

Department of Developmental Services (DDS) Service Recipients & Family Meetings

March 2019





Welcome!

Before we begin, a few housekeeping items...

- Help yourself to water or snacks
- Get handouts and a nametag
- Please take a break if you need one
- We will pause at times to take your questions
- We will be taking notes and may record during the meeting

Who is this meeting for?

People with disabilities and their family members who want to learn about the California Department of Developmental Services' rate study for services provided through Regional Centers.



What is the purpose of this meeting?

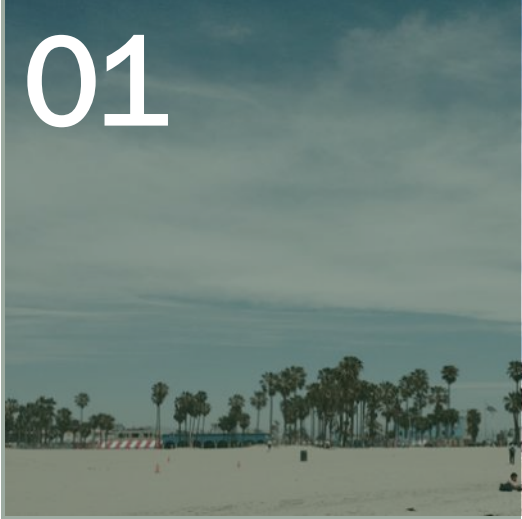
Share information about the rate study

- Answer your questions
- Show you where to find more information
- Hear your thoughts and ideas



AGENDA

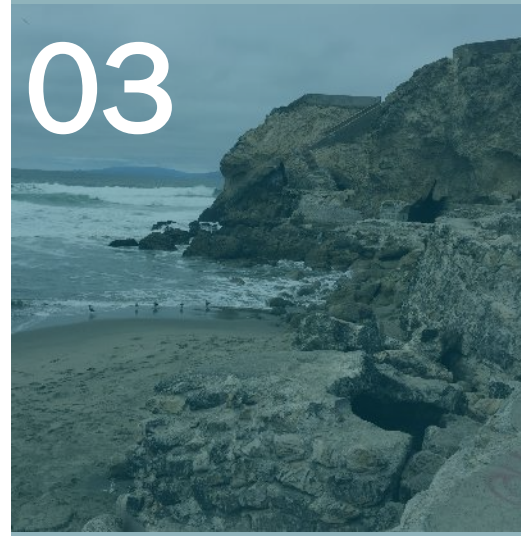
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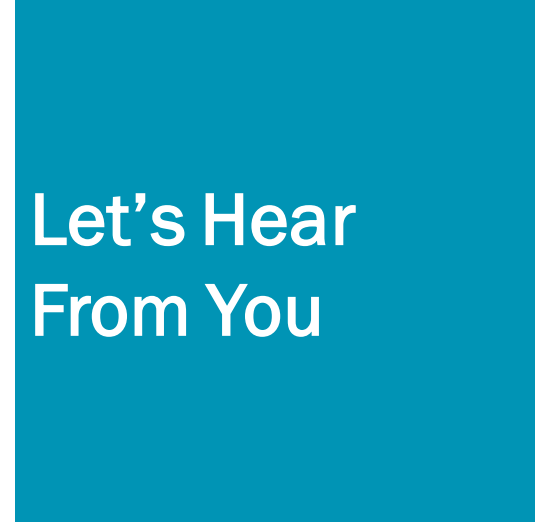
What You Need
to Know



