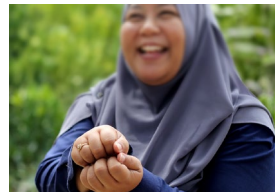


Regional Center Performance Measures Workgroup

October 27, 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

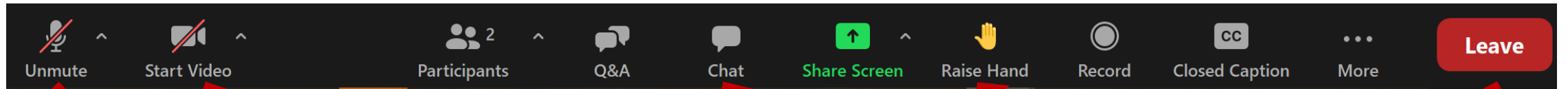


This meeting is being recorded



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

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



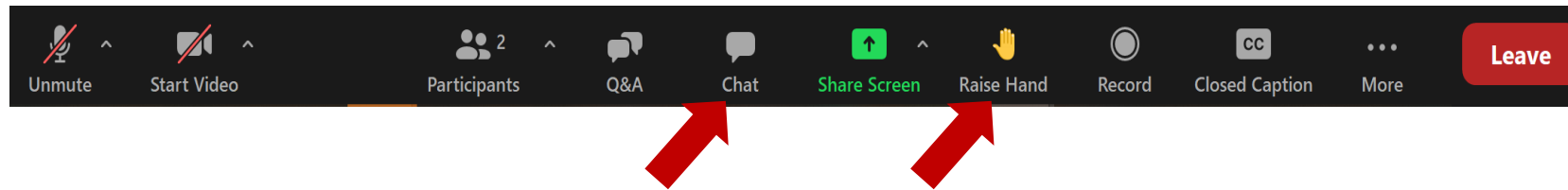
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



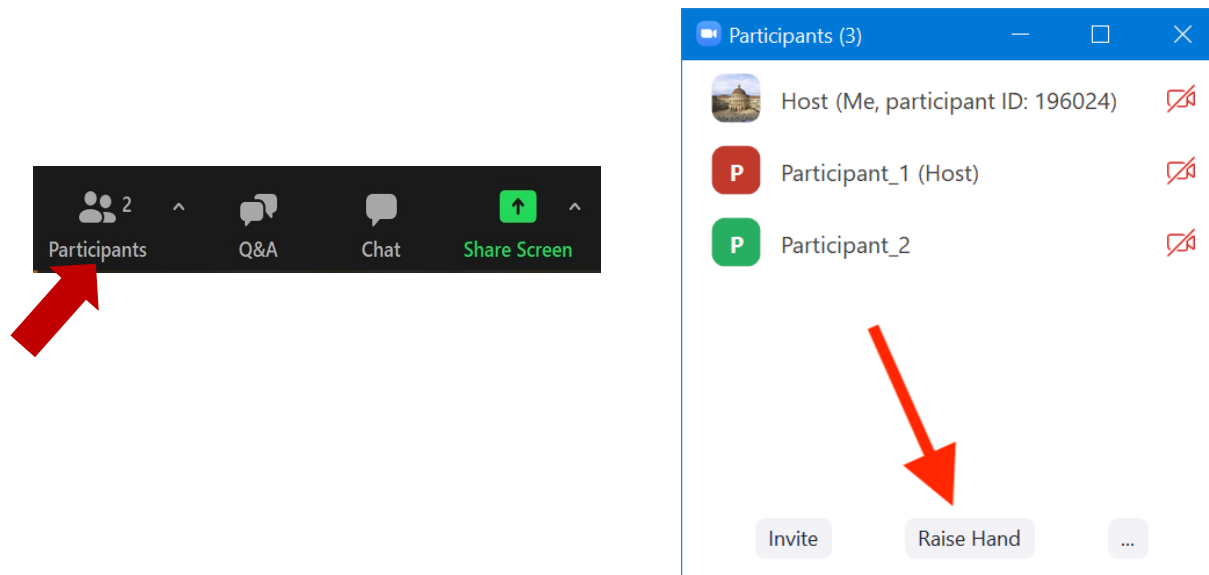
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

