Value-Based Incentives
Building Performance and Risk Metrics (1-A)
Frequently Asked Questions
October 2025

Overview and Key Terms

1. **What is the goal of this Value-Based Incentive (VBI) activity?**
This VBI activity supports SAPC provider agencies in purchasing and implementing a data aggregation platform that strengthens their ability to operate successfully in an evolving value-based environment. The intent of the activity is for each agency to move forward with purchasing and implementing a data aggregation platform. If immediate purchase and implementation are not feasible, provider agencies must submit a plan outlining the purchase and implementation timeline, along with the corresponding action steps. Please see the VBI Website for additional details.

2. **What is a data aggregation platform?**
A data aggregation platform is software that consolidates data from multiple sources into a single dashboard or report, allowing organizations to track and analyze performance metrics more efficiently. The platform should connect to other databases via an Application Programming Interface (API) or other method that allows for automated data exchange, eliminating the need for manual data transfers.

3. **What is the difference between data aggregation and data integration?**
Data aggregation combines information from multiple sources and displays it in a consolidated dashboard or report. Data integration, on the other hand, merges data from different systems into a unified database or workflow. Aggregation focuses on reporting and analysis, while integration focuses on system-to-system connectivity and shared operations.

Eligibility, Attendance, and Submission Requirements

4. **Is attendance required at the sessions and workshops, or can I just submit the deliverables to receive payment?**
Attendance at the activity sessions and workshops is required from someone in a leadership or a designated decision-making role. Participation in the sessions ensures that provider agencies receive the necessary guidance, context, and support to complete submissions successfully.

   Each registration invitation details attendance requirements. Please review attendance details carefully to ensure that applicable staff participate. **Failure to meet these requirements will result in ineligibility to participate.**

5. **Why do my CEO and other executive leadership need to attend?**
The participation of executive leadership, including the CEO, is critical to ensure organizational alignment, prioritization, and sustainability of the data infrastructure being built. Leadership engagement also signals organizational commitment to this effort.

6. **What is the schedule for upcoming trainings?**
Training sessions, along with supplemental pop-up sessions and panels, will be scheduled for each of the three milestones (submissions) of the activity. Dates, attendance requirements, and registration links will be shared with participating provider agencies via email. Please review attendance requirements carefully to ensure your agency remains eligible to participate.

7. **This VBI activity has three submissions. Do I have to complete Submission 1 to be eligible for Submission 2? Do I have to complete Submission 2 to qualify for Submission 3?**
Yes. Each submission builds on the previous one. Submission 1 must be completed and approved to be eligible for Submission 2. Submission 2 must be completed and approved to be eligible for Submission 3. **Failure to complete a submission will impact reimbursement.**

8. **Our agency already purchased a data aggregation platform. Are we eligible to participate?**
   - Yes. Provider agencies that have already purchased a data aggregation platform have the opportunity to participate in all three submissions.
   - Submission 3 will require documentation demonstrating that the platform meets the requirements of the activity. Please see the ***Data Aggregation Platform Scope and Specifications*** section of this document for more information.

Data Aggregation Platform Scope and Specifications

9. **Is there a list of recommended data aggregation platforms that meet the activity requirements?**
SAPC is developing a list of commonly used software platforms and vendors that builds on the **Project Management Platform Comparison** document created by **SAPC's Provider Advisory Council (PAC) Data Workgroup**.

   While this list may serve as a reference, **SAPC cannot endorse or recommend specific products**. Agencies are encouraged to select a platform that meets the activity requirements and aligns with their organization's unique needs and infrastructure.

10. **Our organization has a data aggregation platform in mind or has already purchased and implemented a platform. How do I know whether it meets the activity requirements?**
    SAPC is developing a tool to aid participating providing agencies in determining whether a particular data aggregation platform meets the activity requirements. Below are initial parameters to support planning:
    - **a.** Pull and aggregate information from more than one data source.
    - **b.** Establish an Application Programming Interface (API) or other method that allows for automated data exchange between the main data aggregation platform and identified data sources, eliminating the need for manual data transfers
    - **c.** Aggregate and display the 10 metrics included in the Data Source Inventory + Baseline Metrics Tool within a consolidated dashboard or report.

11. **Where can I find a list of the 10 metrics the data aggregation platform is required to display?**
    Please reference the ***List of Metrics*** tab in the Data Source Inventory and Baseline Metrics Collection tool.