03



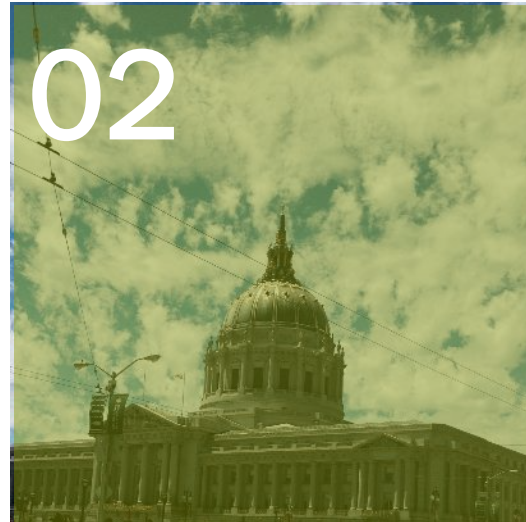
Let's Hear
From You



What & Why:
Vendor Rate
Study



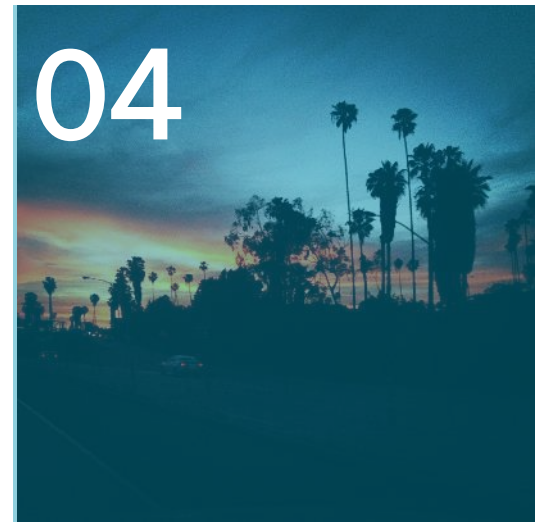
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What Was
Done



04



WHAT & WHY: VENDOR RATE STUDY



Why did DDS undertake a rate study?

- DDS is required to complete a rate study
- The study must address “*the sustainability, quality, and transparency of home and community based services for individuals with developmental disabilities*” *
- DDS hired consultants to complete this study
- DDS also added opportunities for individuals and families to provide input

*ABX2-1 (Chapter 3, Statutes of 2016, Second Extraordinary Session)

https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201520162AB1

Who is working on this rate study?

- Burns & Associates, Inc.
 - Has developed provider rates in Arizona, Georgia, Hawaii, Maine, Mississippi, New Mexico, Oregon, Rhode Island, Vermont, and Virginia
- Human Services Research Institute
 - Non-profit organization helping to craft community-based, person-driven systems
- Mission Analytics
 - San Francisco-based consulting firm with experience with long-term services and supports

What services are included in the rate study?

Examples include:

- Personal Assistance
- Community-based Day Programs
- Supported Employment
- Residential services
- Behavioral support
- Transportation

About 90% of the money spent are for services included in the rate study

Only services provided by Regional Centers are included

What is a rate?

A rate is the amount of money Regional Centers pay service providers for services, like supported living

There are many ways to pay for services.

Rates might be different depending on what they include, such as:

- Service type
- Staff qualifications
- Service time (part day, full day)
- Location

What is a rate study?



Collected data from many sources



Surveyed providers, service users, and family members



Met regularly with Work/Advisory Groups



Developed rate models & posted for comment

WHAT YOU NEED TO KNOW





What's important to know?

- Rate models were developed using independent data and are based on service requirements as they exist today
- Public comment process is open and materials are posted

What's important to know?

The rate models :

- Include benefits for staff (like vacation and insurance)
- Recognize regional differences
- Pay for more training, including cultural sensitivity
- Have bilingual stipends to support people who do not speak English or use sign language



How are the rate models intended to support quality?

Rate models include items such as:

- Supervision for direct support staff
- Training for staff (including cultural sensitivity)
- Consideration of regional differences (like costs for housing)

Where can I look at the rate models?

<http://www.burnshealthpolicy.com/ddsvendorrates/>

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California DDS Vendor Rate Study

BACKGROUND

As required by [Welfare and Institutions Code § 4519.8](#), the California Department Developmental Services (DDS) is in the process of studying the reimbursement rates paid for community-based services for individuals with developmental disabilities, and will be submitting a rate study to the Legislature on March 1, 2019.

Client

[California DDS](#)

Featured Projects

[HCBS Rate Setting for Piedmont Behavioral Health PBH](#). B&A (under subcontract to HSRI) has been assisting Piedmont Behavioral Health (PBH) in assessing its expenditures and

How can I provide feedback?

