DS Task Force Workgroup Recommendations Review

January 28, 2021

Housekeeping

Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."
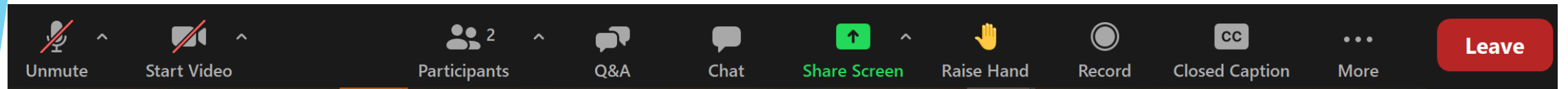
ASL interpreters have been "Spotlighted"

This meeting is being recorded

Materials are available at: https://www.dds.ca.gov/initiatives/ds-task-force/

Zoom Tips

Unmute mic only when it's your turn to speak

Turn your webcam on/off

All attendees can type questions/ comments in the Q&A

Chat is available for Task Force members only

Task Force members can raise your hand when you want to speak

Leave the webinar at the end of the meeting

- For attendees, your video and microphone will not be available
- You will only see/hear DS Task Force members, DDS staff and presenters on screen
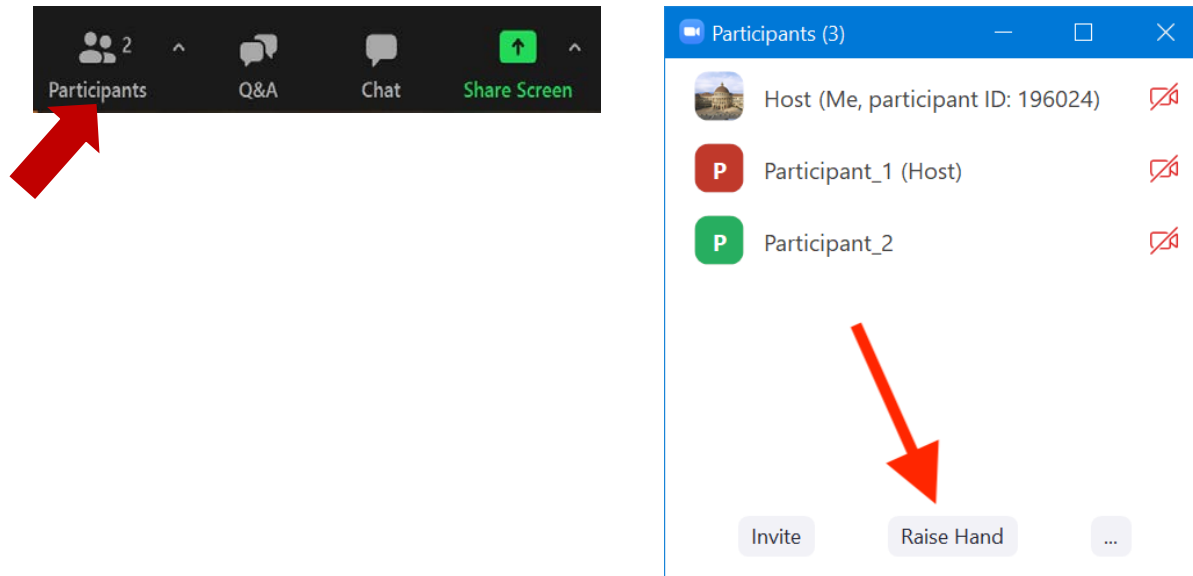
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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Providing Comments – DS Task Force Members

DS Task Force Members: Please use the "Chat" or "Raise Hand" to comment
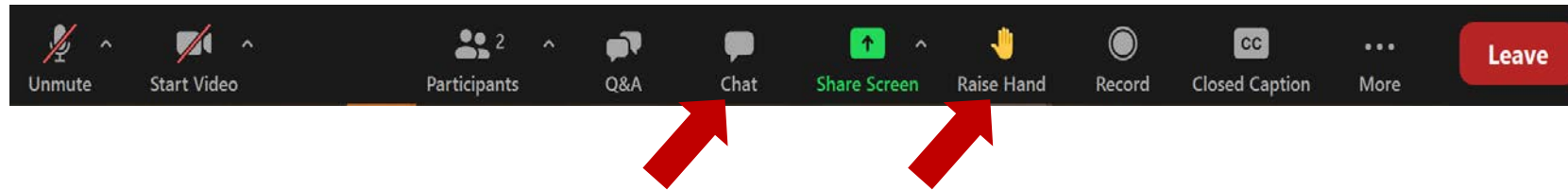
You may need to click on "Participants" and a new window will open where you can "Raise Hand"

Providing Comments – Members of the Public

<u>For all attendees not on the DS Task Force (including Workgroup members)</u>:
Please use Zoom's Q&A function to comment

