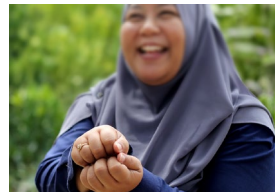


Regional Center Performance Measures Workgroup

February 17, 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



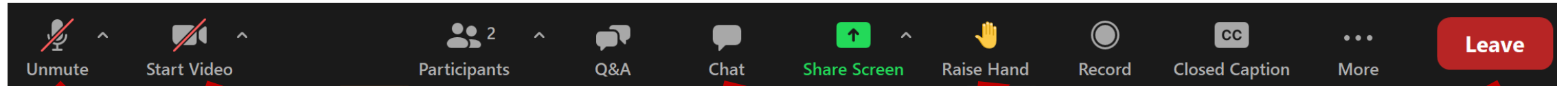
This meeting is being recorded



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

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



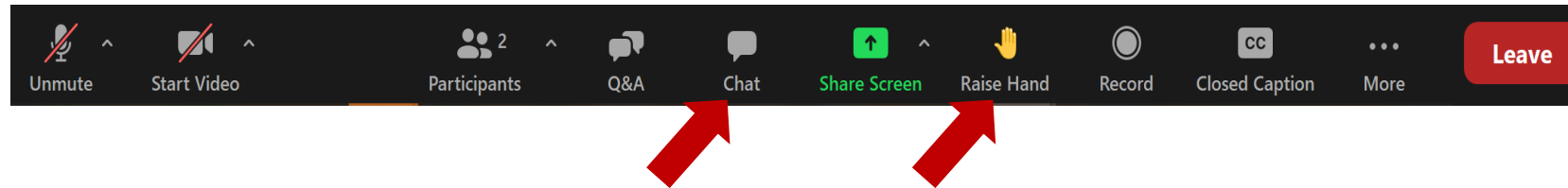
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



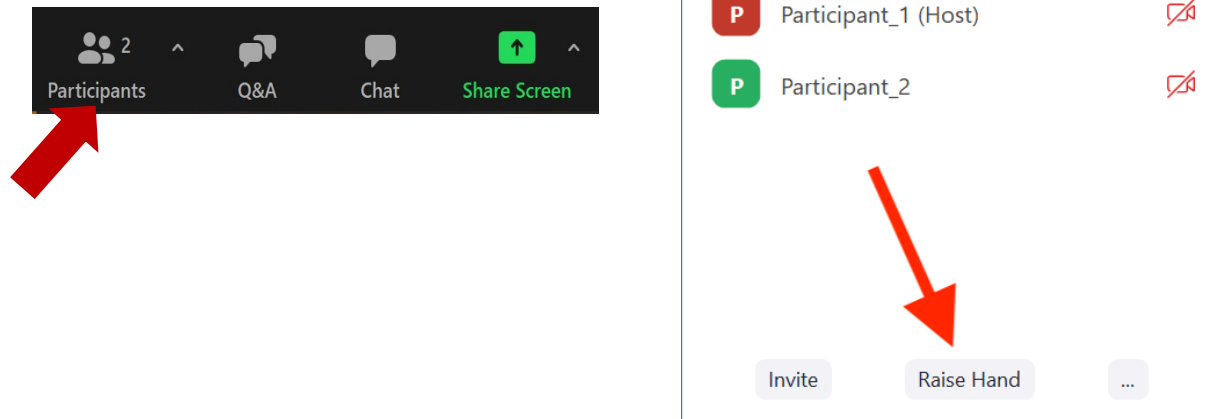
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

PROVIDING COMMENTS – WORKGROUP MEMBERS

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

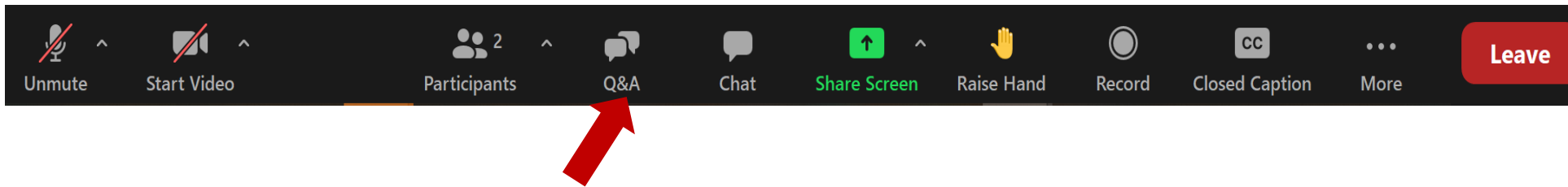


You may need to click on “Participants” and a new window will open where you can “Raise Hand”