If you have any
comments you can
send them to:

CAsurvey@hsri.org



WHAT WAS DONE?





Independent Rate Setting Approach

- Information was collected from many sources including:
 - State policies, rules, and regulations
 - Surveys (providers, service users, and family members)
 - Published sources (Bureau of Labor Statistics, IRS mileage rates)



Provider Survey

- Available from May to August 2018
- 1,100 organizations responded to the survey (52% of revenue)
- Developed in close collaboration with DDS and the Rates Workgroup
- Assistance was available if providers had questions about the survey

Provider Survey

What did the survey ask?

Wages and
Benefits

Administration
Costs

Facility Costs

Staffing Ratios

Mileage Costs

Individual & Family Survey

- Online survey for people with disabilities and their families
- Available on Survey Monkey from October 4th–28th, 2018
- Available in 16 languages
- Over 1,700 people took the survey
- Most were family members of people with disabilities

A few things to keep in mind about this survey!

Individual & Family Survey

What did the survey ask?

```
graph TD; A[What did the survey ask?] --- B[Service recipients or family member characteristics]; A --- C[Satisfaction with supports]; A --- D[Experiences with accessing and receiving services];
```

Service recipients
or family member
characteristics

Satisfaction with
supports

Experiences with
accessing and receiving
services

What did we learn from the survey?

People mostly said
their staff and
services were
good

About half of
people had good
experiences
accessing support

There were
differences among
some groups

Full results are available online



How were the rate models developed?

- Rate models were built for each service included in the rate study
- The rate models include “assumptions”. For example just because the rate includes a staff wage of \$14.44 per hour, that does not mean that agencies have to pay staff that exact amount

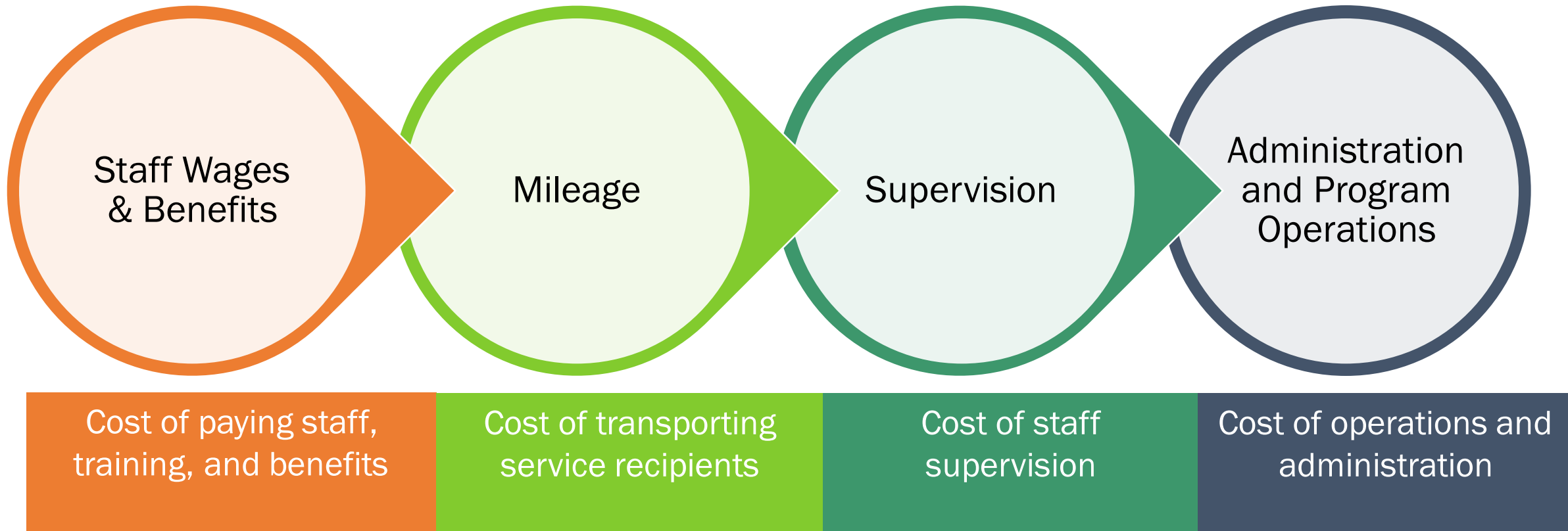
How were the rate models developed?

