

**Regional Center Performance Measures Workgroup
September 22, 2021
Handouts**

Table of Contents

1. Agenda	1
2. Welfare & Institutions Code (WIC) 4620.5 (2 pgs)	2
3. List of Workgroup Participants (3 pgs)	4
4. Regional Center Performance Measures Discussion Summary December 2019 (2 pgs)	7
5. DDS Common Acronym List (5 pgs)	9

Agenda

Regional Center Performance Measures Workgroup

Sept. 22, 2021

12:00- 1:30 pm.

- 1. Welcome and Self-Introductions**
- 2. Purpose of the Workgroup**
 - a. Make recommendations to DDS on the development of standard Regional Center performance improvement indicators and benchmarks.
- 3. Review of Statute**
- 4. Brief Background and History**
- 5. Next Steps & Future Meetings**
- 6. Closing Comments**

State of California

WELFARE AND INSTITUTIONS CODE

Section 4620.5

4620.5. (a) Beginning as early as possible after July 1, 2021, but no later than September 1, 2021, the department shall convene a workgroup, which shall be composed of individuals described under subdivision (b), to make recommendations to the department for the development of standard performance improvement indicators and benchmarks to incentivize high-quality regional center operations.

(b) The director shall appoint members to the stakeholder group and shall consider all of the following individuals to serve as members of that group:

(1) Individuals or consultants with expertise in developing performance indicators and incentive programs within developmental disability systems or community-based long-term services and supports systems.

(2) Consumers and families across different geographic regions of the state, who have diverse racial and ethnic backgrounds, diverse consumer age groups, and disabilities.

(3) Regional center representatives.

(4) Service providers.

(5) Representatives of other state agencies or entities with whom the department routinely collaborates for the coordination of services for people with developmental disabilities, and who additionally have expertise in setting or reporting indicators and benchmarks, including reporting to the federal Centers for Medicare and Medicaid Services.

(6) Representatives of California's University Centers for Excellence in Developmental Disabilities, the State Council on Developmental Disabilities, the protection and advocacy agency specified in Division 4.7 (commencing with Section 4900), and consumer and family advocacy groups.

(c) By January 10, 2022, as part of the Governor's Budget, the department shall provide a status update based on recommendations provided by the stakeholder workgroup, with an additional status update at the time of the Governor's May Revision. These recommendations may include all of the following:

(1) Priority areas for performance indicators and benchmarks, including, but not limited to, all of the following:

(A) Equity in service access and purchase of services.

(B) Consumer employment and associated metrics.

(C) Integration of consumers in the community.

(D) Person-centered planning.

(E) Compliance with federal home and community-based standards.

(F) Consumer and family experience and satisfaction.

(G) Innovation in service availability and delivery.

(2) Surveys or other measures to assess consumer and family experience, satisfaction, and recommendations, in addition the use of data available through the National Core Indicators.

(3) Benchmarks, and a method for establishing benchmarks, to create meaningful comparisons and understanding of variation in performance within and between regional centers.

(4) Measures under development or already implemented by federal funding agencies for long-term services and supports, home and community-based services, incentive payments, required reporting, and the efficient and effective implementation of performance improvement systems.

(5) Additional criteria for demonstrating performance improvement, including improvement beyond benchmarks.

(6) The methodology, structure, and types of incentives to be used, including, if appropriate, a payment schedule and implementation timeline, for incentive payments to regional centers to achieve or exceed performance benchmarks. This methodology and structure shall include how the department shall take into consideration variations among regional centers, expectations for regional center community engagement activities, and any significant demographic, including economic or other differences, impacting a regional center's performance and how the department might build the identified benchmarks into regional center performance contracts.

(7) A process, based on the input from regional centers and other stakeholders, the department shall use on at least an annual basis to evaluate the success of a quality improvement process, including any incentive payment program.

(Added by Stats. 2021, Ch. 76, Sec. 27. (AB 136) Effective July 16, 2021.)

