

Developmental Services Task Force Oversight, Accountability & Transparency Workgroup

December 14, 2020

Housekeeping

- This meeting is being recorded
- Materials are available at: <https://www.dds.ca.gov/initiatives/ds-task-force/>
- ASL interpreters have been “Spotlighted” so they can always be seen especially during the screen share portion of today’s event – the speaker will not be on screen to allow for accessibility
- For Spanish Interpretation, please click on the white globe at the bottom of the screen labeled “interpretation,” then click “Spanish” and “Mute Original Audio”
- Providing Comments
 - **DS Task Force Members**, please use the “Chat” feature or “Raise Hand” which can be found by clicking “Participants.” A new window will pop open and “Raise Hand” will be at the bottom
 - **Members of the Public**: Please use the Q&A feature at the bottom of your screen. DDS staff are monitoring and responding as necessary. Please let DDS staff to respond to these comments/questions

Agenda

- ▶ **Welcome**
- ▶ **Purpose of Workgroup**
- ▶ **COVID-19 Update**
- ▶ **Discussion**
 - ▶ **What does Accountability look like now (Short-term) and into the future (Long-term)?**
 - ▶ **What does Transparency look like now (Short-term) and into the future (Long-term)?**
- ▶ **Closing Comments**

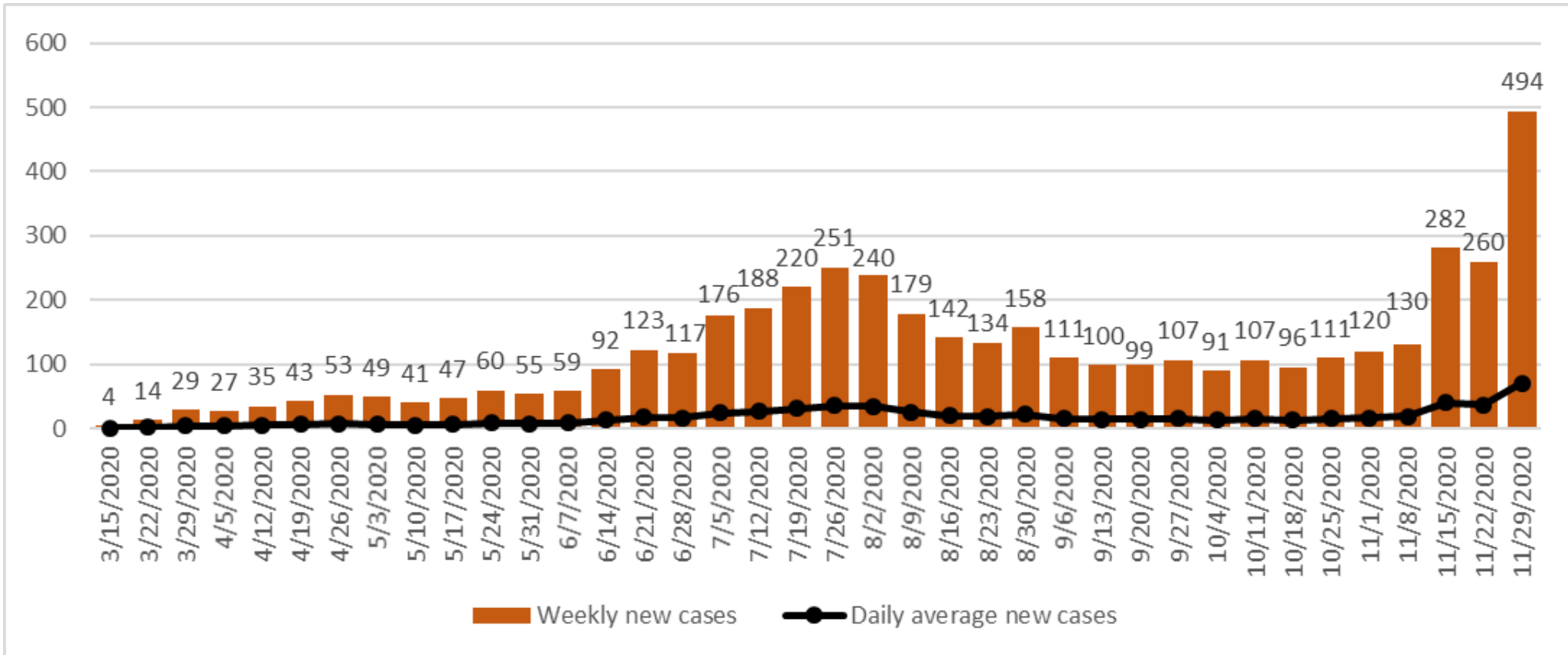
OAT Workgroup

Purpose: The Oversight, Accountability and Transparency Workgroup will look at ways to measure and improve quality assurance and regional center transparency.

Objectives:

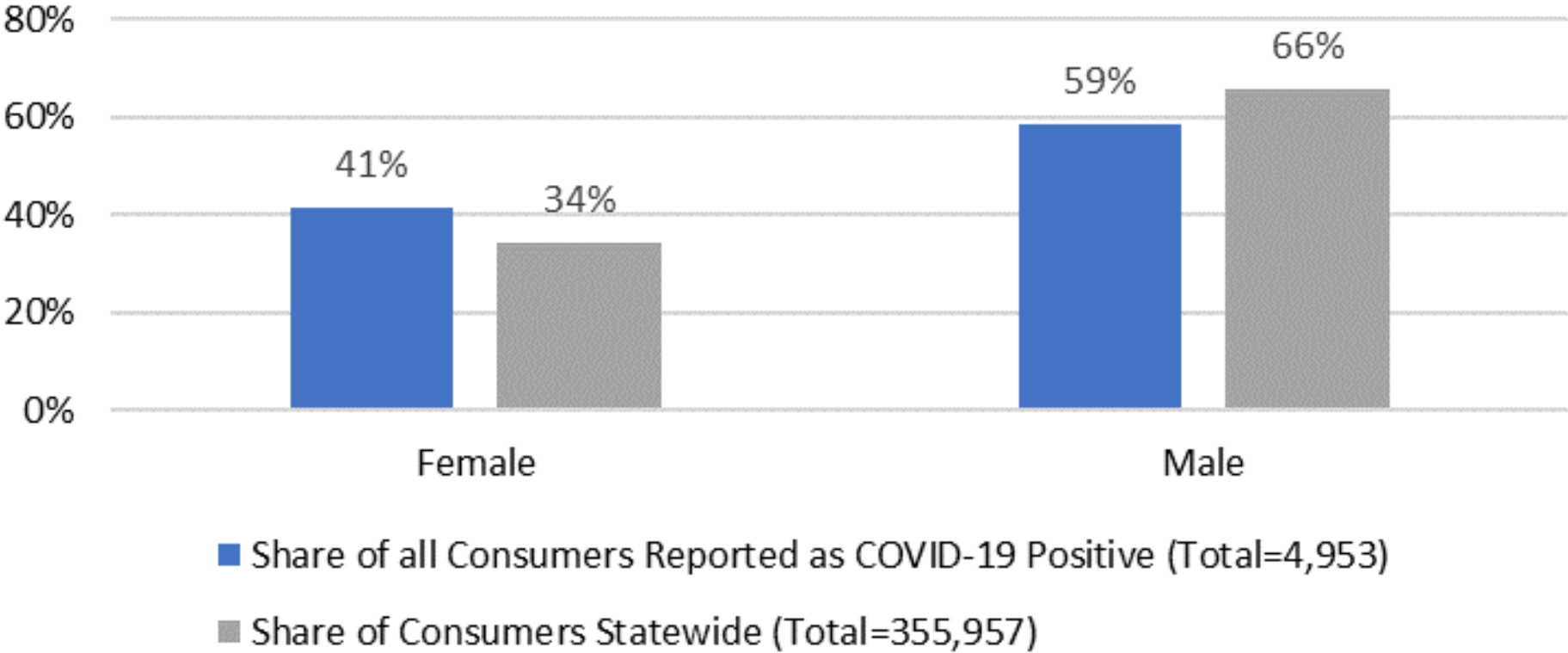
- Recommend key indicators to track the RC system's delivery of services, and trends that are noteworthy of further analysis and follow-up
- Develop recommendations for measuring and improving consumer outcomes
- Recommend goals for system improvement

