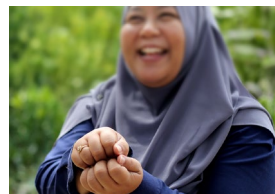


# Quality Incentive Program Workgroup

December 14, 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

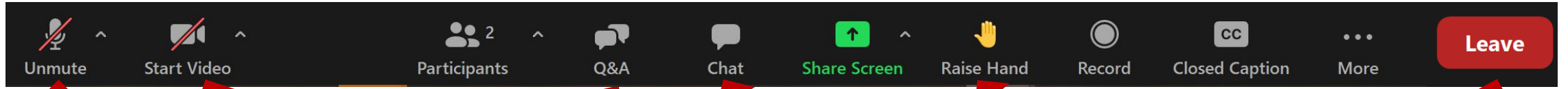


This meeting is being recorded



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

# ZOOM TIPS



The image shows a Zoom toolbar with various icons and buttons. Red arrows point from text boxes below to specific icons: 'Unmute' (microphone icon), 'Start Video' (video camera icon), 'Q&A' (speech bubbles icon), 'Chat' (speech bubble icon), 'Raise Hand' (hand icon), and 'Leave' (red button). The 'Share Screen' button is highlighted in green. The 'Participants' button shows a count of 2. Other icons include 'Record', 'Closed Caption', and 'More'.

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



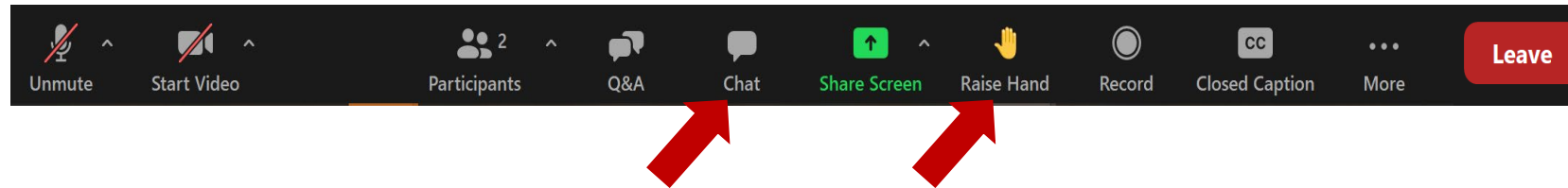
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



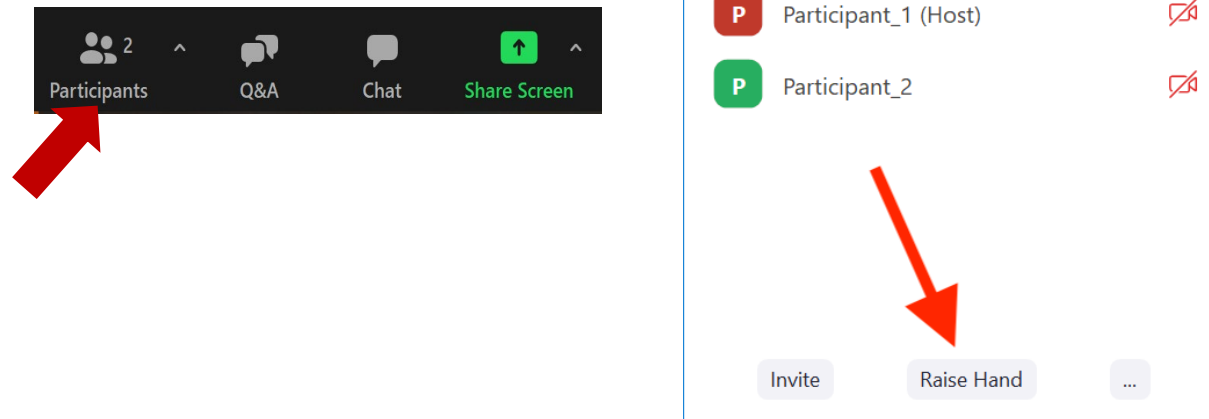
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# PROVIDING COMMENTS – WORKGROUP MEMBERS