Regional Center (RC) Performance Measures Workgroup
Members & Staff (*Invited as of 9/22/21 – not everyone has accepted yet*)

First Name	Last Name	Notes
Edith	Arias	Family Member
Ken	Barnes	Family Member and Service Provider
Ardena	Bartlett	Family Member and Director of Parenting Black Children
Emerald	Brown	Self-Advocate
Harry	Bruell	Service Provider
Beth	Burt	Family Member and Executive Director, Autism Society Inland Empire
Eva	Casas-Sarmiento	Disability Rights California (DRC)
Dora	Contreras	Family Member
David	Delira	Family Member
Michi	Gates	Executive Director, Kern RC
Anthony	Hill	Executive Director, San Gabriel Pomona RC
Tim	Jin	Self-Advocate

First Name	Last Name	Notes
Sherry	Johnson	Family Member
Svetlana	Kireyeva	Family Member
Liliana	Manriquez	Project Coordinator, Mixteco/Indígena Community Organizing Project (MICOP) and Proyecto Acceso
Maria	Marquez	Self-Advocate and SCDD Representative
Joyce	McNair	Family Member and SCDD Family Advocate, Sacramento Region Representative
NickoleRenee	Mensch	Self-Advocate
Karen	Mulvany	Family Member
Josefina	Nieves	Family Member
Armida	Ochoa	Family Member and Parent Group Leader
Tresa	Oliveri	Family Member
Marty	Omoto	Family Member and Executive Director, CA Disability/Senior Community Action Network (CD-CAN)
Diana	Pastora Carson	Family Member and Disability Voices United Board Member
Gabriel	Rogin	Executive Director, North Bay RC

First Name	Last Name	Notes
Kathy	Sanders-Platnik	Family Member
Dr. Roy	Schutzengel	Vice President, Elwyn California
Ronke	Sodipo	Director, Client Services, RC of the East Bay
Kavita	Sreedhar	Family Member
Anna	Wang	Family Member and Provider; Friends of Children with Special Needs (FCSN)
Joshua	Weitzman	Family Member and Executive Director, Alpha Resource Center
Wesley	Witherspoon	Self-Advocate and SCDD LA Office Regional Advisory Committee
Rick	Wood	Family Member & Disability Voices United (DVU) Representative
Larry	Yin	University Centers for Excellence in Developmental Disabilities (UCEDD) Representative
DDS Staff		
Nancy	Bargmann	Director, Department of Developmental Services (DDS)
Brian	Winfield	Chief Deputy Director, Program Services, DDS
Carla	Castaneda	Chief Deputy Director, Operations, DDS
Pete	Cervinka	Chief Deputy Director, Data Analytics & Strategy, DDS
LeeAnn	Christian	Program Services, DDS
Mary Lou	Bourne	Consultant to DDS
Katie	Hornberger	Consultant to DDS
Erica	Reimer-Snell	Deputy Director, Community Services Division, DDS
Julia	Lowe	Assistant Director of Programs, DDS
Amy	Wall	DDS
Taylor	Collison	DDS
Nicole	Patterson	DDS
Jo	Mullins	DDS
Cynthia	Sandoval	DDS

California Dept. of Developmental Services

Regional Center Performance Contract Discussions Summary

Dec. 17-18, 2019

Approach:

Using the Department’s mission statement “... (DDS) is committed to providing leadership that results in quality services to the people of California and assures the opportunity for individuals with developmental disabilities to exercise their right to make choices” – discussions with a stakeholder group were held. The general purpose was to discuss potential updates to the Regional Center Performance Contract requirements.

Meetings were designed to focus on outcome measures, separately considered from measures of compliance and process measures. This was the first of several meetings planned. The stakeholder group included representatives of family members, advocacy organizations, provider agencies, regional centers, DDS staff, the DD Council and Disability Rights CA. Context and background relevant to exploration of performance measures for RC’s were discussed including the federal Home and Community Based Services regulations and provisions commonly referred to as the ‘community settings’ rules and person-centered planning and the discussion of alternative payment models available to states.

Results:

During the first small group activity among the stakeholders, the following characteristics of consumer and family expectations were identified as priorities. Establishing voluntary measures to meet or exceed customer expectations will require testing and demonstrations to identify useful and informative measures.

