

**From:** Mark Davis <mark@par.net>  
**Sent:** Friday, September 17, 2021 1:26 PM  
**To:** Ahrens, Kristin  
**Subject:** [External] FW: Rate Assumption Survey

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**MARK DAVIS**

**President & CEO**

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**From:** Jeanne Meikrantz <JMeikrantz@arcocchestercounty.org>  
**Date:** Friday, September 17, 2021 at 6:03 AM  
**To:** Mark Davis <mark@par.net>, Lisa Mathis <lisa@par.net>  
**Subject:** Fwd: Rate Assumption Survey

Here is what I sent to Rick that I noted on our call a few minutes ago. The survey did not allow a place for comments so that is why I sent the supplemental e-mail to Rick.

Any questions let me know.

Thanks,

Jeanne

Any questions let me know.  
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**From:** Jeanne Meikrantz <JMeikrantz@arcocchestercounty.org>  
**Sent:** Thursday, September 16, 2021 12:56 PM  
**To:** [REDACTED]; Smith, Rick  
**Cc:** Jeanne Meikrantz  
**Subject:** Rate Assumption Survey

I just completed the Rate Assumption survey for The Arc of Chester County “traditional” side of our organization however wanted to provide the following feedback:

1. The survey appeared to be a staff vacancy/turnover survey.
2. The survey did not address the number of staff we could not hire pre-pandemic due to the low rates.
3. The survey does not address how many referrals we needed to turn down pre-pandemic and through the pandemic or how many units of service we could not deliver due to not having staff due to the low reimbursement rates pre pandemic and ongoing.
4. The overtime question: Our answer will appear confusing since we had our management team provide direct services so

we would not lose the remaining DSP's who could work up to 40 hours but could not work overtime. Managers and the Executive team worked at least 40 hours a week of direct services pre-pandemic and 60 hours during the pandemic which continues today.

5. We did not include AWC staff in our survey response.

If you have question, please let me know.

Thanks,

Jeanne

*COVID-19 Operational Guidance:*

*The Arc of Chester County continues to operate as an essential business, however in order to continue to reduce risks of exposure to illness and comply with Health Department and Governors guidelines, orders and best practices, The Arc is unable to deliver some services at this time. We are also unable to welcome visitors into our facility. We may be working remotely however we are implementing our business continuity plan and facility safety/surveillance plan. The fastest way for you to reach me is to contact me by phone at 610-696-8090 ext. 203 or e-mail me at [jmeikrantz@arcofchestercounty.org](mailto:jmeikrantz@arcofchestercounty.org). I am checking email and phone messages several times throughout the day. I will return messages within in 24-48 hours. Thank you for your understanding as we manage the safety of everyone, our essential services, and business operations.*

Jeanne Meikrantz | Chief Executive Officer  
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