

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

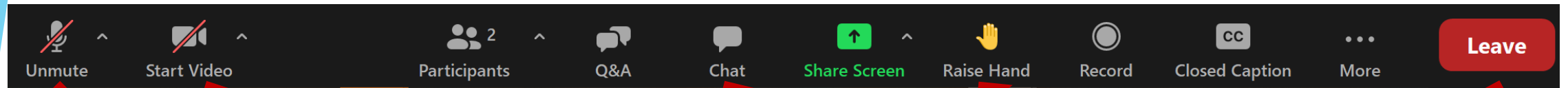


Materials are available at: <https://www.dds.ca.gov/initiatives/stakeholder-events/>



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

Zoom Tips



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 workgroup members only

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



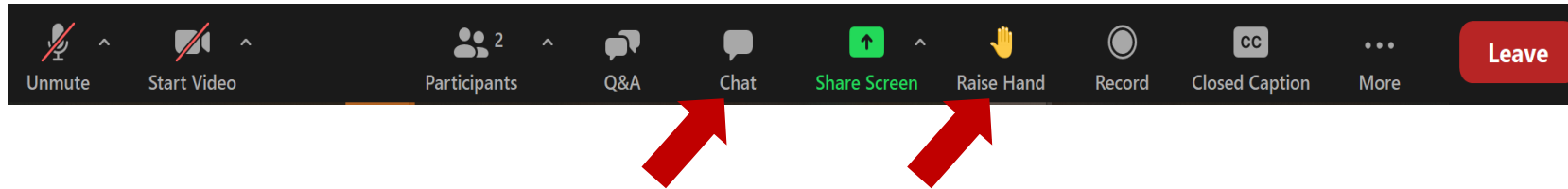
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



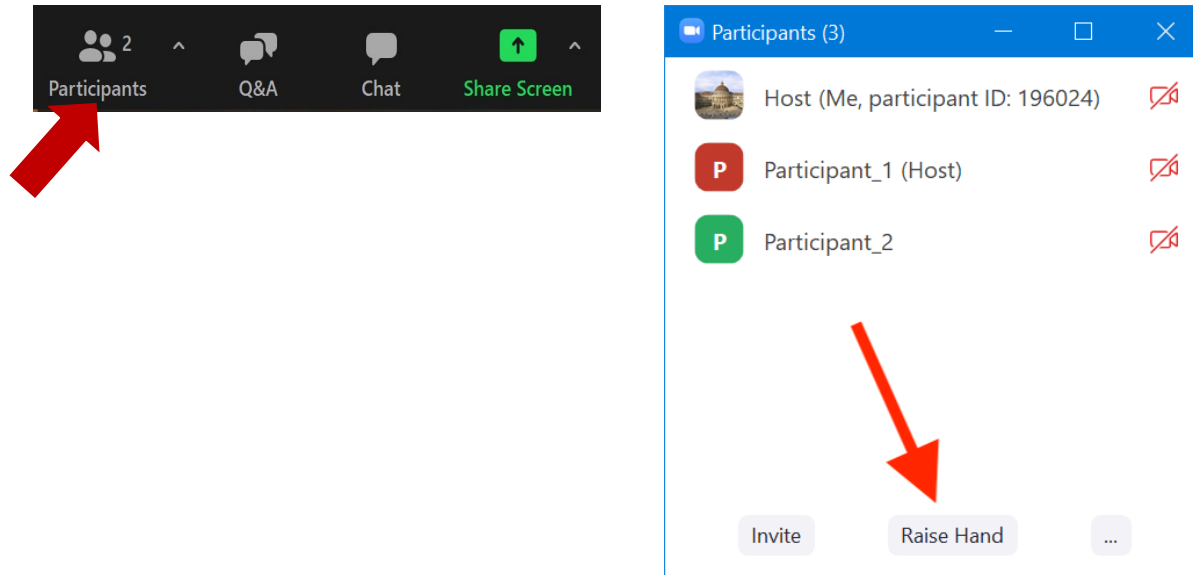
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