Statewide COVID-19 Update (March – Nov.)



Note. Weekly data reflects RC reports through Saturday for weeks that start on the previous Sunday. DDS implemented a surveillance data tracking tool on 3/16/20, and this report begins the week of March 15, 2020. Data provided by regional centers as of the week 11/29/20 through 12/05/20.

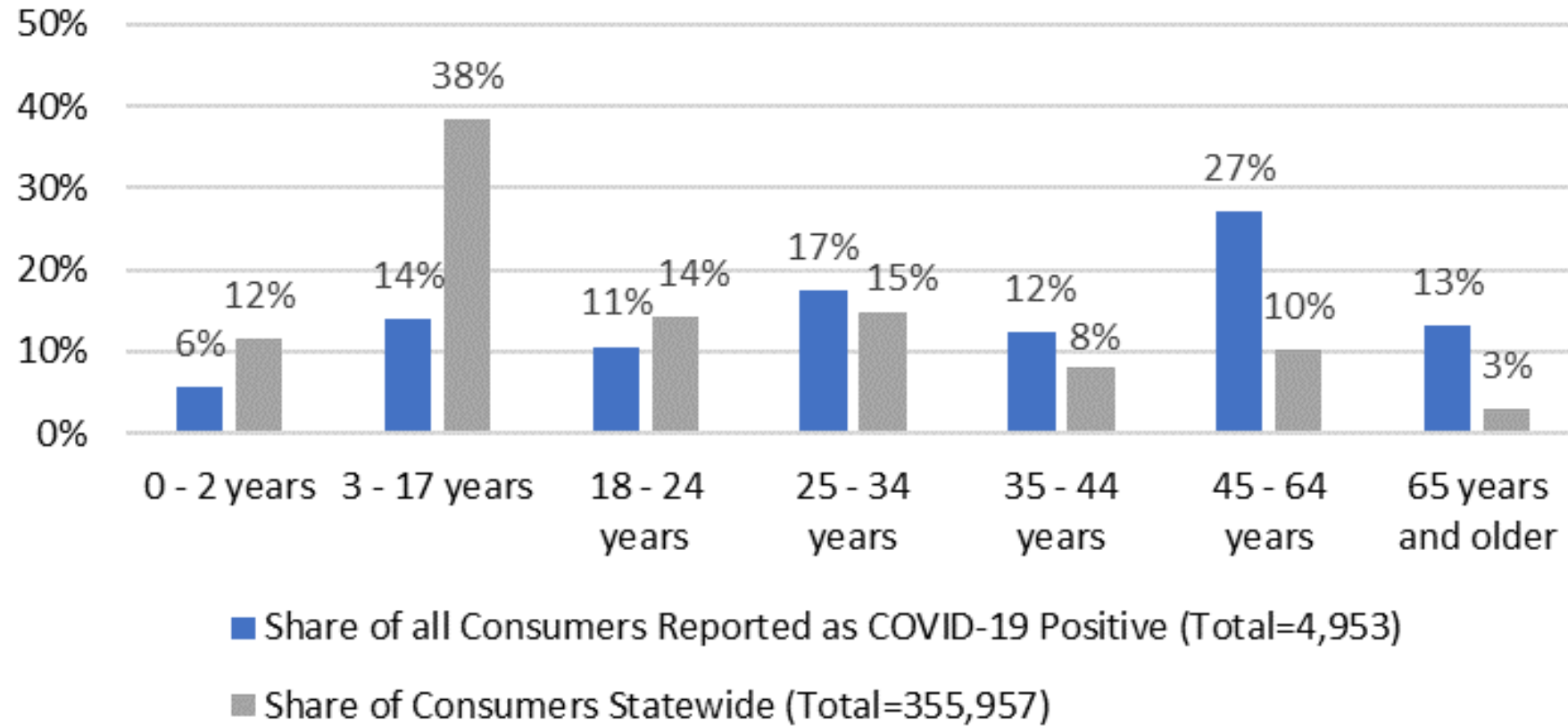
Number of Consumers Reported as COVID-19 Positive by Gender



