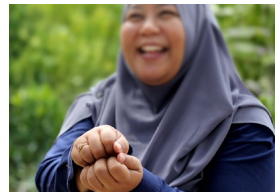


Regional Center Performance Measures Workgroup

December 16, 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

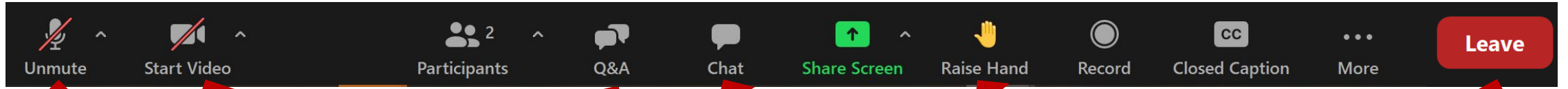


This meeting is being recorded



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



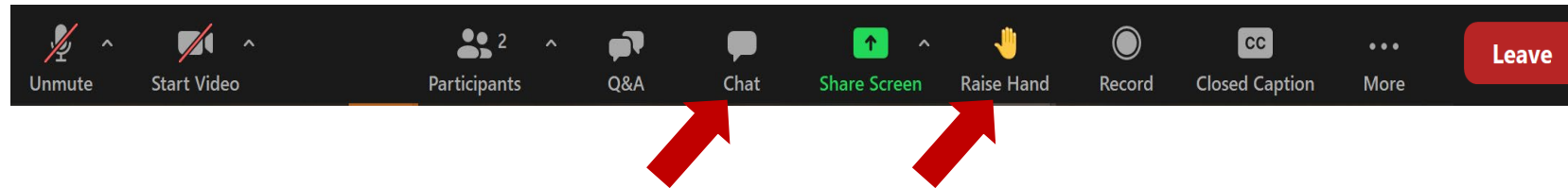
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



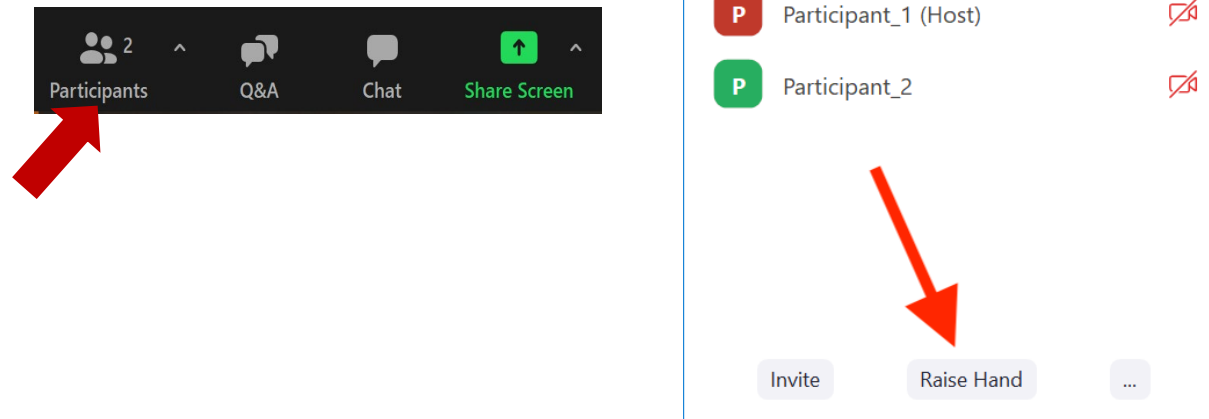
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

PROVIDING COMMENTS – WORKGROUP MEMBERS

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

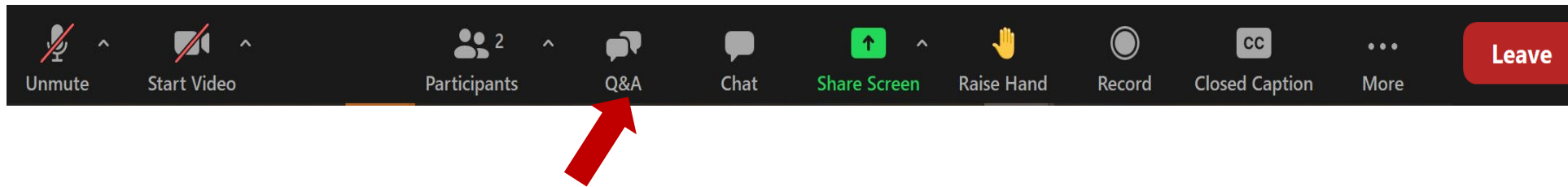


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



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 RCMeasures@dds.ca.gov

AGENDA

- 1. Welcome & Introductions**
- 2. November 17, 2021 Recap and Progress to Date**
- 3. Federal Home and Community Based Services Measures**
- 4. Measure Selection Discussion**
- 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
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
16. **Mark Melanson**, Executive Director, California Community Living Network
17. **NickoleRenee Mensch**, Self-Advocate, Kern Co.