Workgroup Members: Please use the “Chat” or “Raise Hand” to comment

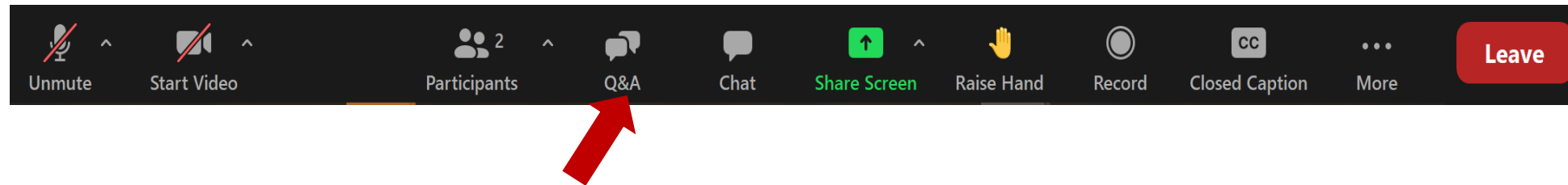


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



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

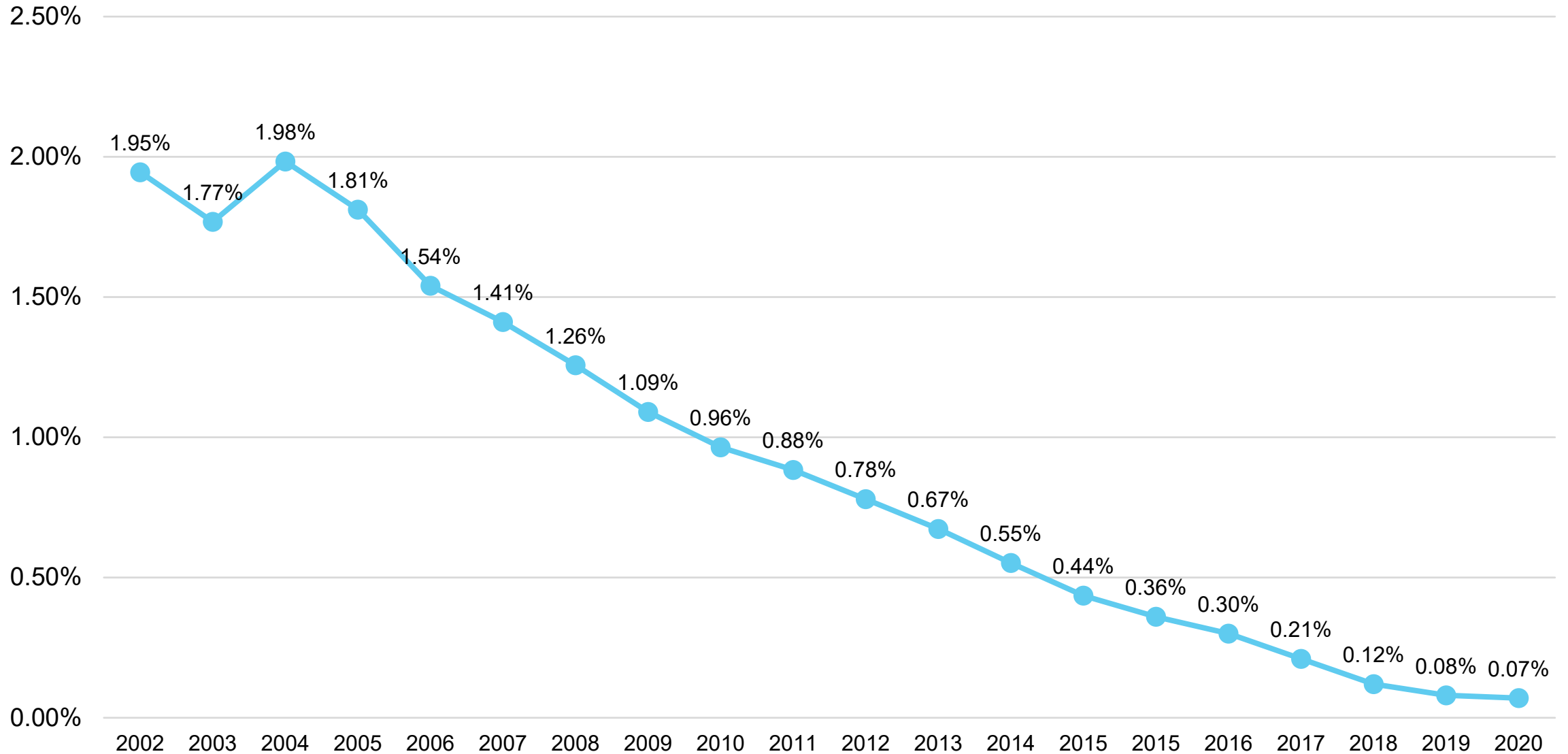
- Pilot Project began in 2002; modified to focus on outcomes
- Use of data and standardized measures to evaluate RC performance and accountability