What We Expect from Regional Centers:

<p>Transparency /Empowerment (RC’s empowered develop new ideas)</p> <ul style="list-style-type: none"> • Robust (a description of fault tolerance; to assure accomplishments are reached) • Innovative • Leading System Change 	<p>Representative of the community they serve:</p> <ul style="list-style-type: none"> • Inclusive Services • Equitable Services • Embrace Diversity • Demonstrate Fairness <p>Communication that is clear, effective, warm, and continuous</p> <ul style="list-style-type: none"> • Easy to understand (simple/plain language) • multi-lingual 	<p>Culture of Self Determination</p> <ul style="list-style-type: none"> • Person Centered Plans of increased quality • Dignity of Risk/Dignity of Choice • Provide High Quality Services <p>Resourceful and Experienced</p> <p>Responsiveness</p> <ul style="list-style-type: none"> • Collaborative / Partnership • Create and nurture allies
<p>Trust /Respect/Empathy</p> <ul style="list-style-type: none"> • Honor the role of families • Supportive 		

Suggestions on performance outcomes.

Following the discussions on context, expectations and the influence of federal regulations, the small groups discussed possible measures, which were most doable (feasible) and the suggestions of each small group on prioritizing measure concepts. Upon review, several themes emerged for potential measure organization.

- Self-Direction Program
- Quality of Services, both Regional Center and Vended services
- Timely Responses
- Crisis Interventions and Behavior Support designed to promote living at home
- Relationships – consumer driven
- Individualized Choice –knowledge and awareness of options
- Creativity and Innovation (Resourcefulness)
- Transitions across the lifespan
- Employment

Additional Suggestions on approach to use in developing performance measures.

During further discussions, suggestions were made on various approaches to performance measures. During the transition to a performance measurement model, benefits might emerge from an approach that begins with required measures and several optional/voluntary measures for public reporting. As more RC's begin to report on optional measures, benchmarks can be established. A framework for measures was proposed, including the category or concept area for measure "sets"; the measures in detail; the type of measure (process, outcome, compliance, etc.) and the data source from where the measure will be drawn. There may be other items for the framework; these would be minimum factors to consider for consistency. Suggestions were made on several concept areas (categories) for measures to start with:

- Access
- Employment
- Stable and Affordable Housing
- Crisis Support
- Health & Wellness (dental/poly pharm/ diabetes;)
- Meaningful Relationships
- Person Centered Services
- Responsive and Equitable services



COMMON ACRONYM LIST

A

AB – Assembly Bill
ACRC – Alta California Regional Center
ADA – Americans with Disabilities Act
AFH – Adult Family Home
ARCA – Association of Regional Center Agencies
ARFPSHN – Adult Residential Facility for Persons with Special Health Care Needs
ARM – Alternative Residential Model

B

BEP – Business Enterprise Program

C

CAC – Consumer Advisory Committee
CALHR – California Department of Human Resources
CALPERS - California Public Employees' Retirement System
CAPT – California Association of Psychiatric Technicians
CAST – Crisis Assessment Stabilization Team
CCF – Community Care Facility
CCH – Community Crisis Home
CCL – Community Care Licensing
CDE – California Department of Education
CDER – Client Development Evaluation Report
CDPH – California Department of Public Health
CDSS – California Department of Social Services
CF – Community Facility
CHHS/Agency – California Health and Human Services Agency
CIE – Competitive Integrated Employment
CLHF – Congregate Living Health Facility
CMF – Client Master File
CMS – Centers for Medicare and Medicaid Services
CPP – Community Placement Plan
CRDF – Community Resource Development Fund
CRDP – Community Resource Development Plan
CS – Canyon Springs
CSSP – Community State Staff Program
CVRC – Central Valley Regional Center

