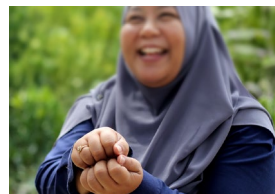


Quality Incentive Program Workgroup

February 1, 2022



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

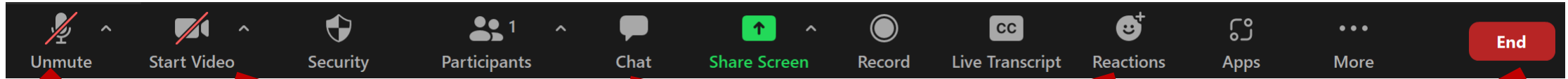


This meeting is being recorded



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; Please send chats to "Everyone"

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 qualityIncentives@dds.ca.gov

Agenda

- I. Welcome**
- II. Recap of January 4, 2022 Meeting**
- III. Long-Term Quality Measures (Breakout Discussions)**
- IV. Report Outs**
- V. Future Meetings & Next Steps**

January 4, 2022 Recap: Topic Areas

Breakout rooms discussed considerations for measures in the following topic areas

**Choice &
Satisfaction**

**Service Access
& Equity**

Employment

**Person-
Centered
Planning**

**Compliance
with HCBS
Requirements**

Prevention

**Early
Intervention**

**Workforce
Capacity**

January 4, 2022 Recap: Selection Considerations

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 entities

Confident the measure demonstrates the concept intended by the workgroup

Useful

The measure can drive action to improve; it provides information that each entity 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