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

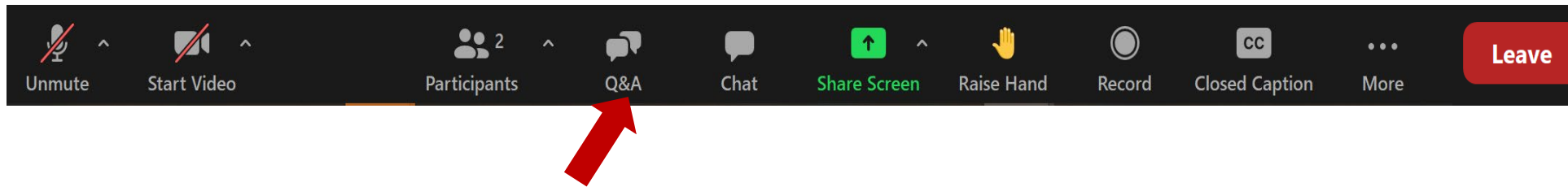


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



# 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 [QualityIncentives@dds.ca.gov](mailto:QualityIncentives@dds.ca.gov)

# AGENDA

- I. Welcome
- II. CalHHS Guiding Principles and Strategic Priorities
- III. November 9, 2021 Meeting Recap
- IV. Vision Statement and DS Task Force Guiding Principles
- V. Types of Measures and Considerations
- VI. Next Steps & Future Meetings
- VII. Closing



## CALHHS GUIDING PRINCIPLES

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- 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

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- 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





# RECAP: WORKGROUP PURPOSE

## **Provide input to the Department regarding:**

- Quality measures or benchmarks, or both, for consumer outcomes and regional center and service provider performance
- Measures or benchmarks, or both, shall initially include process- and performance-related measures for service providers
- By the conclusion of the 2025–26 fiscal year, shall also evolve to include outcome measures at the individual consumer level...”

(Welfare and Institutions Code Section 4519.10(e))

# NOVEMBER MEETING SUMMARY

## **Suggestions from November 9, 2021 meeting:**

- Be clear about the link to other initiatives underway
- Utilize guiding principles when making decisions about measures
- Be realistic about what we can do now, versus in the future
- Include more self-advocates and family members

## **Suggestions regarding potential measures:**

- Focus on a few major measures of quality
- Do not have too many measures
- Measures should be person-centered, and define “person-centered”
- Measures will need analysis based upon race, ethnicity, language, age and/or living arrangement (family home; own home, licensed residential facility, etc.)

# RECAP OF THE PROCESS SNAPSHOT (UPDATED)

- ✓ Quality Incentive Program workgroup purpose and other initiatives (*November*)
- Foster a common understanding: (*today*)
  - CalHHS Principles and Priorities
  - Recap, including the short- and long-term
  - DDS Vision and Guiding Principles
  - Types of measures
  - Consumer, regional center, and service provider quality measures
- ❑ What is “quality”, and some existing measures of quality (*January*)
- ❑ Identify and develop possible measures (*January and February*)
- ❑ Review measures, and discuss benchmarks and incentives (*February*)
- ❑ Workgroup review and recommendation of measures of quality, incentives, benchmarks, and methodology (*March*)
- ❑ Workgroup associates measures with timelines (*ongoing*)

# 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.<sup>1</sup>

- Developmental Services Task Force (DSTF) guiding principles developed in 2014 reinforce CalHHS guiding principles
- Together, the Vision, DSTF guiding principles and CalHHS guiding principles and strategic priorities set a foundation for quality measures

*(See handouts)*

<sup>1</sup> Vision statement developed through the Community of Practice, 2019

# DS TASK FORCE GUIDING PRINCIPLES: A SUMMARY

- 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

# LINKING PRINCIPLES AND MEASURES

# MEASURES THAT LINK TO GUIDING PRINCIPLES

Principle: Community integration and access reflect the HCBS expectations

Structural Measure—Are the basics in place?