WORKGROUP MEMBERS

18. **Karen Mulvany**, Family Member
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 OF NOVEMBER 17 MEETING

Priority Areas

- Areas for consideration as recommended in statute were reviewed
- Workgroup members identified areas most important to address in performance measures
- Top four areas included:
 - Equity in Service Access and Purchase of Service
 - Person Centered Planning
 - Consumer and Family Experience and Satisfaction
 - Innovation in Service Availability and Delivery

RECAP OF NOVEMBER 17 MEETING, cont.

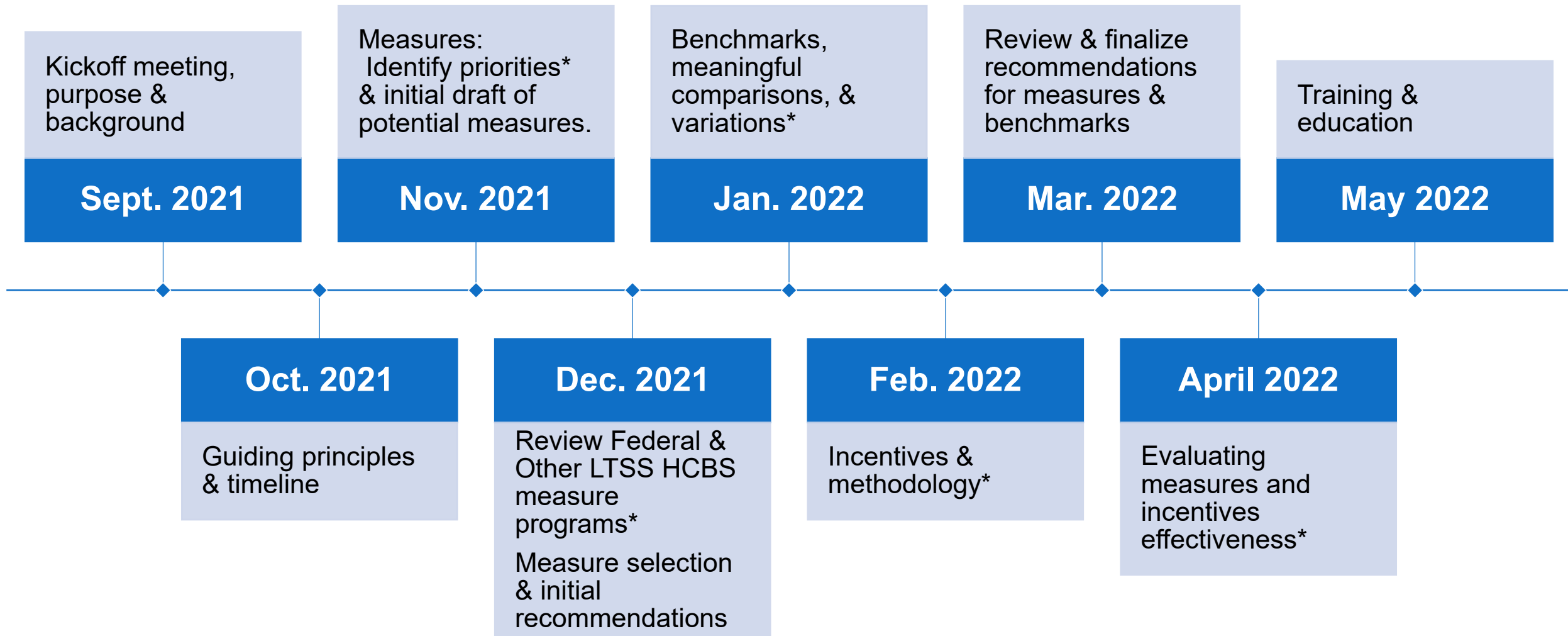
Small Group Measure Identification

- Summary of measures discussed in the four priority areas (see handout)
- Public Input to the Priority Areas – results of public feedback
 - Equity in Service Access and Purchase of Service
 - Person Centered Planning
 - Consumer and Family Experience and Satisfaction
 - **Community Inclusion**

Reviewed Workgroup's Timeline

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

WORKGROUP TIMELINE



* From WIC 4620.5(c)

FEDERAL ACTIVITY: HOME & COMMUNITY BASED SERVICES (HCBS) MEASURES



WHY THIS IS IMPORTANT

- Federal government funds extensive research to establish measures for Long Term Services & Supports (LTSS) and Home & Community Based Services (HCBS)
- Best practices in measurement result from research
- Linking performance measures to incentives requires a higher level of scrutiny to assure accuracy
- Future federal funding is likely tied to specific measures (recommended & required measures)
- CMS already requires measure reporting in areas of compliance