Please let DDS staff respond to the Q&A – we are monitoring and will provide comments/answers live or written when we can
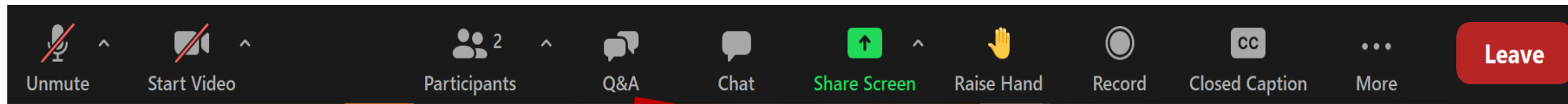
Submit written comment via email to DSTaskForce@dds.ca.gov

Agenda

Welcome

System & Fiscal Reform Workgroup Recommendations

- Present Survey Results
- Facilitated Discussion

Closing Comments

System & Fiscal Reform Workgroup Recommendations

Survey Results

Survey Results

- 22 Task Force members completed the survey, ranking the response options for each question in priority order

- The table on the next two slides shows the score for each question and response option

- For example, for a question with three response options, the score is:
  - The number of people who ranked the option #1, times 3; plus
  - The number who ranked the option #2, times 2; plus
  - The number who ranked the option #3

Survey Summary

Question	#1 Ranked Answer	#2 Ranked Answer	#3 Ranked Answer	#4 Ranked Answer	#5 Ranked Answer	#6 Ranked Answer
Question 1: Rank What is working for the Alternative Services Model?	Innovative Services with person-centered focus	Offers service providers flexibility	Flexibility with staffing ratio requirements			
	60	44	28			
Question 2: Rank Recommendations for the Alternative Services Model.	Define consumer outcomes	Measure consumer satisfaction	Establish additional accountability			
	47	45	34			
Question 3: Rank Recommendations for Defining Consumer Outcomes.	Provide meaningful/ effective services	Develop qualitative and quantitative consumer outcome measures	Provide guidance that ties to IPP	Identify what services consumers receiving/how often	Help providers come to compliance with HCBS	Compare indirect and direct support consumer outcome
	119	86	78	73	54	52
Question 4: Rank Recommendations for Measuring Consumer Satisfaction.	Identify what is and isn't working for consumers and their families	Address unmet consumer needs	Consider isolation			
	59	44	29			

Survey Summary (Continued)

Question	#1 Ranked Answer	#2 Ranked Answer	#3 Ranked Answer	#4 Ranked Answer	#5 Ranked Answer	#6 Ranked Answer
Question 5: Rank Recommendations for Establishing Additional Guardrails for Provider Accountability.	Skilled staff retention and wages	Make sure providers know what services can be explored or provided	Establish auditing requirements and guardrails for spending Alternative Services money			
	50	48	34			
Question 6: Rank Recommendations for long-term system improvements (after the public health crisis).	Develop a sustainable rates system	Move away from a utilization-based system and toward an outcome-based system	Improve the community's understanding of service options such as Participant Directed Services and the Self-Determination Program	Standard-ization of service codes	Reduce administrative burdens through automation	
	88	75	69	51	44	
Question 7: Rank recommendations for short-term system improvements (during the public health crisis).	Focus on maintaining funding during an economic downturn	Consider alternative payment options that focus on outcomes/person-centeredness	System funding for rate increases – Consider universal minimum wage rate increases	System funding for both internet and devices for consumers	System funding to support staff and regional centers	
	88	68	65	57	46	

Task Force Member Comments

- Person-centered outcomes to determine needs, establish expectations and potentially incentivize services that move the system forward

- Whole-person approach - address all areas of a person's life that can impact their outcomes across multiple support systems accessed

- Consistency in services between regional centers

- Identify steps to standardize service codes with sustainable rates

- Foster a "culture of yes"

- Software/automation updates

- Flexibility to continue to provide teleservices

- Many recommendations are closely tied together - including the individual, adequate wages for staff, and outcomes

Workgroup Member Comments

- Support investments in outcome-based demonstration projects, including looking at existing outcomes

- Realistic levels of permanent funding for our system, including increased rates of pay for better trained and skilled staff

- Ensure regional center positions are fully funded and filled to lower caseloads and provide critical case management services

- System changes should always include information sharing with self-advocates and family members

- Hearing from more consumers and families on DSTF and workgroups would give a fuller sense of the range of experiences and services

- Identify safe ways to provide person-centered, in person services to avoid isolation

- Streamline administrative policies to support consumer and family choice in Employer of Record & Participant-Directed Services

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Facilitated Discussion

Topics for Discussion

- Do you agree with priority 1 recommendations?

- Is there anything missing from the recommendations?