Regional Center Performance Measures Workgroup

September 22, 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" and live closed captioning is active



This meeting is being recorded

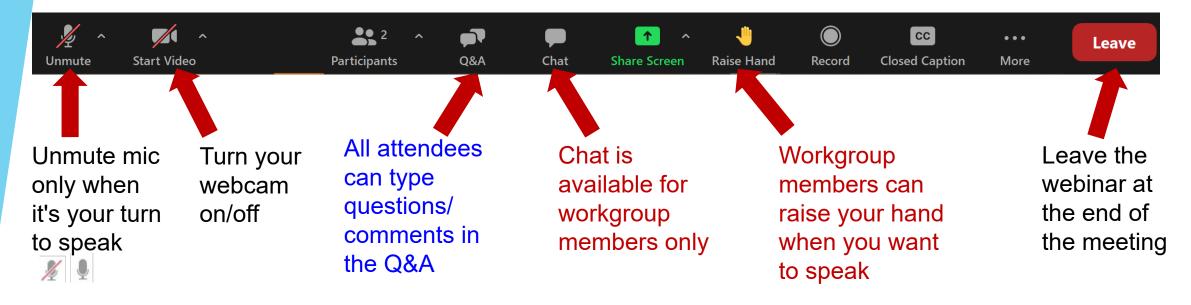


Materials are available at: https://www.dds.ca.gov/initiatives/stakeholder-events/



Submit written comment via email to RCMeasures@dds.ca.gov

Zoom Tips





- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



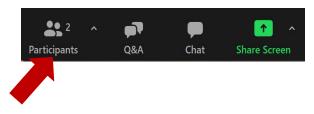
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

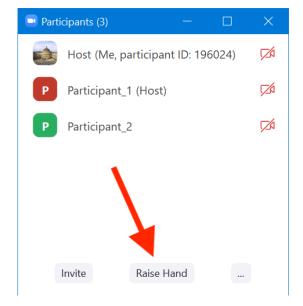
Providing Comments – Workgroup Members

Workgroup 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"

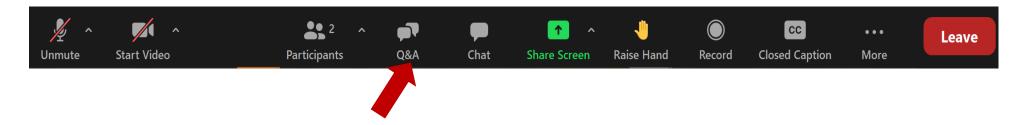




Providing Comments – Members of the Public

For all other attendees not on the Workgroup:

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 RCMeasures@dds.ca.gov

Welcome and Introductions

Agenda

- Welcome and Introductions
- Purpose of the Workgroup
- Review of Statute
- Brief Background and History
- Next Steps & Future Meetings

Meeting Information

- Agendas and materials will be provided
- Meeting frequency to be established
- Meetings will be recorded
- Polling and other forms of input
- Opportunities for public input

What is the purpose of this workgroup?

To make recommendations to DDS on the development of standard Regional Center performance improvement indicators and benchmarks.

[Welfare and Institutions Code Section 4620.5(a)]

What the Law Requires (WIC Section 4620.5)

- Overview of the Statute (see handout)
- Areas of recommendations may include:
 - Priority areas for performance indicators and benchmarks
 - Surveys and other measures to assess consumer and family experience, satisfaction, and recommendations
 - Benchmarks, and a method for establishing benchmarks, to create comparisons and understanding within and between regional centers.
 - Measures from federal funding agencies for long-term services and supports and HCBS
 - Additional criteria for demonstrating performance improvement.
 - The methodology, structure, and types of incentives to be used for payments
 - A process to evaluate the success of a quality improvement process

Brief Background and History

Performance and other data reporting by Regional Centers Brian Winfield, Chief Deputy Director

Background

- Established by SB 1383 (Jan 1993)
- WIC § 4629 required regional centers (RCs) to annually develop and implement Performance Contracts that contain objectives that are specific, measurable, and designed to:
 - Assist consumers to achieve life quality outcomes
 - Achieve meaningful progress above the current baselines
 - Develop services/supports necessary to meet identified needs

Background

- Developed with each RC's local community
- At least one public meeting per year to discuss performance objectives
- Included annual performance objectives in the following areas:
 - Living Options
 - Family Support
 - Education/Lifelong Learning
 - Work and Leisure
 - Prevention and Early Intervention
 - Self-determination Supports
 - Service Planning and Coordination
 - Health and Well-Being
 - Administration and Governance