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

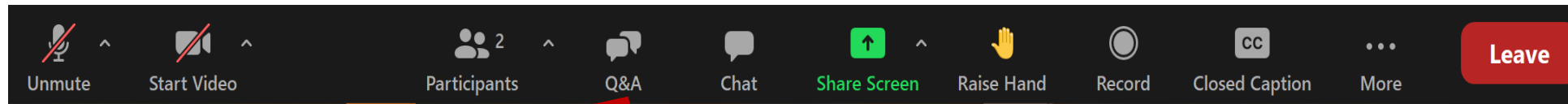


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



Providing Comments – Members of the Public

For all 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

Agenda

- **Welcome & Introductions**
- **Recap of Last Meeting**
- **Guiding Principles & Vision**
- **Process Snapshot: Identification and Selection of Measures**
- **Workgroup Timeline**
- **Next Meeting & Schedule**
- **Closing Comments**

Workgroup Members

1. **Edith Arias**, Family Member
2. **Ken Barnes**, Family Member and CEO, Options for All
3. **Ardena Bartlett**, Family Member and Director of Parenting Black Children
4. **Emerald Brown**, Self-Advocate
5. **Harry Bruell**, Service Provider, PathPoint
6. **Beth Burt**, Family Member and Executive Director, Autism Society Inland Empire
7. **Eva Casas-Sarmiento**, Attorney, Disability Rights California (DRC)
8. **Dora Contreras**, Family Member
9. **Michi Gates**, Executive Director, Kern RC
10. **Anthony Hill**, Executive Director, San Gabriel Pomona RC (SGPRC)
11. **Tim Jin**, Self-Advocate & new Self Determination Program participant
12. **Sherry Johnson**, Family Member and Caseworker, Los Angeles County Dept. of Social Services
13. **Svetlana Kireyeva**, Family Member
14. **Liliana Manriquez**, Director Access Program, Mixteco/Indígena Community Organizing Project (MICOP) & Proyecto Acceso
15. **Maria Marquez**, Self-Advocate and SCDD Representative
15. **Joyce McNair**, Family Member and SCDD Family Advocate, Sacramento Region Representative
17. **NickoleRenee Mensch**, Self-Advocate, Kern Co.
18. **Karen Mulvany**, Family Member

Workgroup Members

19. **Josefina Nieves**, Family Member
20. **Armida Ochoa**, Family Member and Founder & Director of HR Consulting
21. **Tresa Oliveri**, Family Member
22. **Marty Omoto**, Family Member and Executive Director, CD-CAN & the CA Person-Centered Advocacy Partnership
23. **Diana Pastora Carson**, Family Member and Disability Voices United Board Member
24. **Gabriel Rogin**, Executive Director, North Bay Regional Center
25. **Kathy Sanders-Platnik**, Family Member
26. **Dr. Roy Schutzengel**, Vice President, Elwyn CA
27. **Ronke Sodipo**, Director, Client Services, RC of the East Bay (RCEB)
28. **Kavita Sreedhar**, Family Member and Co-founder of PRAGNYA (for Neurodiversity)
29. **Anna Wang**, Family Member and Co-Founder of Friends of Children with Special Needs (FCSN)
30. **Joshua Weitzman**, Family Member and Executive Director, Alpha Resource Center
31. **Wesley Witherspoon**, Self-Advocate and SCDD LA Office Regional Advisory Committee
32. **Rick Wood**, Family Member & Disability Voices United (DVU) Representative
33. **Larry Yin**, Developmental Behavioral Pediatrician & Director of UCEDD

Recap from Last Meeting


Process Suggestions:

- Allow adequate time for discussion in each workgroup meeting
- The work of this group should link to other initiatives underway
- Utilize guiding principles when making decisions about measures

Suggestions for Potential Measures:

- Measures should be person-centered and “person-centered” needs to be defined
- RC outreach and communication to families and support for families in crisis are important measurements
- Measures will need analysis based on race, ethnicity, linguistics and potentially age, as well as living arrangement (family home; provider operated home; own apt./house)

Pathway to an Outcome-Based System

- 
- CalHHS and DDS/DSTF Guiding Principles will be the consistent link between the initiatives.
 - Budget Act of 2021 includes several initiatives focused on outcomes:
 - Quality Incentive Program
 - Regional Center Performance Measures
 - Quality Improvement Pilot
 - This workgroup's focus is the **Regional Center Performance Measures**



CalHHS Guiding Principles

- Focus on Equity
- Actively Listen
- Use Data to Drive Action
- See the Whole Person
- Put the Person Back in Person-Centered
- Cultivate a Culture of Innovation
- Deliver on Outcomes

CalHHS Strategic Priorities

- Create an Equitable Pandemic Recovery
- Build a Healthy California for All
- Integrate Health and Human Services
- Improve the Lives of the Most Vulnerable
- Advance the Well-Being of Children and Youth
- Build an Age-Friendly State for All



DDS Vision & Guiding Principles

Vision: Create transformational changes toward a culturally & linguistically competent developmental disabilities system, which reflects service quality and is responsive to the beliefs, values, attitudes, language, behaviors, and choices of individuals who receive services.¹

- Developmental Services Task Force (DSTF) guiding principles developed in 2014 reinforce CalHHS guiding principles
- Together, the vision and CalHHS and DDS vision and guiding principles set a foundation for identifying performance measures

¹ Vision statement developed through the Community of Practice, 2019

DS Task Force Guiding Principles Summary (Handout pg. 6)

- Lanterman Act and lifelong services
- Person centered IPP is central to choice
- Consumer choice must be prioritized in solutions and providing services people want
- Consumer choice, self-determination and consumer-directed services are fundamental
- Health & safety includes prevention, protection from harm and abuse, and crisis intervention and response.
- Services must be culturally and linguistically responsive to consumers and their families

- Sufficient & stable funding must be available to meet program goals and be sustainable
- Community integration and access reflect the HCBS expectations
- Fiscal accountability, transparency and responsibility must be present
- Monitoring and quality built into services
- Technology maximization
- Effective use of developmental center resources to benefit consumers in the community
- Flexibility to allow for special circumstances, support choice and make exemptions

Discussion of Guiding Principles

As you think about performance measures, do you have any early thoughts on what guiding principles are important to you?

Process Snapshot (handout pg. 7)

- ❑ Vision and Guiding Principles
- ❑ Creative and innovative thinking to identify potential measures
- ❑ Review measures used by federal and other LTSS HCBS programs
- ❑ Prioritize measures identified (High Level Category)
- ❑ Workgroup review of draft measures for selection consideration
- ❑ Identify selection criteria
- ❑ DDS review measures and test against National Quality Forum (NQF) Filter
- ❑ Identify benchmarks, meaningful comparisons & variations for Regional Centers
- ❑ Determine Incentives & methodology
- ❑ Review & finalize recommendations for measures and benchmarks
- ❑ Identify process for future evaluation of measures and incentive effectiveness
- ❑ Identify needs for training and education for all stakeholders

Identifying & Selecting Measures

Important First Steps

Identifying measures involves:

- Establishing priorities
- Creativity and innovative thinking
- New ways of defining success
- Multiple perspectives of what matters most
- Ideas build on each other

Selecting measures involves assuring:

- Consistency
- Accuracy
- Transparency and justification
- Meaningfulness

Measure Selection Considerations – National Quality Forum (NQF)

- **Importance to Measure**
- **Reliability and Validity**
- **Useability and Use**
- **Feasibility**
- **Related or Competing Measures**

An additional consideration often used is

- **Attribution**

[Link to the NQF Measure Criteria](#)