Data as of 12/08/2020

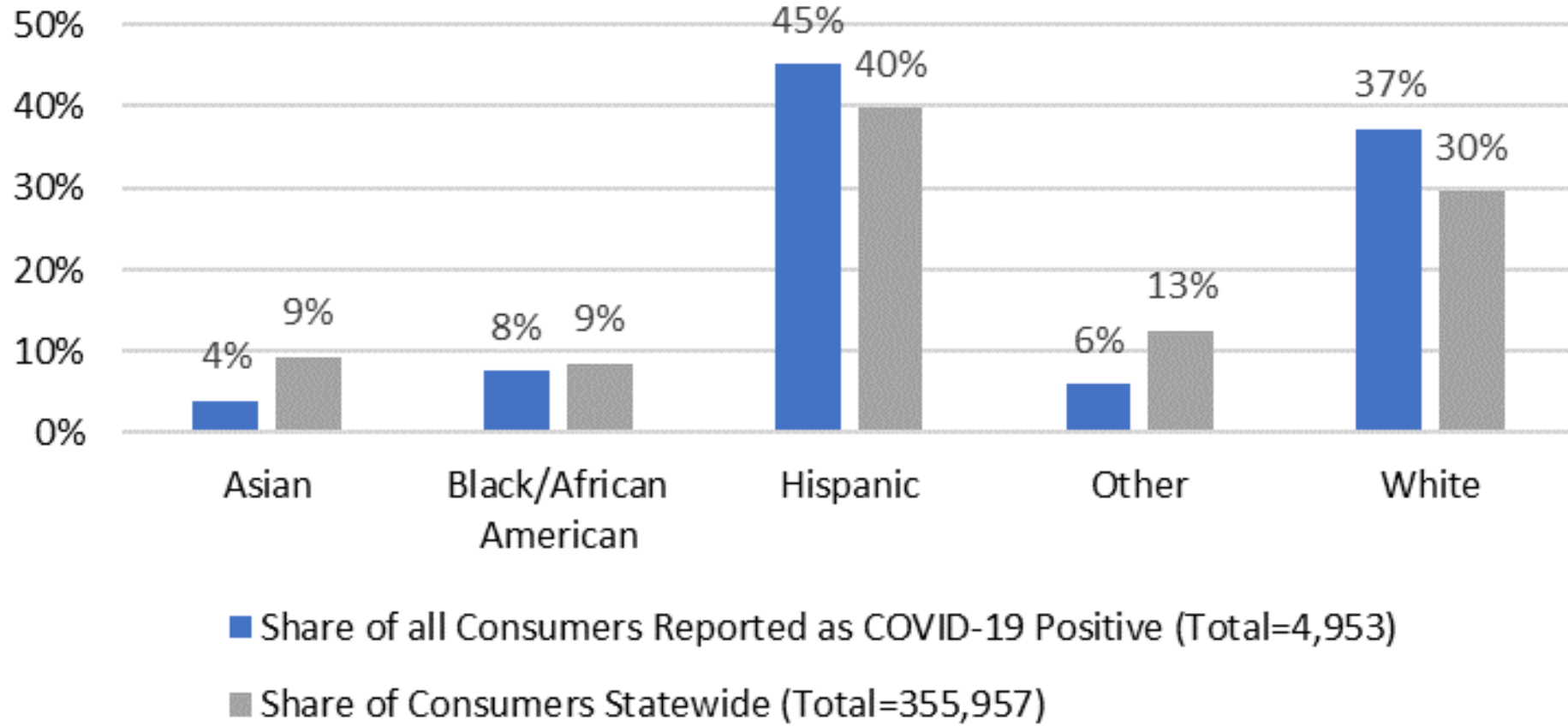
Note: One COVID-19 positive consumer does not have a listed gender

