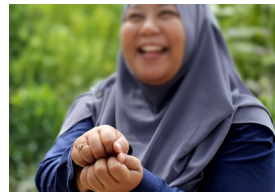


Regional Center (RC) Performance Measures Workgroup

March 30, 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



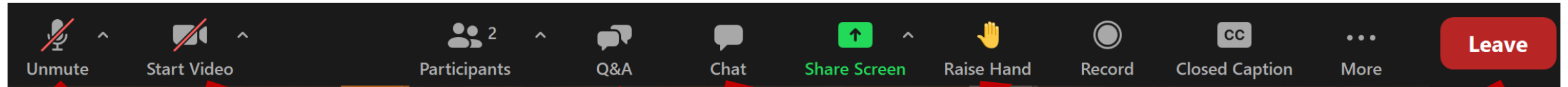
Materials are available at:

<https://www.dds.ca.gov/initiatives/stakeholder-events/>



Submit written comment via email to RCMeasures@dds.ca.gov

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



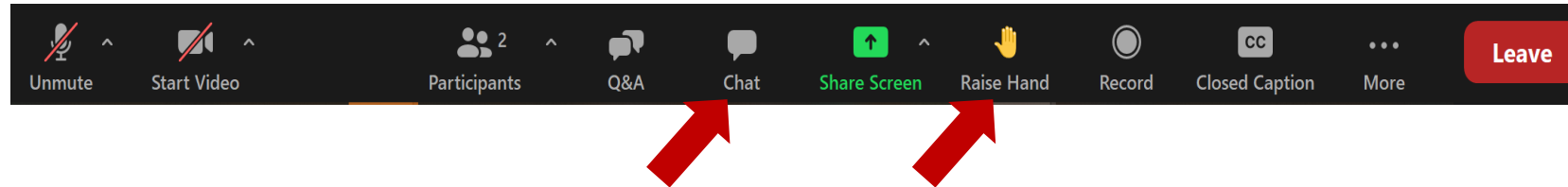
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



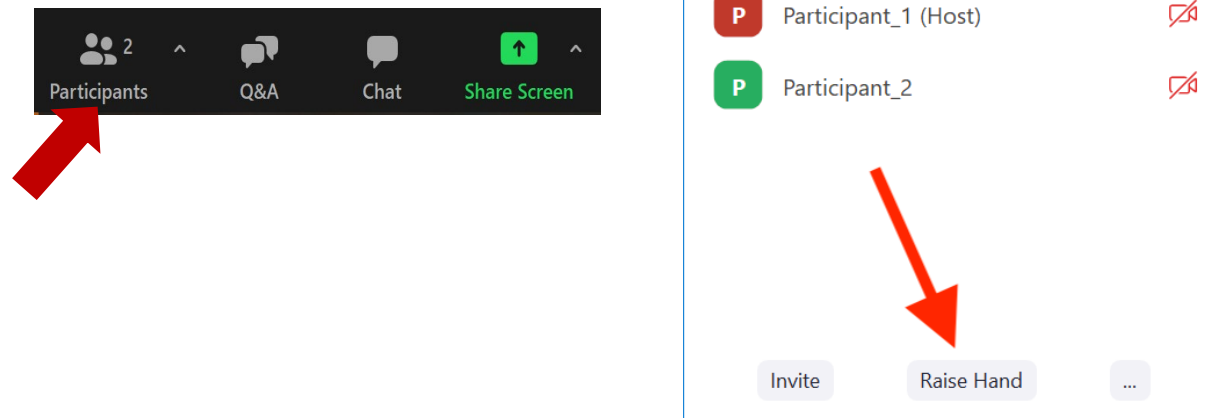
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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”



AGENDA

1. Welcome & Introductions
2. Summary of Activity Since February
3. Recommended Performance Measures and Incentives
4. April Meeting & Schedule
5. Closing Comments