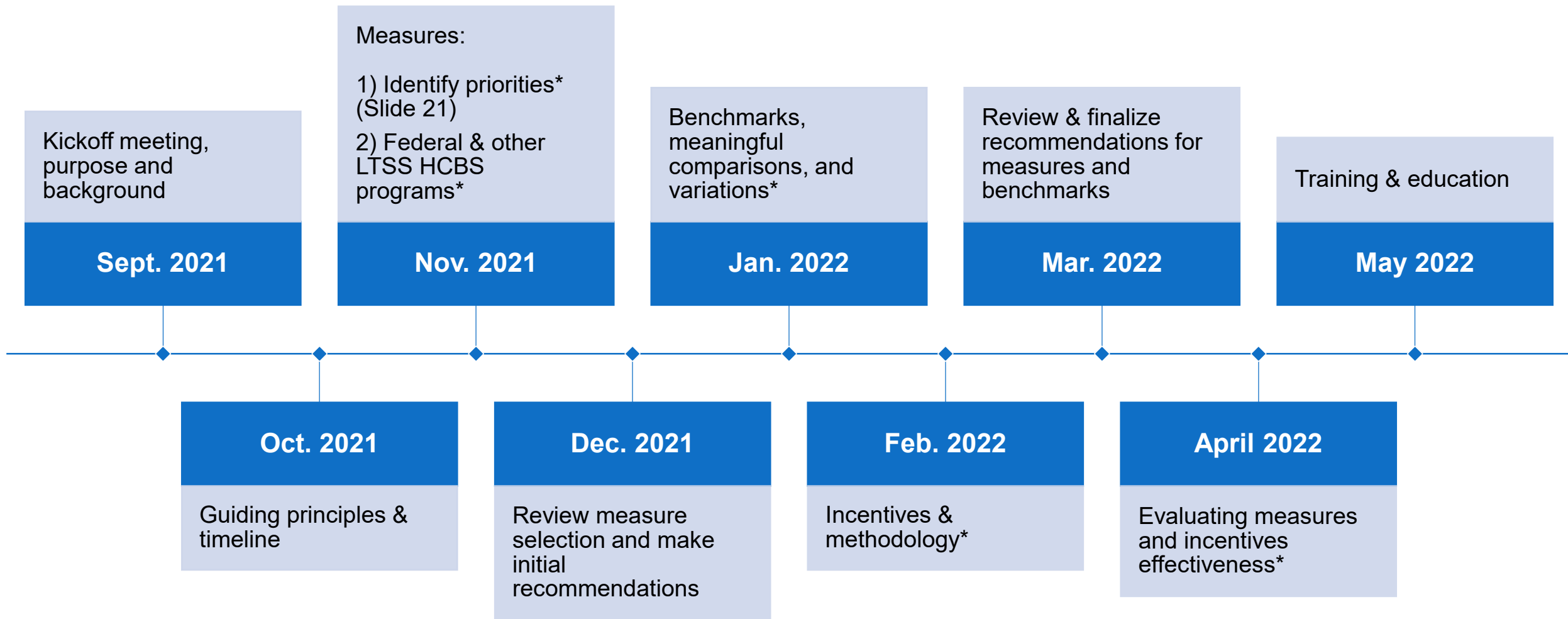
(Handout page 8)



Questions for Discussion

Developing measures requires creative and innovative thinking and measures need to be consistent & accurate.
What is important as we strike this balance?

Workgroup Timeline - DRAFT



* From WIC 4620.5(c)

Next Meetings

Meeting Dates:

2021

- November 17 @ 10:00 to 11:30am AND 2:00 to 4:00pm
- December 16 @ 2:00pm to 3:30pm

2022 – Tentative Schedule

- *January 20*
- *February 17*
- *March 17*
- *April 21*
- *May 19*



Preparation for November - Where Do We Start?

From 4620.5 Priority Areas for performance indicators ...including but not limited to:

- (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
- (H) Other areas suggested by workgroup



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These priority areas are located in WIC 4620.5 handout #6

- Email input and/or questions to RCMeasures@dds.ca.gov