Number of Consumers Reported as COVID-19 Positive by Age Group

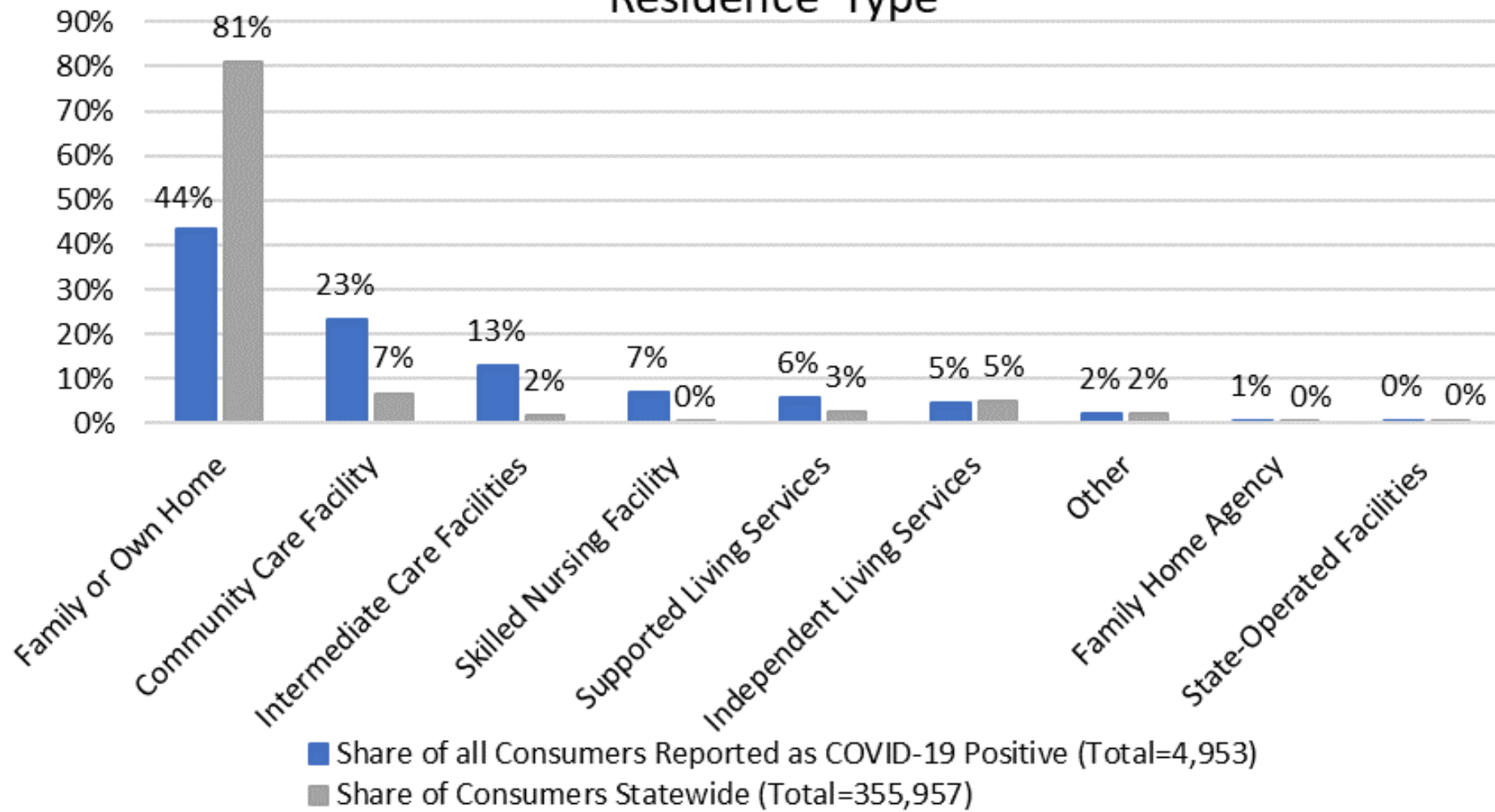


Data as of 12/08/2020

Number of Consumers Reported as COVID-19 Positive by Ethnicity

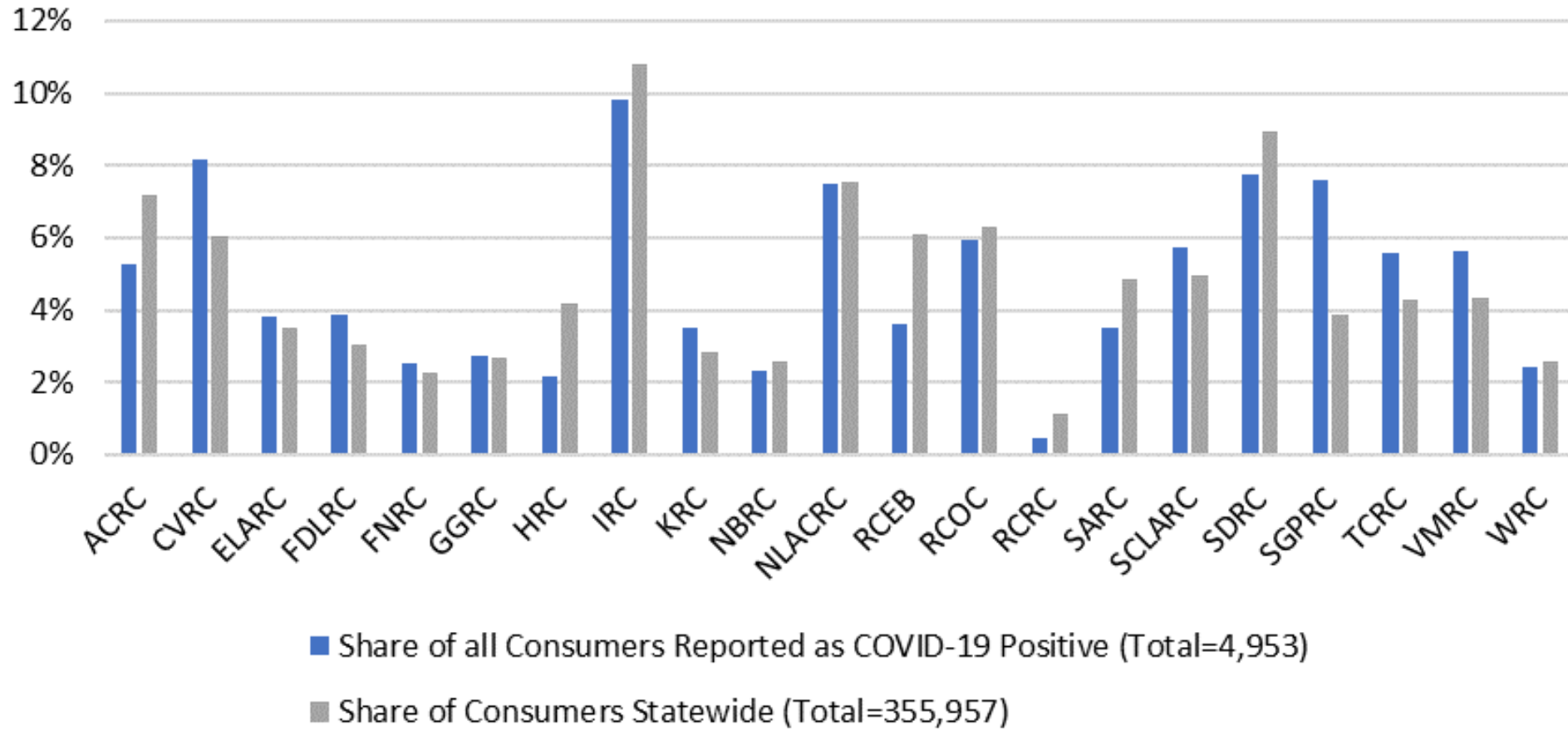


Number of Consumers Reported as COVID-19 Positive by Residence Type



Data as of 12/08/2020

Number of Consumers Reported as COVID-19 Positive by Regional Center



Data as of 12/08/2020

DDS Oversight of Regional Center Activities by Frequency

- Daily/Ongoing as Received
- Monthly
- Quarterly
- Semi-Annually
- Annually
- Biennially
- Triennially
- Other

2019 Budget Trailer Bill (SB 81)

- Oversight, accountability and transparency
- System and fiscal reform
- Service quality
- Information access
- Service provider supplemental rates
- Crisis and other safety net services
- Serving individuals with complex service needs
- Reducing reliance on institutions for mental disease

Status Updates Related to OAT

- ▶ Purchase of Service Policies, Guidelines and Assessment Tools
- ▶ Service Provider Corrective Action Plans and Sanctions
- ▶ Consumers' Rights Complaints and Fair Hearing Legislative Report
- ▶ Standard Information Packet