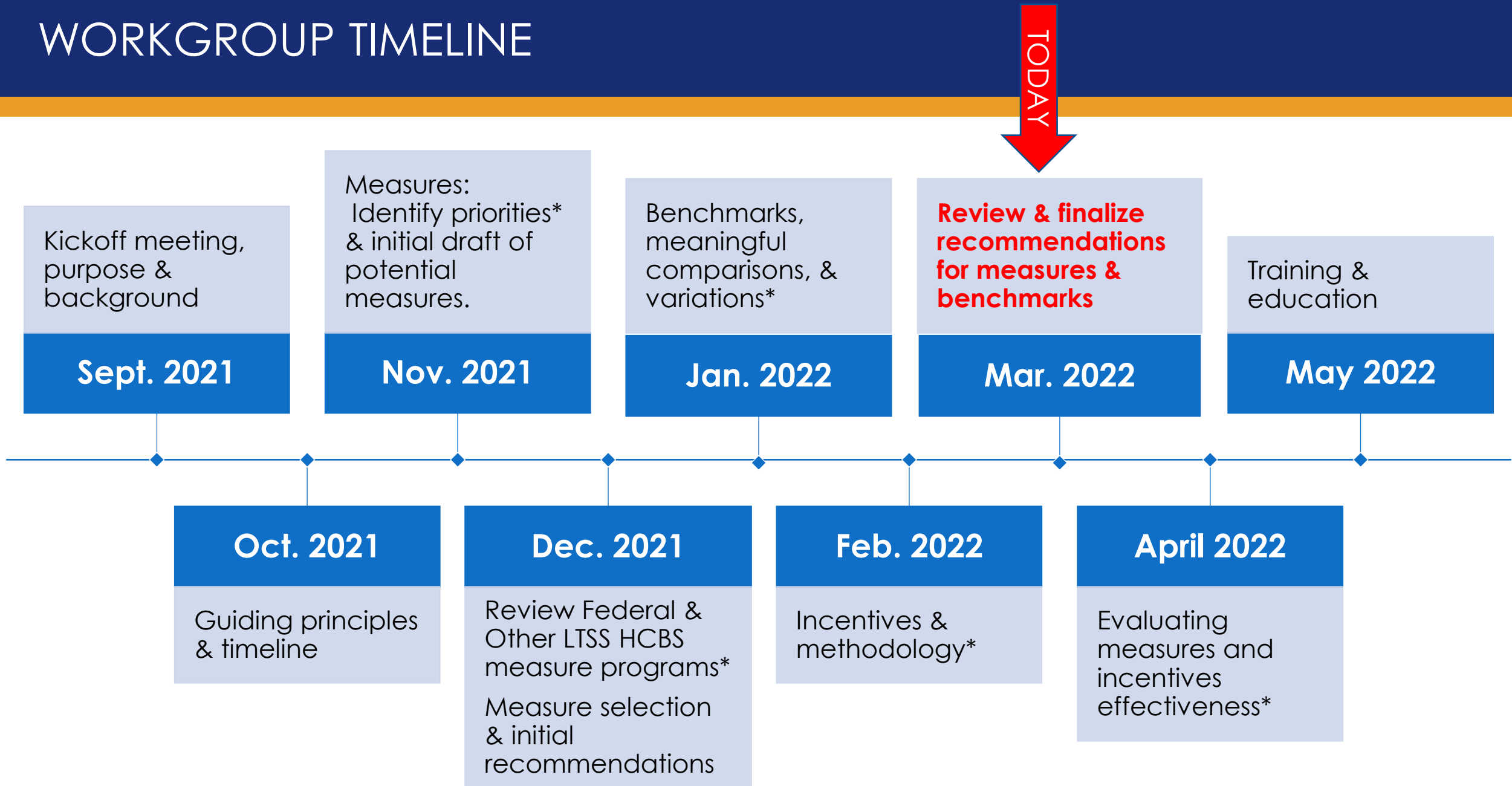
WORKGROUP MEMBERS

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. **Kecia Weller**, Self-Advocate
- 32. **Rick Wood**, Family Member & Disability Voices United (DVU) Representative
- 33. **Larry Yin**, Developmental Behavioral Pediatrician & Director of UCEDD

WORKGROUP TIMELINE



* From WIC 4620.5(c)

Summary of Activity Since February 2022





Activity Since February

- DDS developed performance expectations in each priority area
- Drafted incentives to establish appropriate motivation
- Consideration given to timing needed to establish reporting systems
- Structure, process, and outcome evolution, assuring outcome priorities are ultimate goal
- Reviewed drafts internally, with small groups of this workgroup and with Regional Centers for accuracy