Pilot Project

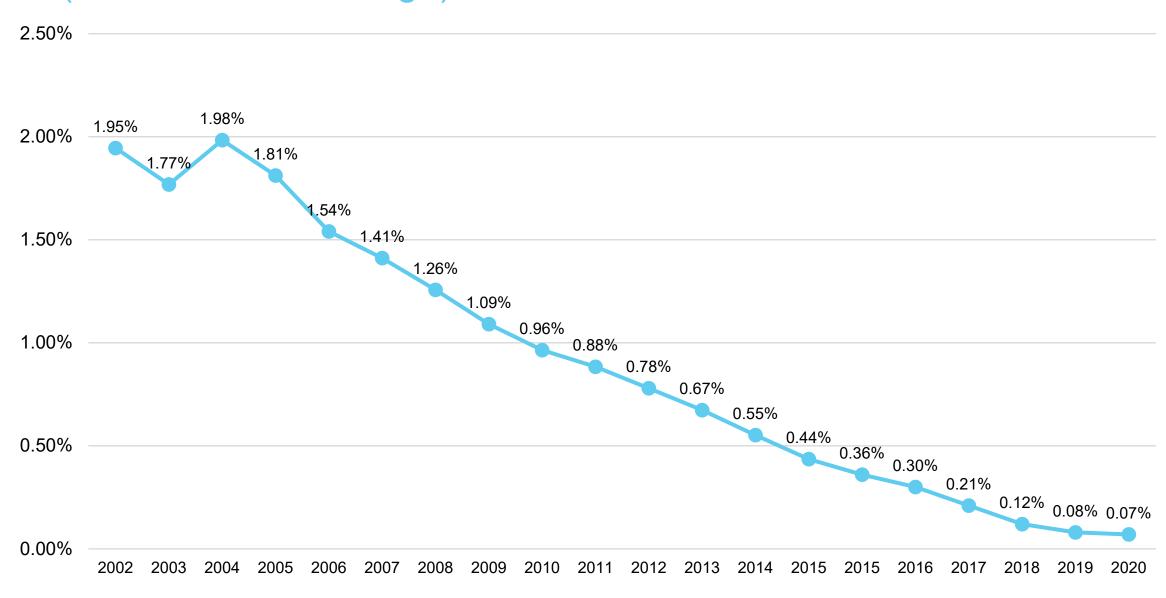
- Pilot Project began in 2002; modified to focus on outcomes
- Use of data and standardized measures to evaluate RC performance and accountability

Public Policy Measures	Compliance Measures
 RC caseload in DCs Minors residing with families Adults residing in home settings Minors living in facilities serving more than 6 Adults living in facilities serving more than 6 	 Unqualified independent audit with no material findings Substantial compliance with DDS fiscal audit Operated within Operations budget Certified to participate in HCBS Waiver Compliance with Vendor Audit Requirements CDER/ESR Currency Intake/assessment timelines for consumers ages 3+ IPP development IFSP development