To build the rate models B&A considered:

- What the service is
- Time that the provider spends with the person
- Regional differences in cost
- Staff qualifications

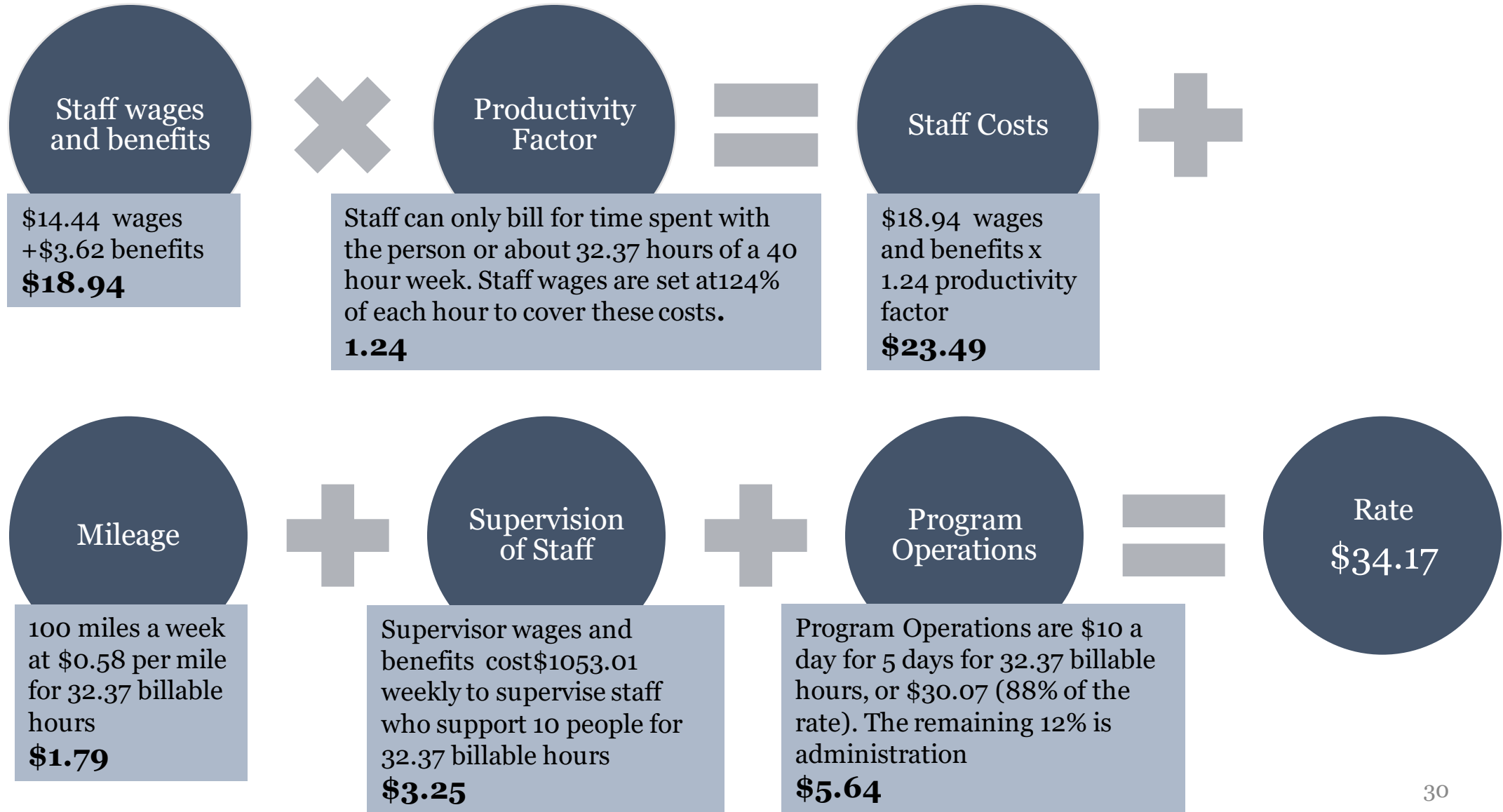
We'll look at some examples of specific rate models!

