

Regional Center Measures Workgroup September 22, 2021 Meeting Summary

Overview: This was the first meeting of the new Regional Center Performance Measures (RCPM) Workgroup. The purpose of the meeting was to review:

1. The role of the RCPM Workgroup in the development of standard regional center performance improvement indicators and benchmarks;
2. Statutory requirements in Welfare and Institutions Code (WIC) Section 4620.5;
3. The background and history of performance and other data reported to the Department by regional centers; and
4. Discuss next steps and future meetings.

Welcome and Introduction: Nancy Bargmann, Director, Department of Developmental Services

- Reviewed major policy initiatives in the Governor's 2021-22 budget and the important opportunities they allow to advance the developmental services system and improve the experiences of individuals receiving services and their families.
- Making recommendations on measuring outcomes and providing incentives for regional center performance for the new initiatives and existing work is a critical aspect of this workgroup.
- The product will be regional center performance measures that will then be tied to incentive payments made to the regional centers.
- The Department values the time and input from each of the workgroup members.

Purpose of the Workgroup: LeeAnn Christian, Assistant Director, RC Governance and Performance, Department of Developmental Services

- The purpose of the RCPM Workgroup is to make recommendations on the development of standard regional center performance improvement indicators and benchmarks.
- WIC Section 4620.5 describes priority areas such as equity in service access and purchase of services, integration of consumers in the community, and consumer employment and associated metrics. However, the group's work will evolve over time and may include additional areas of discussion and recommendation.
- The RCPM Workgroup meeting materials and summaries will be posted on the DDS website (www.dds.ca.gov/initiatives/stakeholder-events/).

Brief Background and History: Brian Winfield, Chief Deputy, Department of Developmental Services

- Regional center performance contracts: as stated in WIC Section 4629, regional centers must annually develop and implement objectives that are specific, measurable, and designed to assist consumers to achieve life quality outcomes;

meaningful progress above the current baselines; and develop services and supports necessary to meet identified needs.

- With their local community, performance objectives, contained in the performance contract, are developed by each regional center and reviewed in public meetings.
- Regional center performance on these and other measures is posted on the DDS website under the Regional Center Oversight Dashboard (www.dds.ca.gov/rc/dashboard/).
- Reviewed summary of December 2019 focused stakeholder discussions with the Department.

Discussion and Overall Themes:

- Guiding Principles of CHHS (recently renamed CalHHS), DDS, and goals or a vision should be used to identify measures.
- It is important that outcome measures are person-centered.
 - While defining person-centered may be difficult at the state level, focus should be on the individual and look to the future rather than system related outcomes such as utilization of resources or process and compliance measures.
- Performance measures should be developed around the efficacy of regional center communication and outreach to all families, particularly non-English speakers, and determine an effective way to hold regional centers accountable
- Outcome measures should be analyzed by demographics such as primary language, race and ethnicity to identify and address disparities.
- If we are examining individual satisfaction of the services and supports provided, it is necessary to define satisfaction in measurable terms.
- The open discussion time on the agenda is helpful; suggest all the agendas for this team include adequate time for discussion by the members of the workgroup.
- The work of the RCPM Workgroup will complement other Department Task Force & Workgroup efforts.

Meeting Preferences:

The Zoom poll feature was used to ask workgroup members their preferences for future meeting days and times. Zoom polls will be used to collect full workgroup input on various items as the team meets in the next few months. The preferences for meeting days was Thursday (68%) with the next most common Tuesday/Wednesday (56% each). The preferred time of day was (in this order): Afternoon 35%; Morning 32%, Lunchtime 26% and After 4:00pm 4%. DDS will aim to schedule meetings that meet the majority of workgroup members' preferred times.