- ▶ Individual Program Plan Services List
- ▶ Regional Center Governing Board Requirements

Alternative Services

- DDS released guidance on monthly rates and applicable services, updated effective date to January 1, 2021
- DDS released guidance on provider reporting via SurveyMonkey for September-November 2020
- Statewide Technical Assistance and Training Agents selected by San Diego Regional Center (SDRC) through Request for Proposal (RFP)
- Initiated Symposium Series on Innovative and Alternative Services in Action

Alternative Services Reporting

- ▶ Initial reporting provides information about providers' services (September – December 2020)
- ▶ Next reporting will provide information about each consumers' services (January 2021 and onward)
- ▶ Continue to review additional ideas for reporting to increase provider accountability and measure consumer outcomes

Discussion - Accountability

- Moving forward, what would you like to see in terms of accountability?
 - Short-term
 - Long-term

Transparency

- **Pre-COVID-19 Examples**

- Regional Center Dashboards: <https://www.dds.ca.gov/rc/dashboard/>
- Special Incident Report Data: <https://www.dds.ca.gov/transparency/risk-management-mitigation-2/>
- Audit & Monitoring Reports: <https://www.dds.ca.gov/transparency/monitoring-reports/>
- Client Development Evaluation Report (CDER) Data: <https://www.dds.ca.gov/transparency/facts-stats/diagnostic-information-and-instruments/>
- National Core Indicators (Satisfaction) Data: <https://www.dds.ca.gov/rc/nci/>

- **Post-COVID-19 Examples**

- Communication Improvements With Families
- Data Sharing/Website Enhancements: <https://www.dds.ca.gov/corona-virus-information-and-resources/>
- Increased Accessibility to Meetings
- Self-Advocate & Family Member Survey: <https://www.surveymonkey.com/r/FamilySurveyYr2020>

Self-Advocate and Family Member Survey

- A survey to gather feedback from family members and self-advocates about current needs and interests
- Over 6,500 responses
- More than 500 have responded to the survey in Spanish
- Available until December 18
- After survey closes, DDS will analyze the results and post on the DDS website
- All survey responses are anonymous

Discussion - Transparency

- Moving forward, what would you like to see in terms of transparency?
 - Short-term
 - Long-term

Next Steps