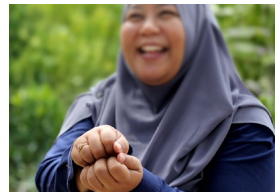


Regional Center Performance Measures Workgroup

January 20, 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

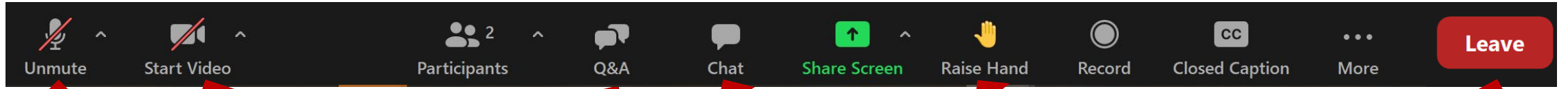


This meeting is being recorded



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

Zoom Tips



The image shows a Zoom toolbar with various icons and buttons. Red arrows point from text boxes below to specific icons: 'Unmute mic only when it's your turn to speak' points to the Unmute icon; 'Turn your webcam on/off' points to the Start Video icon; 'All attendees can type questions/comments in the Q&A' points to the Q&A icon; 'Chat is available for Workgroup members only' points to the Chat icon; 'Workgroup members can raise your hand when you want to speak' points to the Raise Hand icon; and 'Leave the webinar at the end of the meeting' points to the Leave button.

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



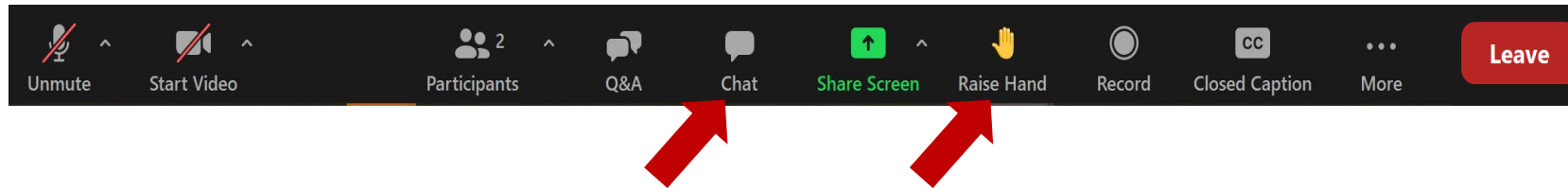
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



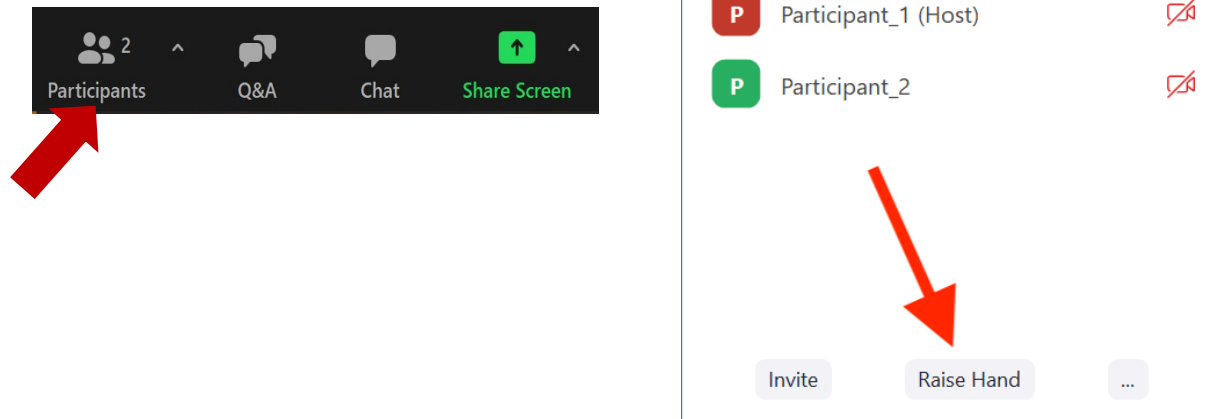
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

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

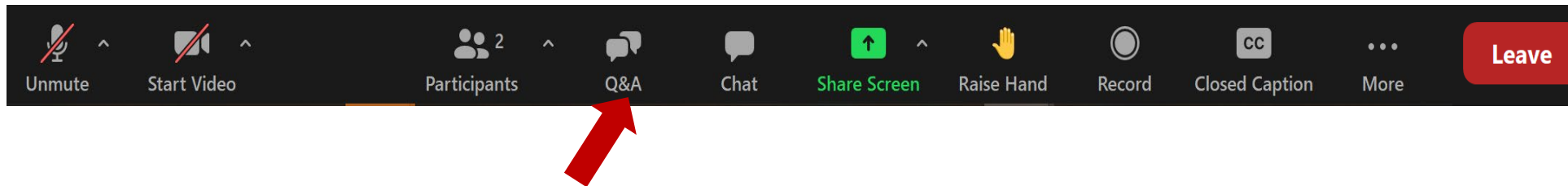


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



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. Recap December 16, 2021 meeting and progress to date**
- 3. Measure selection update**
- 4. Discussion of benchmarks, meaningful comparisons and variations**
- 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 December 16 Meeting

Federal and Other Measurement Activities in Life-Long Services and Home and Community-Based Services