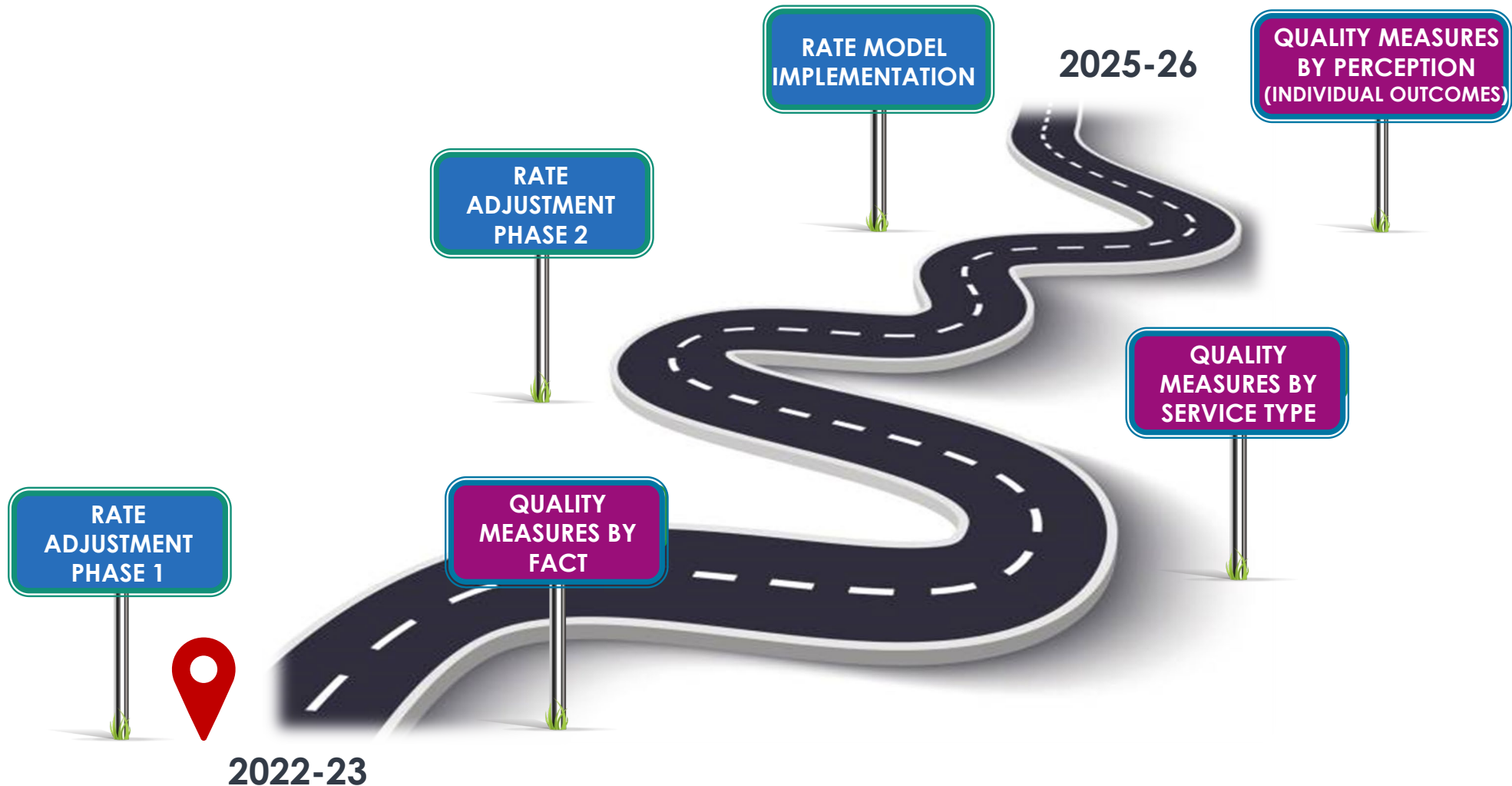
Attributable

Factors measured are fully the responsibility of the entity being measured

Process Snapshot (Updated)

- ✓ Quality Incentive Program workgroup purpose (*November*)
- ✓ Quality Incentive Program, and other initiatives (*November*)
- ✓ Foster a common understanding (*December*)
- ✓ Considerations for measures (*January, morning session*)
- ✓ What is “quality”, and existing measures of quality (*January, morning session*)
- ✓ Discuss and develop possible measures (*January, afternoon session*)
- Identify potential long-term quality measures in breakout rooms (**today**)
 - Identify potential steps to achieve them
- ❑ Workgroup review of draft long-term quality measures and incentives (*March*)
- ❑ Workgroup makes recommendations to the Department for long-term measures, and incentives (*March*)
- ❑ Define methodology for proposed measures (*early April*)
- ❑ Department posts proposed quality measures for public input (*later April*)
- ❑ Define short-term steps to achieve workgroup recommendations (*May*)
- ❑ Provide input to 2022-23 measures, incentives and methods (*June*)

RATE REFORM & QUALITY INCENTIVES



Example: Long Term and Near-Term Measures

Topic Area

Workforce

Service Access and Equity

Employment

Individual Measures

People who are happy with the length of time they have known their DSP

People who report their IPP meeting is held in their preferred language

People who want a job and have a job

Service Provider Measures

Rate of Turnover among DSPs (by service type)

% of staff who receive bilingual pay differentials (by language)

Average length of time to obtain or retain a job (Employment Providers)

Examples for Workgroup Breakout – Workforce Capacity

Long Term Quality Measure

Individual Measure: People who are happy with the length of time they have known their DSP

Steps along the way:

Provider Measure: Rate of turnover among DSPs (by service type); Rate of tenure of DSPs; Rates of turnover and tenure sorted by service type.

Examples of steps needed to achieve and report:

- Establish data collection tools (DSP Staff Stability Survey and Satisfaction Survey tool)
- Establish baseline data
- Identify desired benchmarks for tenure and turnover
- Training tracking tool per DSP
- Method for collecting individual satisfaction with DSP relationship
- Implement data collection statewide

Examples for Workgroup Breakout: Service Access and Equity

Long Term Quality Measure

Individual Measure: People who report their IPP meeting is held in their preferred language.

Steps along the way:

Provider Measure: % of staff who receive bilingual pay differentials (by language); ratio of % of staff who receive bilingual pay differential compared to need for bilingual support in the community.

• **Example steps also needed to achieve and report**

- Bilingual capabilities tracking established;
- Review applicable regulations for consistency
- Identify % of bilingual staff needed in the catchment area
- Method for collecting individual satisfaction with IPP experience
- Implement data collection statewide

Long Term Quality Measures Discussions



Breakout Rooms
45 minutes



Reconvene & Report Out
30 minutes

Breakout Room Discussion Instructions


Instructions:

- Each Breakout Room has a facilitator & note taker
- Identify someone to report out afterwards
- Identify long term quality measures for assigned topic areas
- Describe the steps necessary to achieve those long-term quality measures and enable their reporting in 2025

The Public will stay in the main room with a facilitator and have the same discussion on its chosen topic(s).

Breakout Rooms: Instructions

Joining a breakout room

1. The host will 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

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 & given the option to return to the main room immediately, or in 60 seconds

Team Discussion Topics

Room 1	Room 2	Room 3	Room 4
Service Access and Equity	Early Intervention	Person-centered Planning	Workforce Capacity
HCBS Compliance	Prevention	Choice and Satisfaction	Employment

Report Out on Small Group Discussions

For the topic areas your team discussed:

Describe each long-term quality measure you identified

Describe the identified steps necessary to get there



Next Meeting(s)

2022 Tentative Meeting Dates

Meetings are from 2 to 3:30pm:

March 1 **(confirmed)**

April 5

May 3

June 7

July 12 (10 a.m. to noon)



Email input and/or questions to:

qualityincentives@dds.ca.gov



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'I

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