

**Regional Center Performance Measures Workgroup
November 17, 2021**

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Agenda
Regional Center Performance Measures Workgroup
November 17, 2021

10:00 am to 11:30 am and 2:00-3:30 pm

Register: https://cal-dds.zoom.us/webinar/register/WN_TXHxhnieQuGeLvotpx-WbQ

- 1. Welcome & Introductions**
- 2. Recap of Last Meeting**
- 3. Identification of Priority Areas- Large Group Discussion**
- 4. Break**
- 5. Identification of Measures, Small Group Discussions & Report Out**
- 6. Next Meeting & Schedule**
 - **December 16 @ 1:00 to 3:00pm**
 - **January 20, 2022 @ 1:00 to 3:00 pm**
- 7. Closing Comments**

**Department of Developmental Services
Regional Center Measures Workgroup
November 17, 2021**

The first topic of discussion at the November 17 RC Measures Workgroup meeting will be the following 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, including community outreach to families and supporting families in crisis

Please note, there will be a Zoom poll during the webinar asking workgroup members to vote on their top three priority areas. If you need assistance with the poll or would like to vote in advance, please email RCMeasures@dds.ca.gov.

California Department of Developmental Services National Core Indicator Quality Data Collection Summary

The National Core Indicators (NCI) surveys are used to assess the services and supports provided to people with intellectual and developmental disabilities. The surveys have been used in California since 2010, pursuant to state law requiring periodic quality assessment using a nationally recognized survey.

Here is a snapshot of the NCI quality program:

- 46 states and the District of Columbia use the NCI surveys.
- The surveys are completed directly by adult consumers of Regional Center services (IPS), families and/or guardians of adults who live outside of the family home (FGS), families and/or guardians of adults who live with their family member (AFS); and families of children who receive Regional Center services (CFS).
- Surveys are completed in one of three ways: on paper, online, or in-person.
- DDS is moving to conduct these surveys on a two-year cycle, rather than on the three-year cycle historically used.
- The surveys are confidential and voluntary, no one is required to participate. The primary survey instrument – the IPS, collects both fact-based information and perception based information (individual experience from the person’s own perspective, and facts from documents in the person’s files.)
- Quality data collected are organized into the following topic areas:
 - ✓ Residence,
 - ✓ Employment,
 - ✓ Relationships,
 - ✓ Involvement in the community
 - ✓ Information and person-centered planning
 - ✓ Health and welfare,
 - ✓ Safety, Respect and rights
 - ✓ Access to services and supports
 - ✓ Satisfaction with services, and
 - ✓ Choices / Decision-making and control
- Every attempt is made to obtain community-representative responses for each of the 21 regional centers.
- Results are presented as reports and through online interactive dashboards, both of which are found here: <https://www.dds.ca.gov/rc/nci/>.

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Public Policy Performance Measures (Required)

<i>Measure</i>	<i>Measurement Methodology</i>
Number and percent of regional center caseload in Developmental Center.	CMF status code 8
Number and percent of minors residing with families.	CMF residence code data for status 1, 2 and U minors (< 18 years old) residing: <ul style="list-style-type: none"> • In own home • In foster home • With guardian
Number and percent of adults residing in independent living.	CMF residence code data for status 2 adults (18 years old and above) residing in independent living.
Number and percent of adults residing in supported living.	CMF residence code data for status 2 adults (18 years old and above) residing in supported living.
Number and percent of adults residing in adult Family Home Agency homes.	CMF residence code data for status 2 adults (18 years old and above) residing in Adult Family Home Agency homes.
Number and percent of adults residing in family homes (home of parent or guardian).	CMF residence code data for status 2 adults (18 years old and above) residing in family homes (home of parent or guardian).
Number and percent of adults residing in home settings.	CMF residence code data for status 2 adults (18 years old and above) residing in: <ul style="list-style-type: none"> • Independent living • Supported living • Adult Family Home Agency homes • Family homes
Number and percent of minors living in facilities serving > 6.	CMF residence code data for status 1, 2 and U minors residing in following facilities serving > 6: <ul style="list-style-type: none"> • ICF/DD • ICF/DD-H • ICF/DD-N • SNF • CCF
Number and percent of adults living in facilities serving > 6.	CMF residence code data for status 2 adults residing in following facilities serving > 6: <ul style="list-style-type: none"> • ICF/DD • ICF/DD-H • ICF/DD-N • SNF • CCF (Residential Care Facilities for the Elderly not included)