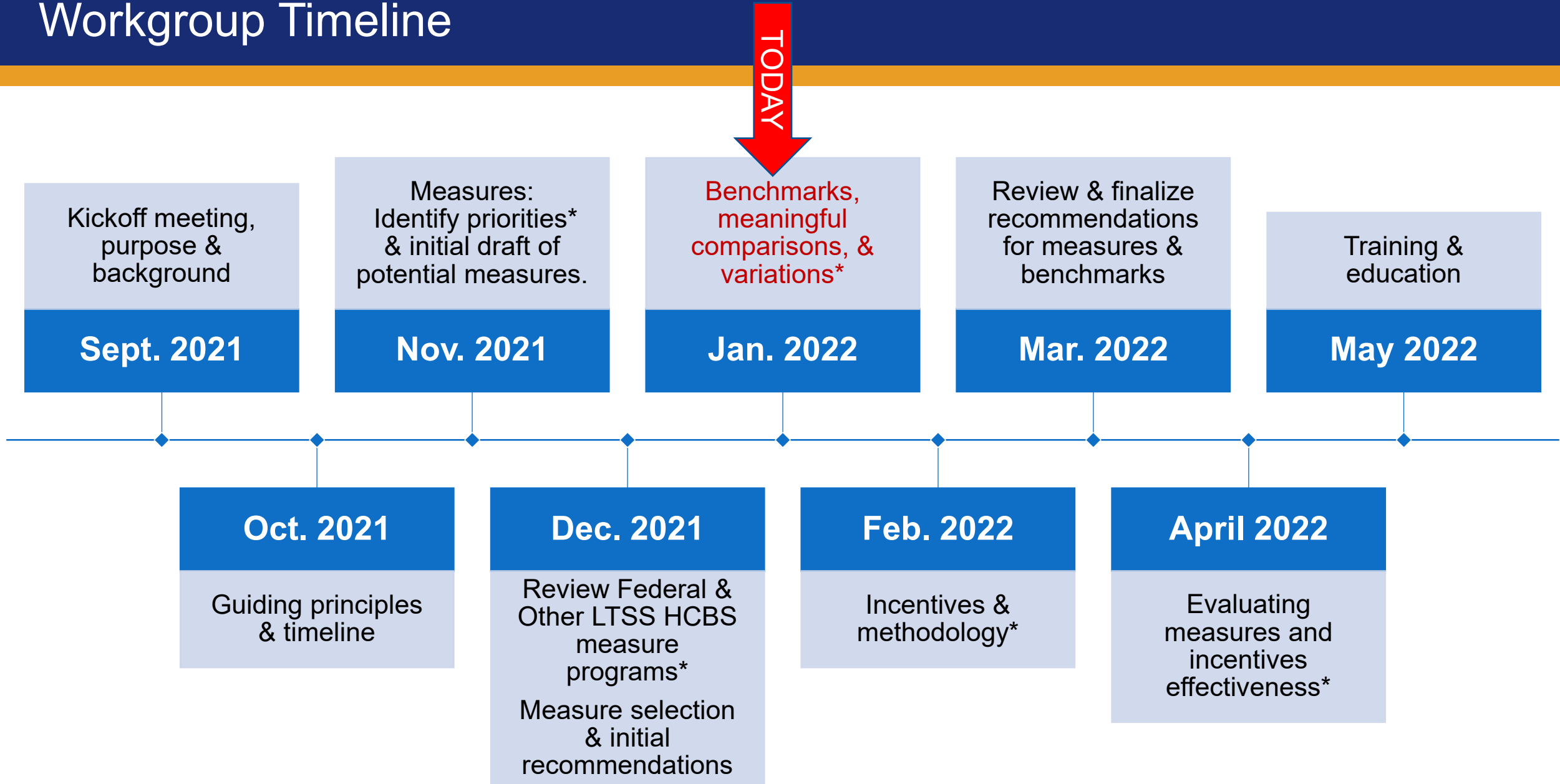
- Compliance with regulations (Waiver performance measures)
- Improving beyond minimum standards
- Assuring both compliance and improvement is necessary
- NCI measures in several federal programs, but only includes people who have at least one POS
- Important to understand the perspectives of people with no POS

Recap of December 16 Meeting, cont.

Discussed process to select performance improvement measures

- Department team to assess suggested measures for performance improvement with these criteria:
 - Importance to measure
 - Reliability and validity
 - Usefulness
 - Feasibility
 - Relationship to other measures
 - Attribution to the regional center
- Reviewed the 35 measures for performance improvement identified during November meeting
- Added measures for Service Coordination and Regional Center Operations

Workgroup Timeline



* From WIC 4620.5(c)

Measure Selection Process Update



Measure Selection

- DDS internal team suggests refinement of measures
- Further analysis based on existing or new data
- Assure measures link to desired performance of regional centers



Benchmarks, Meaningful Comparison and Variation



Benchmarks

- Data levels, or results, that indicate common performance by similar organizations within the same type of service
- Often show the lowest and the highest performance for similar activities in the same field or type of service delivery in a specific location (state, country, or continent for example)
- Can show the best possible performance results



Meaningful Comparison

A way to analyze results addressing the same types of factors that influence the work or the service that is delivered

‘Meaningful’ suggests that the comparison is between organizations with the same or similar:

- work processes
- customer bases
- regulatory environments
- services delivered
- political/economic/social factors impacting the organization



Variations

Differences across organizations that could impact the ability to compare results

Factors outside the control of the organization that influence performance (and factors outside the control of an individual that influence performance)

Differences in data/results that indicate outside factors may influence the performance of an organization



Discussion

What factors might contribute to or impact variation in regional center performance?

What should be considered when establishing benchmarks or meaningful comparisons for regional center performance?



Future Meeting Dates

Upcoming

- **February 17, 2022 @ 1:00 – 3:00 pm.**
 - First year incentives & final measure recommendations
 - *Meeting date may change after Budget Hearing schedule is released*

2022 – Tentative Schedule

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



Closing Comments

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