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. Summary of Work
3. Performance Incentives
4. Next Steps and Methodology
5. March 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. **Nickole Renee 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. **Kecia Weller**, Self-Advocate
- 32. **Rick Wood**, Family Member & Disability Voices United (DVU) Representative
- 33. **Larry Yin**, Developmental Behavioral Pediatrician & Director of UCEDD

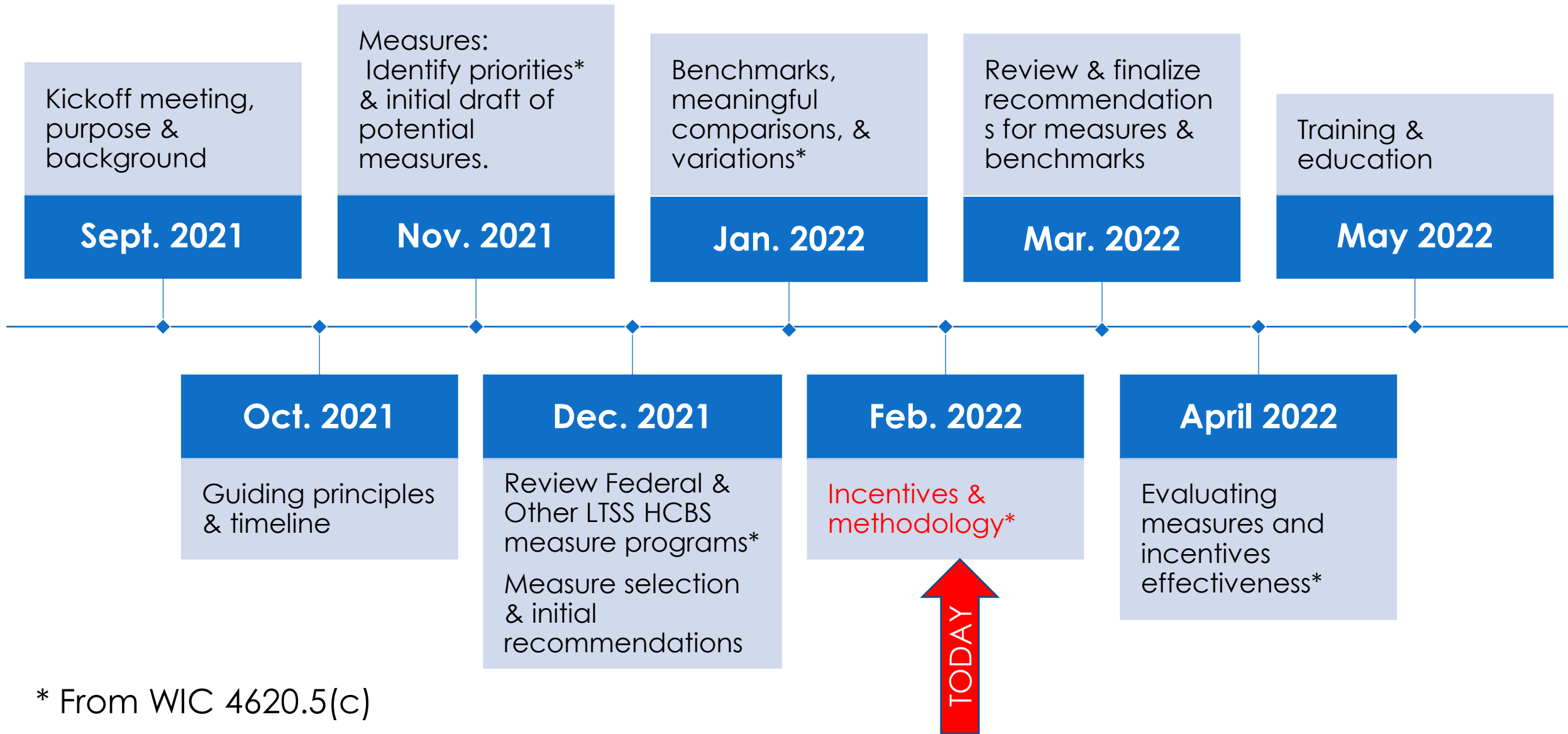
SUMMARY OF WORK

- Five priority areas identified
- Measure selection process revealed measures at different stages of readiness
- DDS team working on identifying measures that can begin in 2022-23
- Starting with fact-based measures, moving towards outcomes
- Measures will evolve, baselines in the short-term leading to outcomes