*Example: Does the RC have vendors of competitive integrated employment?*

Process Measure—Is something happening?

*Example: Does the IPP contain an employment goal?*

Performance Measure—How much of that thing is happening?

*Example: How many units of supportive employment are authorized?*

**Quality Measure**—Is the thing that is happening being done well?

*Example: Is the consumer satisfied with the supports received for that employment?*

Outcome Measure—Is the thing that is happening making a difference?

*Example: Does supported employment result in a permanent position?*

# DISCUSSION

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# TENTATIVE 2022 MEETING DATES

Meetings are from 2:00-3:30pm

- January 4 confirmed (10:30-12 and 2–3:30)
- February 1 confirmed
- March 1 planned
- April 5 planned
- May 3 planned
- June 7 planned
- July 12 planned (2 – 3:30, not 10-12)



INPUT AND/OR QUESTIONS:

[QualityIncentives@dds.ca.gov](mailto:QualityIncentives@dds.ca.gov)



## Considerations

**Identifying** quality measures involves:

- Establishing priorities
- Multiple perspectives of what matters most
- Relationship to other measures
- Ideas build on each other through discussion

**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**
- **Attribution**
- **Related or Competing Measures**

[Link to the NQF Measure Criteria](#)  
(Will be a Handout in January)



# WORKGROUP MEMBERS (INVITED)

**Elizabeth Arreola**, Family Member of Early Start Recipient  
**Elizabeth Barrios Gomez**, Family Member & Integrated Community Collaborative  
**Sascha Bittner**, Self-Advocate and State Council on Developmental Disabilities (SCDD)  
**Boyd Bradshaw**, Family Member & Provider  
**Jessica Carter**, ABA Provider, Special Needs Network  
**Eric Ciampa**, Provider, UCP Sacramento  
**Veronica Contreras**, Family Member  
**Pebbles Dumon**, Provider, Community Catalysts of CA  
**Jacquie Dillard Foss**, Provider, STEP  
**Peter Frangel**, CA Department of Rehabilitation  
**Jonathan Fratz**, Self-Advocate  
**Lucina Galarza**, San Gabriel Pomona Regional Center  
**David Gauthier**, Self-Advocate  
**Lisa Gonzales**, Provider, Deaf Plus Adult Community  
**Amy Hao**, Self Advocate, Self-Advocate Group Empowerment (SAGE)  
**Carlene Holden**, Easter Seals Southern CA  
**Barry Jardini**, CA Disability Services Association  
**Adrienne Jesso**, Self-Advocate  
**Diva Johnson**, Tri-Counties Regional Center  
**Mark Klaus**, San Diego Regional Center  
**Dorrie Koenig**, Provider, Mains'l

# WORKGROUP MEMBERS (INVITED, CONT.)

**Meuy Lee**, Provider, Level Up NorCal  
**Will Leiner**, Disability Rights California  
**Jordan Lindsey**, The Arc California  
**Victor Lira**, Aveanna Health Care  
**Judy Mark**, Family Member, Disability Voices United  
**Karen Mejia**, South Central LA Reg Center  
**Mark Melanson**, California Community Living Network  
**Kimberly Mills**, Provider, A Better Life Together  
**Tania Morawiec**, SCDD  
**Matt Omelagah**, Provider, Omelagah, Inc.,  
**Mike Pereira**, Provider, Ala Costa Centers  
**Michael Pham**, Self-Advocate  
**Magdalena Pruitt**, Provider, Mentor California  
**Michelle Ramirez**, Provider, On My Own  
**Sheri Rosen**, Provider, Sunny Days of CA  
**Carolyn Tellalian**, Family Member  
**Pablo Velez**, Provider, Amigo Baby  
**Tiffany Whiten**, Service Employees International Union (SEIU)  
**Alona Yorkshire**, Family Member & Provider, The Adult Skills Center  
**Eric Zigman**, Golden Gate Regional Center