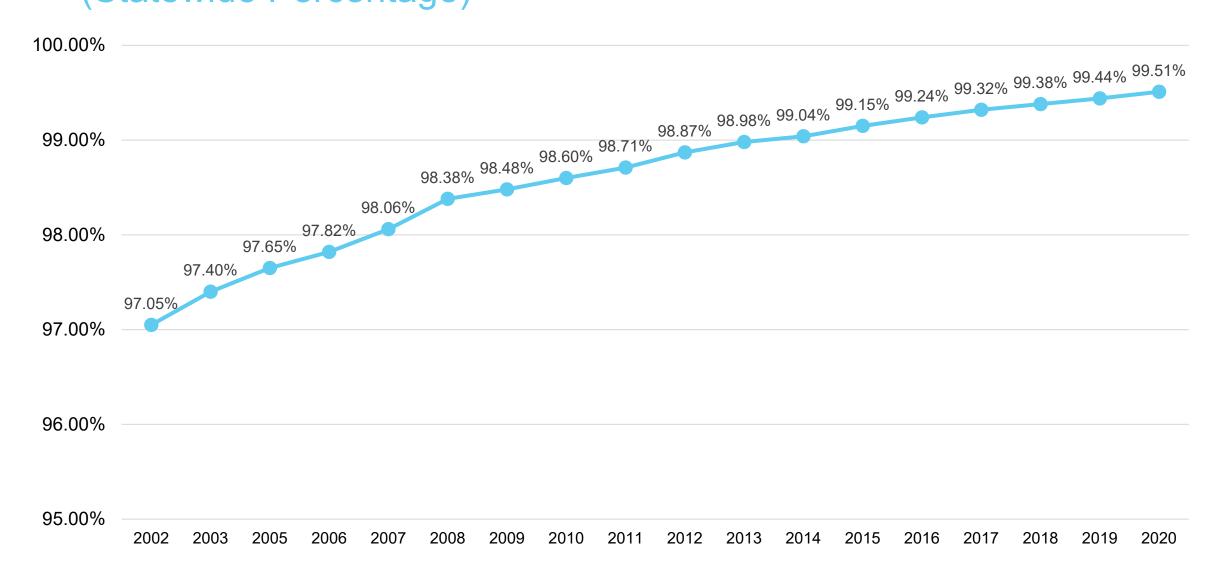
Measures

- Statute amended to require that Performance Contracts
 - Measure progress in reducing disparities and improving equity in POS expenditures (2015)
 - Measure progress, and report outcomes, in implementing the Employment First Policy (2017)
- Local Public Policy Measures (optional)
- Successful achievement of a performance objective

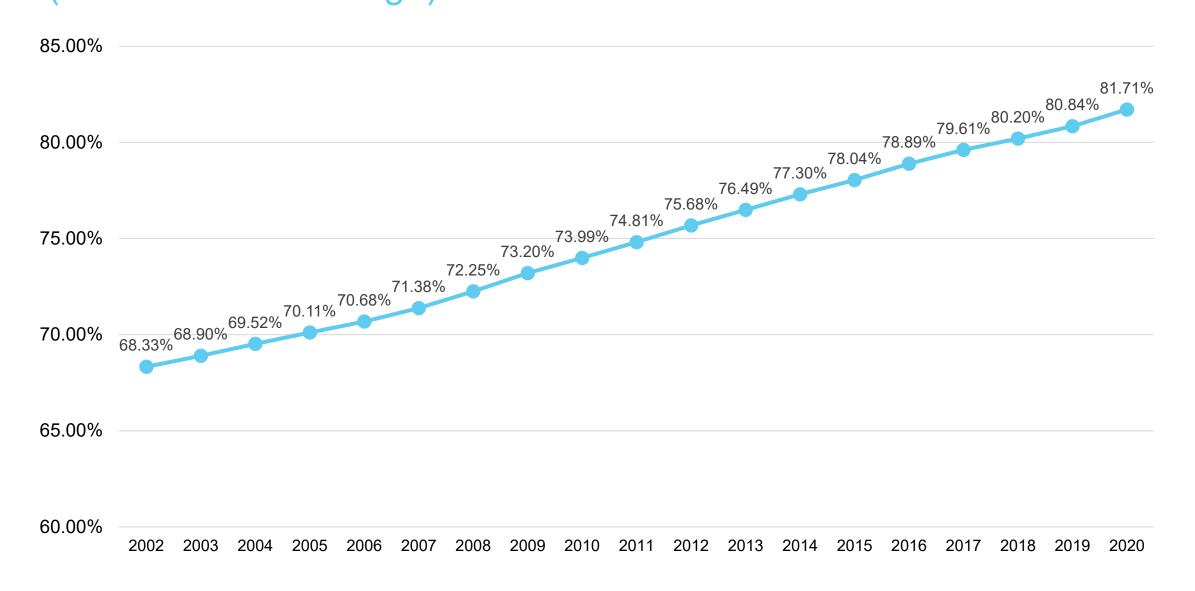
Measure: Consumers Residing in DCs (Statewide Percentage)



Measure: Minors Residing with Families (Statewide Percentage)



Measure: Adults Residing in Home Settings (Statewide Percentage)



Data & Reports on DDS Website

- Annual Performance Contracts
- Year End Reports
- Performance and Oversight Dashboard

Focus Group Recommendations on Regional Center Performance Measures (See Handout)

- Purpose of December 2019 Focus Group
- General themes, expectations, and recommendations for future work in developing/adopting regional center compliance, process and outcome measures

Polling Practice and Meeting Preferences

- Poll will appear asking you to select an answer
- Meeting preferences will include day of the week and time of day preferences
- Future meeting schedule will be established after input from today's polls

Wrap Up

Questions? RCMeasures@dds.ca.gov