SUMMARY OF WORK

- Align regional center performance incentives with quality incentives for providers
- Need for a data system that provides accurate, timely and consistent data on the areas of performance
- Setting benchmarks once baseline is established
- Meaningful Comparisons- workgroup referenced the “similar schools” ratings system
- Variation in performance must be accounted for by RC

WORKGROUP TIMELINE



* From WIC 4620.5(c)

Incentives and Methodology



INCENTIVES

- Designed to motivate achievement a desired performance expectations
- Level of incentive must be sufficient to motivate participation, but not so high or accompanied by high standards to make it unachievable
- Must be based on clear and reliable factors (data)



INCENTIVE TYPES

Encourage meeting a specific level of performance in targeted areas not associated with regulations

To Support Choice: Point system towards incentive payment for the number of vendors available for all service types.

Encourage improvement in specific areas above minimum standards

To Support Person Centered Planning: Public display of investment in training from highest to lowest RC: % of Self Advocates who received four hours or more of formal training in person centered plan facilitation.

Set goals and incentivize progress towards goals

To Support Early Intervention: Increased payment for every 20% incremental gain in: % of screenings completed for Child Find activities compared to target.

Encourage participation in statewide initiative

To support data availability: Bonus payment for technology for every participating RC. *Participation in shared electronic record system*

EXAMPLES: MISSOURI AND MINNESOTA

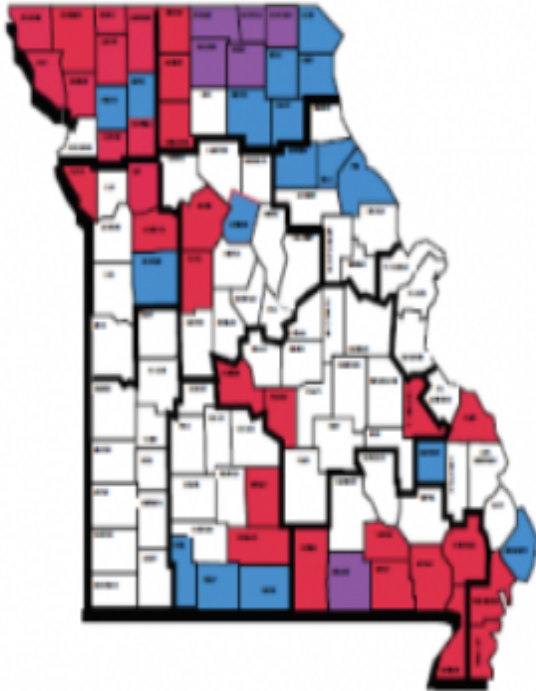
Minnesota Improvement Project Payments

- Performance Based Incentive payments:
- Up to 5% increase, time limited payments, local identified improvement projects
- Standard methods used to demonstrate need for improvement, measure progress and report on results




EXAMPLES: MISSOURI AND MINNESOTA

Missouri Employment Incentive Public Ribbon Status

TCM Ribbon Status by County



Regions and Targeted Case Management (TCM) entities are recognized by ribbon status based on the percentage of individuals with employment service authorizations. Currently, 2 TCM's (collectively serving 6 counties) have achieved the purple ribbon recognition – congratulations to Oregon County as the newest recipient. 11 TCMs (serving 18 counties) have achieved the blue ribbon recognition. A total of 36 TCMs covering 56 counties have met ribbon status.

-  35% or more individuals w/ employment auths
-  25%-34% of individuals w/ employment auths
-  13%-24% of individuals w/ employment auths

DISCUSSION

What types of incentives to encourage Regional Centers to perform at high quality levels do you recommend?

What will make the incentives meaningful? Such as,

- Financial
- Public Recognition
- Frequency or Modified Reviews
- Other



NEXT STEPS

- Determine the methodology for payments
 - Pay annually, based on prior year performance?
 - Supplemental payments vs. enhanced rates after accomplished goals for 2 years
- Method Recommendations, for example:
 - Explore public reporting of performance for each Regional Center
 - Explore the use of multiple measures, where local communities work with RC to select a minimum number of areas to improve, tied to incentives (Similar to Minnesota example)
 - Statewide Measures
- Measures identified across short & long-term for use by RC's, and associated incentives



FUTURE MEETING DATES

Upcoming

March 17, 2022 @ 1:00 – 3:00 pm.

2022 – Tentative Schedule

April 21 1:00-3:00 pm

May 19



Closing Comments

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