12. **Should the data aggregation platform only include the 10 metrics listed in the Data Source Inventory and Baseline Metrics Collection tool?**
    These 10 metrics are the minimum needed to meet the activity requirements. The platform should allow for the eventual aggregation of other key metrics that are specific to the programming and needs of each provider agency

13. **Should the data aggregation platform include only data for the SAPC DMC-ODS program, or should it include data for programming organization-wide?**
    The focus and priority of this activity is to ensure that the platform covers DMC-ODS programming. At the same time, the platform should be flexible enough to accommodate the eventual aggregation of an organization's complete programming.

14. **Does Sage KPI meet the data aggregation platform requirements of the activity?**
    No, Sage KPI does not collect the full breadth of data needed to report the metrics included for this activity.

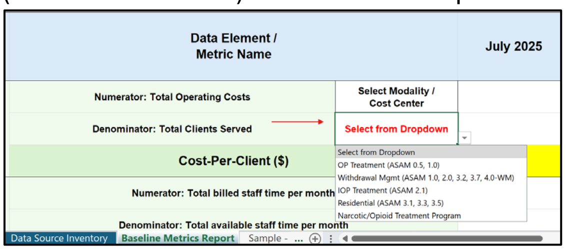
15. **Will the data aggregation platform be required to connect to and integrate with Sage directly?**
    No, it does not have to integrate with Sage, but it should have the capability to aggregate and display data from Sage.

16. **What if our data is collected and stored manually?**
    This activity will be an opportunity to identify manual data sources and plan for building out the infrastructure to transition to an electronic format.

Data Source Inventory and Baseline Metrics Collection Tool

17. **Will provider agency performance on the reported baseline metrics affect payment?**
    No, the objective of this activity is to build the infrastructure for collecting, aggregating, and reporting on metrics. The baseline metrics reporting is intended to provide practical insights into the data sources and methods needed to calculate the metrics.

18. **For the Cost-Per-Client metric, our agency provides multiple modalities. How should we report this?**
    Please select one modality/cost center from the dropdown in the **Baseline Metrics Report** (screenshot below). The numbers reported will be specific to this modality/cost center.



19. **For the LPHA-to-Client Ration Metric:**
    d. **Should we count licensed-eligible towards the LPHA count?**
    Yes. Please count both licensed and licensed-eligible LPHAs.
    e. **Should we count LPHAs who don't provide direct client services?**
    Yes. Please include these LPHAs when reporting this metric.
    f. **Should we count LPHAs who are part-time or contracted employees?**
    Yes. Please count each LPHA/LE-LPHA individually, rather than FTE, regardless of hours worked.

20. **For the Billable Time metric, do we include time that staff took off?**
    g. Please exclude time off when calculating the denominator for this metric*, total available staff time per month*.

21. **Is there a report to track Client Retention Rate in Sage?**
    Provider agencies can utilize the Sage **Census Bed Management Report** to pull data needed for the Client Retention metric. The report shows admissions, discharges, and length-of-stay details based on information entered in Sage. It is important to make sure all required dates, including admission, discharge, and transfer, are entered accurately and on time to ensure retention data is correct.

    Provider agencies should ensure that they filter the dates to match those listed in the **Baseline Metrics Report** tab of the [Data Source Inventory & Baseline Metrics Collection Tool](#) (due: 11/07/25).

    Below is the link to the provider communication with more information about the report: http://publichealth.lacounty.gov/sapc/Sage/Communication/SAPC-Sage-Provider-Communication-072125.pdf

Resources and Contact Information

22. Where can I find materials for this activity?

- Please visit the SAPC VBI Website for information on the activity eligibility, invoicing/submission guidelines, and payment. Activity documents will be uploaded to this page once available.
- At the conclusion of each session/workshop, participants will receive an email with a "Box" link that contains materials from that meeting.

23. If we have questions related to this activity, whom should we contact?

- **For questions regarding activity requirements, please contact the SAPC VBI Inbox:**
  - SAPC VBI Inbox: DPH-SAPC-VBI@ph.lacounty.gov

- **For technical assistance, troubleshooting, and general guidance, please contact CIBHS:**
  - Martin Toledo, mtoledo@cibhs.org
  - Pranab Banskota, pbanskota@cibhs.org
  - Or submit a Technical Assistance (TA) Request Ticket here: **https://wkf.ms/4lbVPyI**

- **SAPC and CIBHS are in close communication. When in doubt, feel free to include both teams.**