FEDERAL MEASUREMENT: HCBS

CMS Activity

- HCBS Waiver Assurances – demonstrate compliance with minimum standards to meet federal regulations and statutory assurances within Medicaid. DDS monitors regional centers biennially.
 - ✓ Administrative Authority
 - ✓ Level of Care
 - ✓ Qualified Providers (licensed/certified providers and non-certified providers)
 - ✓ Service Plan
 - ✓ Health and Welfare (including individual remediation of substantiated abuse, neglect and exploitation)
 - ✓ Financial Accountability
- Gaps in Measurements for Home and Community Based Services in 2016. [HCBS Quality Measures Report 2016](#)
- Draft recommended HCBS Measures in 2020, requested input on outcome measures for HCBS. [CMS Draft Recommended HCBS Measure Set 2020](#)

FEDERAL MEASUREMENT: HCBS, cont.

Additional Federal Agency Activity

- HCBS includes all long-term services – Aging, Physical Disabilities, Mental Health, Developmental Disabilities. Federal measures designed to address all populations
- Medicaid Adult Core Set – required in the new health care laws; includes LTSS, four NCI measures, expect additional measures in the coming years. [2021 Medicaid Adult Core Measure Set](#)
- Research and Training Center at Univ. of Minn, now Shirley Ryan Labs at Univ. of Chicago, to develop HCBS measures at the provider level. <https://rtcom.umn.edu/>

NATIONAL CORE INDICATORS (HANDOUT)

- Surveys of individuals with purchase of service (POS)
- 3 kinds of surveys for families:
 - Adult family member lives with them
 - Adult family member lives in another home
 - Families w/ children under the age of 18
- In person, paper, or online
- Used in CA since 2010, in all 21 RCs
- Surveys given every 3 years; DDS moving to every 2 years
- Results are posted on [DDS website](#) in an interactive dashboard

Categories of Measures:

- ✓ Employment
- ✓ Community Inclusion & Belonging
- ✓ Community Participation
- ✓ Relationships
- ✓ Health, Medication & Wellness
- ✓ Safety
- ✓ Rights & Respect
- ✓ Access to Services & Supports
- ✓ Satisfaction
- ✓ Choice & Decision-Making
- ✓ Self-Direction
- ✓ Service Coordination
- ✓ Workforce
- ✓ Information & Planning

[Link to 2021-22 NCI Domains, Subdomains and Indicators](#)

NCI MEASURES IN 2021 MEDICAID ADULT CORE SET

1. Life Decisions Scale: a composite measure including choice of:

- Residence/where you live
- Work
- Day time activity
- Staff who support you
- Room mates

2. Everyday Choices Scale: a composite measure including choice of:

- Daily Schedule
- How to spend your money
- How to spend your free time

3. Transportation available when need to get somewhere.

Federal Measurement in Home & Community Based Services

MEASURE SELECTION



MEASURE SELECTION PROCESS

- RCPM Workgroup identified measures in four (4) priority areas during November working meeting
- Compare each suggested measure to a list of characteristics for measures that are meaningful, reliable and valid, useful, feasible and can be attributed to the Regional Centers
- Workgroup will review suggested measures that meet the characteristics and prioritize for final recommendations



MEASURE SELECTION CRITERIA

Important to Measure

Meaningful to all?

Priority of the system?

High impact goal of the system?

Does the measure link to a guiding principle?

Reliable & Valid

Reliably reported & consistently represent the same thing in all RCs

Confident the measure demonstrates the concept intended by the workgroup

Useful

The measure can drive action to improve; it provides information that each RC can act upon

Feasible

The level of difficulty of gathering info. & reporting on data is justified by the importance & usability of the measure

Related & Competing Measures

Assuring there are no contradictory or duplicative measures

Attributable to Regional Center

Factors measured are fully the responsibility of the RC

NOV. DISCUSSION CONCEPTS: Area 1 - Equity in Service Access

of people who apply for RC services compared to the # of people identified as eligible for RC services, stratified by race & ethnicity

% of all communications provided to all families that are linguistically appropriate, simple & in plain language

% of families who report they felt treated fairly or with respect for their background/culture

% of families who applied for services & were denied; or % who indicate options were adequately explained

% difference between authorized POS & utilized POS, stratified by race & ethnicity (gap measure)

Notice of actions (NOA) stratified by race, ethnicity, & category; or the frequency of denials of service that do not result in a NOA

NOV. DISCUSSION CONCEPTS: Area 2 - Person-Centered Planning

Capacity Measures:

- Annual # of training hours in formal person-centered planning per Service Coordinator (SC)
- Ratio of total SCs who have completed Person-Centered Plan Facilitation Training & annual updates compared to total number of SCs.