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Public Policy Performance Measures – Employment (Required)

<i>Measure</i>	<i>Measurement Methodology*</i>	<i>Frequency</i>
Number and percentage of individuals ages 16-64 with earned income.	Employment Development Department (EDD) data—changes in number and percentage of individuals ages 16-64 with earned income as reported to EDD.	Annual
Average annual wages for individuals ages 16-64.	EDD data—average annual wages as reported to EDD for individuals ages 16-64.	Annual
Annual earnings of individuals ages 16-64 compared to all people with disabilities in California.	EDD data—individuals wage data compared to all people with disabilities in California.	Annual
Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program.	Data collected manually from service providers by regional centers.	Annual
Percentage of adults who entered in competitive integrated employment following participation in a Paid Internship Program.	Data collected manually from service providers by regional centers.	Annual
Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	Data collected manually from service providers by regional centers.	Annual
Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.	Data collected manually from service providers by regional centers.	Annual

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Continued Public Policy Performance Measures – Employment (Required)

<i>Measure</i>	<i>Measurement Methodology*</i>	<i>Frequency</i>
Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	Data collected manually from service providers by regional centers.	Annual
Percentage of adults who reported having competitive integrated employment as a goal in their IPP.	National Core Indicators (NCI) Survey - <i>Yes/No/Don't Know</i> Individual has community employment as a goal in his/her IPP.	Three-year cycle

* EDD data reflect wages reported to EDD for the purpose of unemployment insurance reporting. There is a limitation of the data, as some people have contract earnings that may be unreported.

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Public Policy Performance Measures – Reducing Disparities and Improving Equity in Purchase of Service Expenditures For continuity in measuring progress, regional centers' CY 2022 performance contracts must contain the same two disparity measures used in their CY 2021 performance contracts.

<i>Measure</i>	<i>Measurement Methodology</i>
Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.	Prior fiscal year (FY) purchase of service data and CMF; regional center generated data.
Percent of total annual purchase of service expenditures by individual's ethnicity and age: <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21 years, inclusive • Age twenty-two and older 	Prior FY purchase of service data and CMF.
Number and percent of individuals receiving only case management services by age and ethnicity: <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21 years, inclusive • Age twenty-two and older 	Prior FY purchase of service data and regional center caseload data.
Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers only).	Prior FY purchase of service data and CMF.

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Measures Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures (Optional)

Measure	Measurement Methodology*
Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	NCI data: Child Family Survey: FY 12/13, FY 15/16 and FY 18/19 Adult Family Survey: FY 10/11, FY 13/14, FY 16/17 and FY 19/20 Family Guardian Survey: FY 10/11, FY 13/14, FY 16/17 and FY 19/20
Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	NCI data: Child Family Survey: FY 12/13, FY 15/16 and FY 18/19 Adult Family Survey: FY 13/14, FY 16/17 and FY 19/20 Family Guardian Survey: FY 10/11, FY 13/14, FY 16/17 and FY 19/20
Number and percent of families, by race/ethnicity, who report that services have made a difference in helping keep their family member at home.	NCI data: Child Family Survey: FY 10/11, FY 16/17 and FY 19/20 Adult Family Survey: FY 15/16, FY 18/19 and 21/22

* Measurement Methodology: NCI data are specific to the FYs in which the surveys were conducted.

MEASUREMENT METHODOLOGY FOR PUBLIC POLICY AND COMPLIANCE MEASURES

Compliance Measures

<i>Measure</i>	<i>Measurement Methodology</i>
Unqualified independent audit with no material finding(s).	Yes/No—based on regional center independent audit findings.
Substantial compliance with the Department fiscal audit.	Yes/No—based on the Department internal document criteria.
Operates within operations budget.	Yes/No—actual expenditures plus late bills do not exceed OPS budget.
Certified to participate in Home and Community—Based Services Waiver.	Yes/No—based on most recent waiver monitoring report.
Compliance with Vendor Audit Requirements per contract, Article III, Section 10.	Yes/No—based on documentation regional center reports to the Department.
CDER/ESR Currency	Status 1, 2 and U on CMF with current CDER or ESR.
Intake/assessment and IFSP timelines (ages 0-2).	Early Start Report.
Intake/assessment timelines for individuals ages 3 or older.	CMF—calculated by subtracting the status date from the CMF date.
IPP Development (W&I Code requirements)	Biennial the Department review per W&I Code section 4646.5(c)(3).
IFSP Development (Title 17 requirements)	Early Start Report.