Performance of Regional Centers & Associated Incentives



Equity and Cultural Competency

Measure/ Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Outcome Measures & Incentives
Linguistic Diversity	Report on the primary language of people the Regional Center (RC) supports (over 18 years old) and families (for children under 18).	Report on the language distribution across people receiving RC services* and the number of bilingual service coordinators (SCs) for each language.	Ratio of SCs who are bilingual compared to primary language* needs of people served by the RC, with public reporting.	Number of individuals supported by the RC and families who report their SC communicate with them in their primary language
Service Coordination Competency in Cultural and Ethnic Diversity and Implicit Bias	Percentage of SCs demonstrating competency in cultural and linguistic diversity, through participation in and completion of 20 or more training and exploration hours related to cultural competency, linguistic competency, and in recognizing and addressing implicit bias.	Increased percentage of SCs demonstrating competency in cultural and linguistic diversity, through participation in and completion of 20 or more training and exploration hours related to cultural competency, linguistic competency, and in recognizing and addressing implicit bias.	Increased percentage of SCs demonstrating competency in cultural and linguistic diversity, through participation in and completion of 20 or more training and exploration hours related to cultural competency, linguistic competency, and in recognizing and addressing implicit bias.	Percentage of families supported by the RC (includes no POS) who agree or strongly agree their service coordinator respects their family's culture.
Incentive for Reporting of Linguistic Diversity and Service Coordination Competency in Cultural and Ethnic Diversity.	<p>Tier payments made to the RC based on reporting within Linguistic Diversity and additional payment made to the RC based on the percentage of SCs who meet or exceed the required training hours.</p> <p>For example: Minimum standard of cultural competency hours, \$0; Exceeds the minimum hours by 50% or more, the RC receives financial incentive calculated as \$xx per SC; top tier (RC with highest hours per SC) receives slightly higher payment.</p>	<p>Scorecard recognition: Gold, Silver or Bronze recognition for RCs reporting SCs who are bilingual including ASL, braille, and other forms of communications.</p> <p>Scorecard recognition: For RCs based on the percentage of SCs in each tier category (meets standards, exceeds standards, exceeds by 50% or more, top tier) for demonstrated competency in cultural and ethnic diversity and implicit bias.</p>	<p>Scorecard recognition: Gold, Silver or Bronze recognition for bilingual SCs aligned with language needs of people supported.</p> <p>Scorecard recognition: For RCs based on the percentage of SCs in each tier category for demonstrated competency in cultural and ethnic diversity and implicit bias, e.g., 40-60% Bronze; 61-80% Silver; 81-100% Gold.</p>	Scorecard recognition includes the prior two incentives and adds these two measures from individuals served and family members.

*The primary language of the individual served will be the focus for people over the age of 18; the primary language of the family member will be the focus for people under age 18.

Individual & Family Experience and Satisfaction

Measure/ Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives
Regional Centers Individual and Family Feedback/360 Eval	RC agrees to collect annual feedback from individuals receiving RC services and family members, with eight or more common components across all 21 RCs. Components agreed upon and baseline established.	RC demonstrates improvement in an area addressed by one of the common components and the results of the feedback are shared publicly.	RC demonstrates improvement* in at least one area addressed in the common components on each of the feedback instruments from families and people served, and defined as priorities by their community.	Demonstrates improvement in more than one area , based on the feedback instrument from families and people served, and identified as priorities by their community.
Incentive	Flat rate payment to each RC when baseline data is reported.	Payment to each RC when baseline data is reported publicly.	Payment to each RC when data is reported publicly, including showing input from their community on which area is priority for improvement.	Payment to each RC when improvement data is reported publicly, including showing input from their community on which area is priority for improvement.

* RCs performing at levels higher than all others in all eight areas would be eligible for incentive payment based on high performance.

Early Intervention

Measure/ Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives
Child Find and Screening	Agrees to establish a reporting structure that will be used by all RCs to report the total number of children screened* in proportion to the total number of children enrolled in Part C (to allow for different size RCs), reported by race and ethnicity and the types of outreach/child find activities supported by RC staff or funding.	Total number of children screened* in proportion to the total number of children enrolled in Part C (to allow for different size RCs), reported by race and ethnicity, and the number of outreach/child find activities supported by RC staff or funding, reported by type of activity. Baseline collection of data.	Total number of children screened* in proportion to the total number of children enrolled in Part C (to allow for different sizes RC), reported by race and ethnicity, and the number of outreach/child find activities supported by RC staff or funding, reported by type of activity. Establish benchmark across the state for each RC to use in report comparisons.	Exceeds prior year benchmark for children screened, stratified by race and ethnicity and/or child find activities increase from prior year.
IFSP	IFSP completed within the federal requirement timeline must be at 90% or higher in order to qualify. IFSP template developed by all RCs and all agree to same definition of "IFSP completed".	Public reporting of the rate of IFSP completion within 45-day timeframe, stratified by race and ethnicity.	Rate of IFSP with POS authorized within 45-, 40-, 35- and less than 30-day timeframes.	Rate of IFSP with POS authorized within 45-, 40-, 35- and less than 30-day timeframes, AND families' satisfaction survey shows 80% or more of early intervention families are completely satisfied with IFSP and POS.
Incentive	Two separate incentives: Payment for submitting initial report on child find activities and results; flat rate incentive for IFSP participation.	Two separate incentives: payment for reporting of child find activities and results utilizing agreed upon structure; flat rate incentive for IFSP public reporting.	Child find incentive amount is commensurate with rate of increase. RCs will receive incentive payment for IFSP with POS authorized in less than 45 days based on timeframe, calculated as: \$xx for % completed within 40-45 days; \$yy for % completed within 35-39 days; \$zz for % completed in 34 days or less.	Child find incentive amount is commensurate with rate of increase. RCs will receive incentive payment calculated based on exceeding timeframes with higher incentive rates for those that additionally demonstrate 80%+ families reporting complete satisfaction with IFSP.