Process Measures:

- % of all IPPs that took place at a location & time convenient to the family & the person (Federal regulations are met)
- % of all IPPs carried out in the person's primary language

Outcome Measures:

- % of people who have an IPP & report their Service Plan includes what is important to them/personal priorities
- % of goals in IPPs important to the person & met each year
- % of people who report they were satisfied & listened to during IPP meetings

Note: These measures should link to the Federal Rules about person centered planning in HCBS

NOV. DISCUSSION CONCEPTS: Area 3 - Consumer & Family Experience and Satisfaction

% of specific engagements with SCs families report as satisfactory (or better)

% of unmet needs reported by families

% of families reporting they have enough easy-to-understand information about services/supports

System capacity, measured by length of time waiting for services to start after authorized, or staff vacancies

% of families or consumers reporting satisfaction with their SC, or a specific service delivered by the RC (intake, for example)

Avg. length of time for SC response to emergent & non-emergency calls (crisis response time)

Cultural & linguistic competency training hours per SC & per total RC workforce

% of families or consumers reporting feeling respected by their SC, or that their SC understood their cultural preferences

Notes: NCI may capture several of these areas; and several of these measures will require clear definition of terms such as “unmet need”

NOV. DISCUSSION CONCEPTS: Area 4 - Innovation in Service Availability & Delivery

Timeliness for RC
to implement new
services

of service types &
service providers
available within
each RC's
catchment area

of new services
utilizing
technology
each year

Innovation(s) in
process or
reporting that
reduces time or
administrative
burden for families

Notes: this might be a better incentive area; specific measures are not easily defined

MEASURE SELECTION CRITERIA

Important to Measure

Meaningful to all?

Priority of the system?

High impact goal of the system?

Does the measure link to a guiding principle?

Reliable & Valid

Reliably reported & consistently represent the same thing in all RCs

Confident the measure demonstrates the concept intended by the workgroup

Useful

The measure can drive action to improve; it provides information that each RC can act upon

Feasible

The level of difficulty of gathering info. & reporting on data is justified by the importance & usability of the measure

Related & Competing Measures

Assuring there are no contradictory or duplicative measures

Attributable to Regional Center

Factors measured are fully the responsibility of the RC

DISCUSSION: Measures Suggested in the 4 Priority Areas

Area 1:
Equity in Service
Access

Area 2:
Person Centered
Planning

Area 3:
Consumer &
Family Experience
& Satisfaction

Area 4:
Innovation in
Service Availability
& Delivery

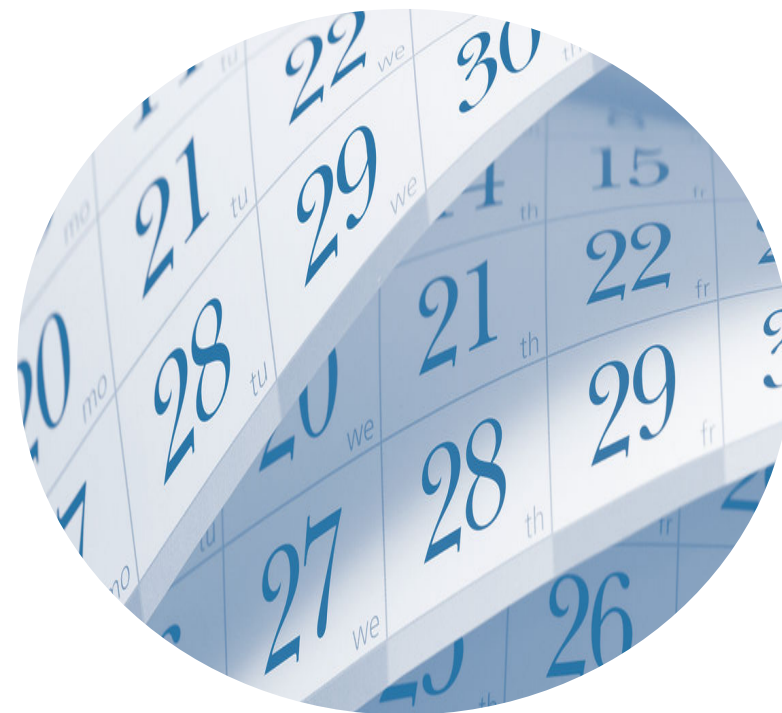
FUTURE MEETING DATES

Upcoming

- January 20, 2022 @ 1:00 – 3:00 pm.
Benchmarks, meaningful comparisons, and variation in measures across and within regional centers.

2022 – Tentative Schedule

- February 17 1:00-3:00 pm
- March 17 1:00-3:00 pm
- April 21
- May 19



CLOSING COMMENTS

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