D

DC – Developmental Center
DC Task Force - Health & Human Services Agency Task Force on the Future of DCs
DDS – Department of Developmental Services
DE/SP – Delayed Egress/Secured Perimeter
DGS – Department of General Services
DHCS – Department of Health Care Services
DOF – Department of Finance
DOR – Department of Rehabilitation
DS – Developmental Services
DRC – Disability Rights California
DSH – Department of State Hospitals
DSTF/DS Task Force – Developmental Services Task Force

E

EBSH – Enhanced Behavioral Supports Home
EDD – Employment Development Department
ELARC – East Los Angeles Regional Center
EOR – Employer of Record

F

FAQ – Frequently Asked Questions
FDC – Fairview Developmental Center
FDLRC – Frank D. Lanterman Regional Center
FFA – Foster Family Agency
FHA – Family Home Agency
FMS – Financial Management Service
FNRC – Far Northern Regional Center
FRC – Family Resource Centers
FTA – Family Teaching Home
FY – Fiscal Year

G

GGRC – Golden Gate Regional Center
GF – General Fund
GTA – General Treatment Area

H

HCBS – Home and Community-Based Services
HDO – Housing Development Organization
HRC – Harbor Regional Center

I

ICF – Intermediate Care Facility
ICF/DD – Intermediate Care Facility/Developmentally Disabled
ICF/DD-CN – Intermediate Care Facility/Developmentally Disabled-Continuous Nursing
ICF/DD-H – Intermediate Care Facility/Developmentally Disabled-Habilitative
ICF/DD-N – Intermediate Care Facility/Developmentally Disabled-Nursing
I/DD – Intellectual and Developmental Disability
IDT – Interdisciplinary Teams
IEP – Individualized Education Program
IHCP – Individual Health Care Plan
IHSS – In-Home Supportive Services
IHTP – Individualized Health Transition Plan
ILS – Independent Living Skills
IMD – Institution for Mental Disease
IPP – Individual Program Plan
IRC – Inland Regional Center

J

JRT – Joint Interagency Resolution Team

K

KRC – Kern Regional Center

L

Lanterman Act – Lanterman Developmental Disabilities Services Act
Lanterman DC – Lanterman Developmental Center
LEAP – Limited Examination and Appointment Program

M

MOU – Memorandum of Understanding

N

NBRC – North Bay Regional Center
NCI – National Core Indicators
NF – Nursing Facility
NLACRC – North Los Angeles County Regional Center

O

OAT – Oversight, Accountability and Transparency Workgroup

P

PA – Personal Assistance
PDC – Porterville Developmental Center
PDC GTA – Porterville Developmental Center General Treatment Area
PDC STP – Porterville Developmental Center Secure Treatment Program
PDS – Participant-Directed Services
PIP – Paid Internship Program
POS – Purchase of Services
PPE – Personal Protective Equipment
PRP – Porterville Regional Project

Q

QMAG – Quality Management Advisory Group
QMS – Quality Management System

R

RC – Regional Center
RCEB – Regional Center of the East Bay
RCFE – Residential Care Facility for the Elderly
RCOC – Regional Center of Orange County
RFP – Request for Proposal
RRDP/Regional Project – Regional Resource Development Project

S

SARC – San Andreas Regional Center
SB – Senate Bill
SCDD – State Council on Developmental Disabilities
SCLARC – South Central Los Angeles Regional Center
SDC – Sonoma Developmental Center
SDP – Self-Determination Program
SDRC – San Diego Regional Center
SEIU – Service Employees International Union
SG/PRC – San Gabriel/Pomona Regional Center
SIR – Special Incident Report
SLS – Supported Living Services
SNF – Skilled Nursing Facility
SRF – Specialized Residential Facility
SSM – Staff Services Manager
START – Systemic Therapeutic Assessment Resources and Treatment
STAR – Stabilization, Training, Assistance and Reintegration
STP – Secure Treatment Program

T

TBL – Trailer Bill Language
TCRC – Tri-Counties Regional Center
TRM – Transition Review Meeting

U

UCEDD – University Centers for Excellence in Developmental Disabilities

V

VMRC – Valley Mountain Regional Center

W

W&I Code – Welfare and Institutions Code
WRC – Westside Regional Center

X

Y

Z
