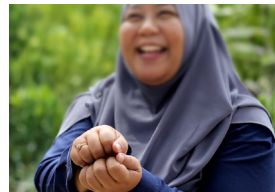


Regional Center Performance Measures Workgroup

November 17, 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

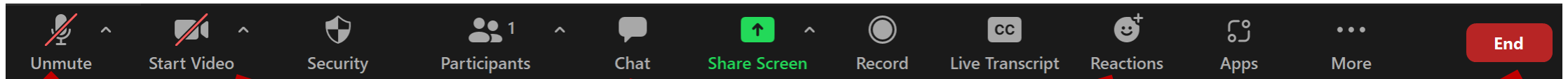


This meeting is being recorded



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

Type questions and comments into the chat

Use "Reactions" to raise your hand when you want to speak

Leave at the end of the meeting



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



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

Agenda

1. Welcome & Introductions
2. Recap of Last Meeting
3. Identification Measure Priority Areas – Full Workgroup Discussion
4. Identification of Suggested Measures: Small Group Discussions and Sharing
5. Next Meeting & Schedule
6. 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

Guiding Principles

- CalHHS Guiding Principles and DSTF Guiding Principles are aligned
- DSTF need updated to current expectations

What to Measure - Themes

- Whole person focus, and whole life focus across the lifespan (birth to end of life) should be captured in the measures
- Choice for consumers and families is impacted by linguistics, cultural sensitivity, provider capacity, and access to information
- Data must be up to date, timely, accurate and consistent
- The data system used to collect and report these measures will be important
- What happens when goals or incentive levels are not met?

Process Snapshot Reviewed (slide 10 today)

- The steps in the process were reviewed, noting sequencing may change

Workgroup's Timeline Reviewed (slide 11 today)

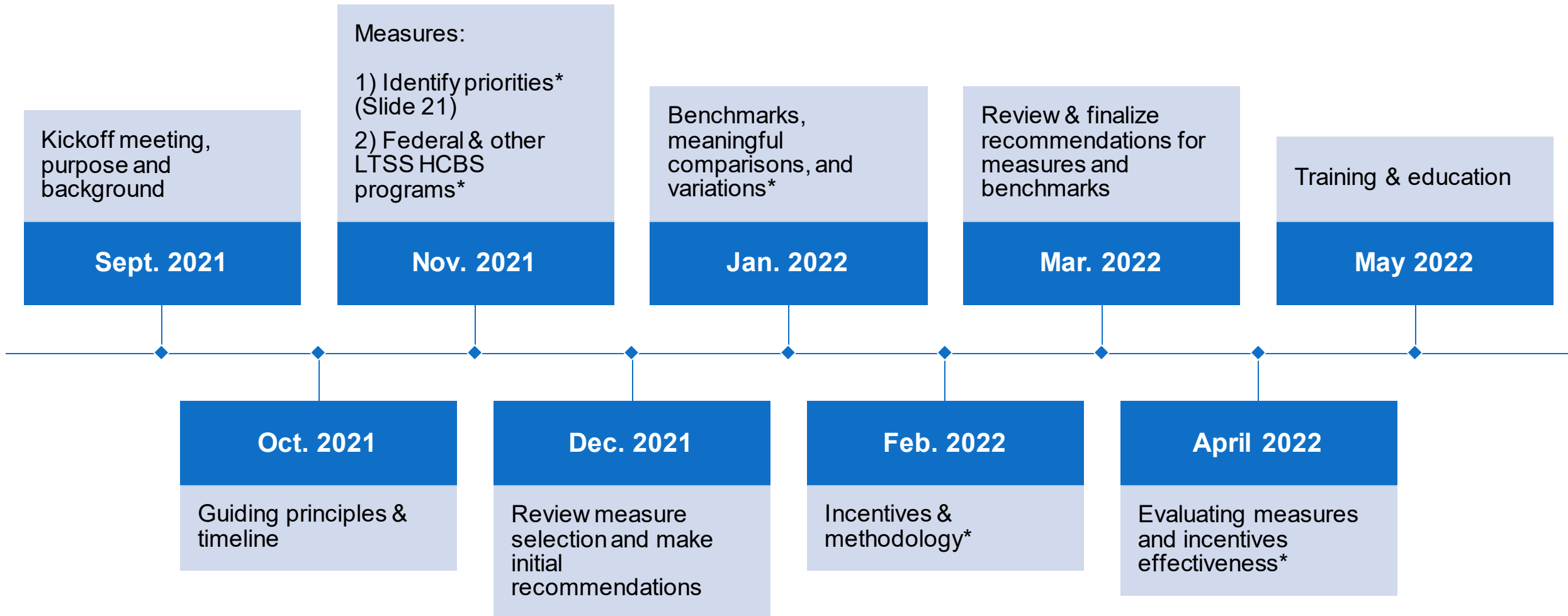
- Identified high level focus areas and accomplishments for each month, from Nov. 2021 - May 2022

Process Snapshot (Handout)

✓ **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

Workgroup Timeline - DRAFT



* From WIC 4620.5(c)

Identification of Measures: Priority Area - Discussion



Priority Areas

- (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

*Priority areas for performance indicators and benchmarks, including, but not limited to, all of the above



Demonstrating the Performance of Regional Centers

When identifying PERFORMANCE measures, you first look at the factors that demonstrate accountability for performance

Accountability is directly related to performance

Performance must be tied to either responsibilities **or** expectations:

- Achieving standards (rules, regulations, requirements) **OR**
- Achieving or exceeding goals, when standards may not exist
 - Stakeholder priorities for activities/performance; funding that is tied to a specific purpose; contract language that sets expectations for increased services
- Incentives typically will be tied to goals or priorities for performance above minimum standards



Example Employment Performance Measures

Regional Centers are responsible for:

- Listening to people who say they want a job and including it as a goal in the IPP
- Identifying and sharing what services are most likely to help lead to paid employment
- Authorizing for that service
- Monitoring the implementation of the IPP

What are the current standards for employment services?