Public Policy Measures	Compliance Measures
<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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

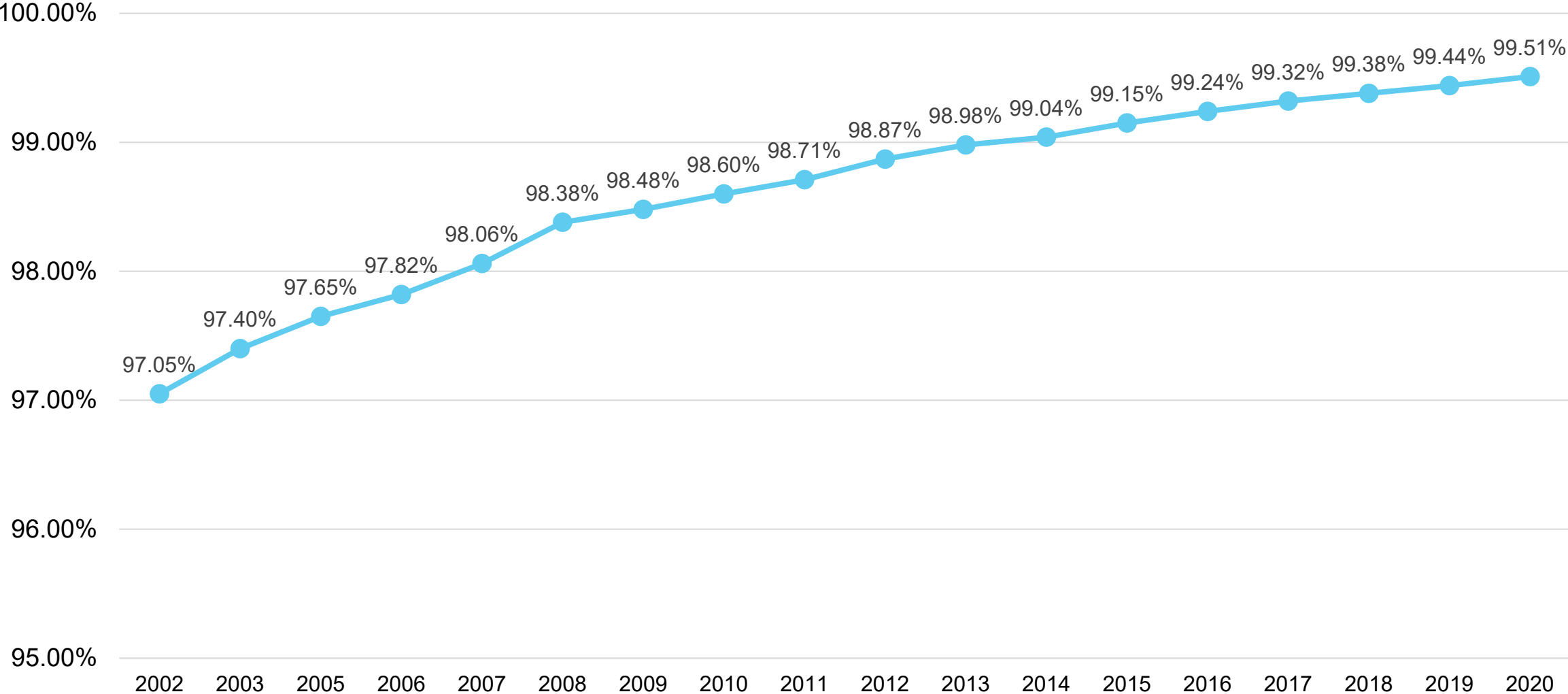
Measures