What might be included in a rate?

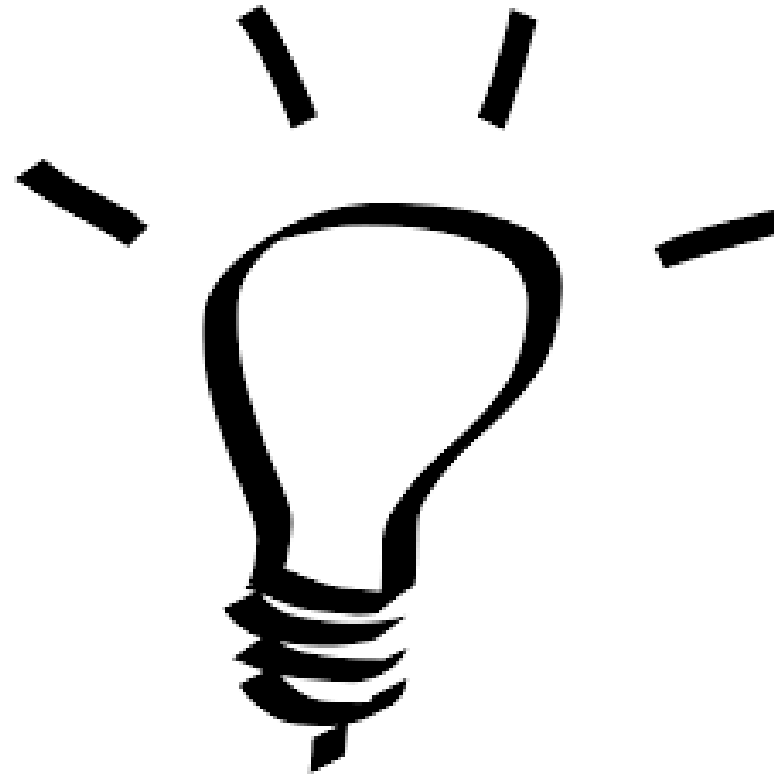


These are examples and can be different depending on the service.

Example of Personal Assistance 1:1



Do the rate
models cover
what you expect?



LET'S HEAR FROM YOU



We want to hear from you

Rate Study

Services

Rates

Any other thoughts/ideas
about these topics?



Where can I get more information?

<https://www.dds.ca.gov/RateStudy/>



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Rate Study

GENERAL INFORMATION

Pursuant to Welfare and Institutions Code [Section 4519.8](#), the Department of Developmental Services (DDS) is required to submit a rate study addressing the sustainability, quality, and transparency of community-based services for individuals with developmental disabilities to the Legislature by March 1, 2019. To assist with this effort, DDS contracted with health-policy consulting firm Burns & Associates, Inc. to conduct the rate study with DDS oversight. An overview of the rate study including project principles and tasks, as well as information on Burns & Associates, Inc., is available [here](#).

- ▶ RATE STUDY MATERIALS **NEW**
- ▶ CONSUMER & FAMILY SURVEY
- ▶ PROVIDER SURVEY FOR SPECIALIZED THERAPEUTIC SERVICES

Next steps

- Provide comments by 4/5
- Comments will be sent to B&A and DDS

If you would like to review the rate models in more detail go to:
<http://www.burnshealthpolicy.com/ddsvendorrates/>
Then, send your comments to CAsurvey@hsri.org



Finally

Please take a moment to fill out a quick evaluation so that we can make sure that our presentation is helpful

Thank you