- There is no minimum standard for employment of people with Developmental Disabilities, nationally or within CA

What goals have been set for employment?

- Opportunity to set goals for Competitive Integrated Employment



Existing Performance Contract Employment Measures

It is not always necessary to start from scratch

For example, existing Performance Contract measures point towards data that is available

Measures can be updated, refined, built upon from these examples

Some employment measures in performance contracts with RC's this year:

- Number and percentage of individuals ages 16-64 with earned income
- Average annual wages for individuals ages 16-64
- Number and percentage of adults who entered in competitive integrated employment following participation in a Paid Internship Program

Stakeholder Discussion of Each Focus Area:

- (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: community outreach to families and crisis support for families

Zoom Poll for Workgroup Members: Top Priority Areas To Start With

Which three priority areas from slide 17 do you believe are most important measures of performance of regional centers? Answer in the Zoom Poll

When we return this afternoon, the results of the poll will be shared, and we will use the top four areas for small group discussions of measure identification

Any workgroup members who need assistance with submitting your votes outside of the poll, please reach out to the Rcmeasures@dds.ca.gov in between sessions, and we will include your response in the polling numbers

Session 2: Measure Discussions




Poll Results

(List the 8 areas of priority, in order, highest to lowest, based on the total number of votes assigned to each)



Small Group Breakout Rooms: Instructions for Zoom

Joining a breakout room

1. The host will need to invite you to join the breakout room.
2. Click **Join**.
3. If you choose **Later**, you can join by clicking **Breakout Rooms**  in your meeting controls.
4. Click **Join Breakout Room**.

Leaving the breakout room

1. You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room.
2. Click **Leave Breakout Room**.
3. Choose if you want to leave the breakout room or the entire meeting.
4. When the host ends the breakout rooms, you will be notified and given the option to return to the main room immediately, or in 60 seconds.

Small Group Discussions

Each Group will discuss the top four areas for measure development.

Identify at least one measure concept in each area

- Note: you can identify existing measures, or new suggested items to be measured, you do not have to describe in detail the specific measure (e.g., 20% increase)

Describe:

- Why the measure is important
- How it demonstrates a responsibility of the Regional Center
- If you know, whether it is linked to a rule, a regulation, or a goal

Facilitator will make sure everyone has a chance to contribute their ideas

Small Group Discussion Teams

TEAM A Mary Lou	TEAM B Lee Ann	TEAM C Catherine	TEAM D Olivia
Edith Arias	Ken Barnes	Beth Burt	Anna Wang
Tim Jin	Emerald Brown	Ardena Bartlett	Kathy Sanders-Platnik
Joyce McNair	Michi Gates	Anthony Hill	Ronke Sodipo
Karen Mulvany	Svetlana Kireyeva	Dr. Larry Yin	Maria Marquez
Gabriel Rogin	Kavita Sreedhar	Sherry Johnson	Armida Ochoa
Dr. Roy Schutzengel	Wesley Witherspoon	Liliana Manriquez	Harry Bruell
Diana Pastora Carson	Eva Casas-Sarmiento	NickoleRenee Mensch	Joshua Weitzman
Marty Omoto	Dora Contreras	Josefina Nieves	Rick Wood
	ASL Interpreter(s)	Tresa Oliveri	

Each Team will address the four priority areas in different sequence:

TEAM A	TEAM B	TEAM C	TEAM D
Topic 1	Topic 2	Topic 3	Topic 4
Topic 2	Topic 3	Topic 4	Topic 1
Topic 3	Topic 4	Topic 1	Topic 2
Topic 4	Topic 1	Topic 2	Topic 3

Discuss and Identify Measures

- Groups will have 60 minutes
- Each Team will have a facilitator to record your ideas
- Assign a timekeeper who will remind your team of how much time you have
- Select one group member to report out during all group discussion

Report Out on Small Group Discussions

Describe the topic area your team discussed:

- Describe the measure you identified
- Why it is important
- Explain if your team discussed whether or not the measure is linked to a rule, a regulation, or a goal/expectation set by stakeholders

TEAM A

TEAM B

TEAM C

TEAM D

Federal and Other LTSS Measures

Specific Type of Services: Long Term Services and Supports: Home and Community Based Services

Two Federal Agencies: Administration on Community Living and Center for Medicaid Services

ACL – measures of services for Aging and Physical Disability Services. (Older Americans Act for example)

CMS- measures of all waiver and other home and community-based services (Adult Core Set; Recommended HCBS Services; CAHPS measures)

National Quality Forum, Report on Home and Community Services Measure Gaps 2016

Meeting Dates

2021-22

- December 16, 2021 @ 1:00pm to 3:00pm
 - Review Summary of Measures Identified at November meeting
 - Measure Selection Criteria
- January 20, 2022 @ 1:00- 3:00 pm.

2022 – Tentative Schedule

- February 17
- March 17
- April 21
- May 19



Wrap-Up & Closing Comments

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