- 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

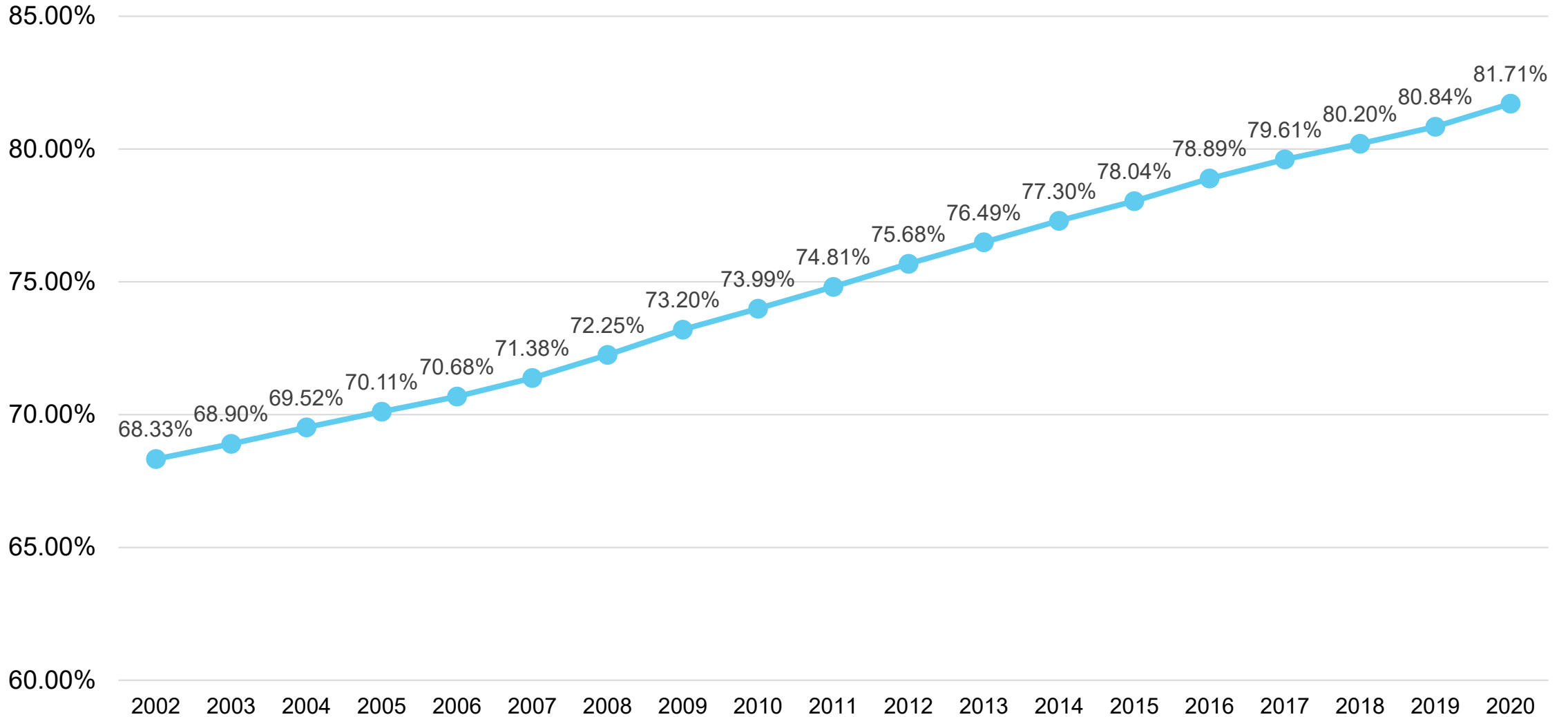
Measure: Consumers Residing in DCs (Statewide Percentage)



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