches will be available to facilitate the discussion and provide subject matter expertise where requested. States will receive discussion topics before each call to encourage preparation and participation in these discussions.
- **Update webinar:** A update webinar consisting of short presentations by Affinity Group teams will be held between the two group coaching calls to share updates with peer states.
- **Closeout webinar:** The Affinity Group closeout webinar will be held in August 2020. Each participating team will present its SUD data dashboard(s), receive peer feedback, and discuss plans for the sustainability of its dashboard(s).

Selection Criteria

Medicaid IAP seeks to engage Medicaid agencies that are interested in receiving technical assistance to produce or revise SUD data dashboard(s). Participating states should consist of a core team of five to seven people including—

- Team Lead with Medicaid policy/program knowledge, who is employed by the state that will oversee and be accountable for the day-to-day work
- Medicaid and Single State Agency for Substance Abuse Services policy and program staff who have the capacity to begin work shortly after selection for technical assistance and sufficient time and resources for this effort (including meeting between the technical assistance activities to address questions, develop team consensus, and prepare materials for one-on-one and group coaching calls and webinars)
- Team members with experience in extracting data from the relevant databases and working with the software used to create dashboards
- Potential end users to provide feedback throughout the dashboard development process (e.g., policymakers, clinicians, and consumers)

Timeline

Month	Activities	Coaching Topics
February 2020	<ul style="list-style-type: none"> • Kickoff webinar 	<ul style="list-style-type: none"> • Introduction to the Affinity Group
March 2020	<ul style="list-style-type: none"> • One-on-one coaching • Technical Assistance Webinar 1 	<ul style="list-style-type: none"> • State Orientation • Key Team Members • Audience/Purpose/Objectives • Tool Selection
April 2020	<ul style="list-style-type: none"> • Technical Assistance Webinar 2 • One-on-one coaching 	<ul style="list-style-type: none"> • Plans for Distribution of Dashboard to End Users • Debriefing on Webinar 1
May 2020	<ul style="list-style-type: none"> • One-on-one coaching • Group coaching 	<ul style="list-style-type: none"> • Data Sources • Selecting and Defining Metrics • Data Compilation Strategy
June 2020	<ul style="list-style-type: none"> • One-on-one coaching • Update webinar 	<ul style="list-style-type: none"> • Testing
July 2020	<ul style="list-style-type: none"> • One-on-one coaching • Group coaching 	<ul style="list-style-type: none"> • Dashboard Design Layout and Mock-Up
August 2020	<ul style="list-style-type: none"> • One-on-one coaching • Closeout webinar 	<ul style="list-style-type: none"> • Final Dashboard(s) • Sustainability Activities

How Do Interested States Apply for Technical Assistance?

Interested states are asked to complete and email the expression of interest (EOI) form to sudcms@us.ibm.com by midnight (ET) on January 10, 2020, with the subject line “Data Dashboards for IAP SUD.” The EOI Form can be found online on the IAP SUD [web page](#).

For questions about this Medicaid IAP opportunity, please contact the IAP SUD team at Roxanne.Dupert-Frank@cms.hhs.gov.