* Developmental screenings will be defined prior to implementation.

Person-Centered Services Planning

Measure/ Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives
Facilitation Skills*	At least two certified Person-Centered Plan Facilitation Trainers associated with the RC to deliver plan facilitation training.	One certified Person-Centered Plan Facilitation Trainer for every 100 SC positions.	Plan facilitation training for all new SCs.	Percentage of people who agree their SC was skilled in developing the person-centered service plan.
Service Plans Demonstrate Person-Centered Criteria	RC commits to the development and use of a consistent person-centered IPP document.	RC develops the components of a person-centered IPP document and a person-centered planning process that meets federal person-centered service plan standards.	Begin utilizing the person-centered IPP document and process developed in prior year.	Percentage of people who agree their IPP is person-centered and meets their needs and the percentage of people who are satisfied with the quality of their IPP.
Incentive	Incentive based on accomplishment of both criteria; flat rate payment for both.	Incentive based on accomplishment of both criteria; distributed to all RCs meeting the standard.	Incentive based on accomplishment of both criteria.	Incentive based on accomplishment of both performance areas, with increasing incentive based on: 50% or higher agree; 75% or higher agree; 90% or higher agree.

* An alternative to facilitation trainers would be all SCs demonstrate competency in person-centered planning (will need to agree on a defined set of skills- NQF Person Centered Planning consensus team example.

Service Coordination and Regional Center Operations

Measure/ Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives	2026 and Beyond Measures & Incentives
Choice of Services within Regional Centers	Report on the number of vendors for each service type within RC catchment area, reported by county for large RCs.	Public reporting on the number of vendors for each service type within RC catchment area, reported by county for large RCs.	Public reporting on the number of vendors for each service type within RC catchment area, reported by county for large RCs.	Public reporting on vendors and the capacity of each vendor, for core service. All RCs meet or exceed the benchmark level of the % of families who report they are satisfied with choice of vendors.	Public reporting on the vendors, the demographics of the vendors including ethnic or language expertise, and the total capacity for each vendor.
Timely Response for Authorizations (Begin in Final Year of Rate Implementation)			Timeliness: The total number of days between service plan meeting and service authorization, reported as an average and range. Set baseline for basic set of services (highest utilization).	Timeliness: The total number of days between service plan meeting and service authorization reported as an average and range. Establish benchmark based on two years of reports(2024-25 and 2025-26).	Timeliness: The total number of days between service plan meeting and service authorization, reported publicly by service. The percentage of families who report they are fully satisfied with how long it took to receive service authorization.
Incentive for Service Capacity	RCs that agree to provide DDS a baseline set of services available by vendor, reporting only - no requirements for improvement until the rate study is fully implemented. Flat rate incentive payment for reporting.	RCs that agree to publicly report on a baseline set of services available by vendor, reporting only - no requirements for improvement until the rate study is fully implemented. Flat rate incentive payment for reporting.	RCs that agree to publicly report on all services available by vendor, reporting only - no requirements for improvement until the rate study is fully implemented. Flat rate incentive payment for reporting. This will be the final year of pay for reporting only; future years will require demonstration of improvement.	Incentive paid to RCs with two or more vendors for every core service in all counties and families report satisfaction with the cultural diversity of available vendors. Additional incentive for RCs reporting on timeliness.	

Service Coordination and Regional Center Operations

Measure/Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives
Service Coordinator Competency	Develops a set of SC training standards and competencies approved by DDS for use statewide.	Adopts the SC training standards and competencies approved by DDS for statewide use.	Adopts the SC training standards and competencies approved by DDS for statewide use.	70% or more of families and individuals responding to the individual satisfaction survey agree their SC had the knowledge needed to meet their needs.
Intake Process	Agrees to develop and utilize a standard intake process with focus on customer service, including a standardized intake form.	Families and individuals report they are satisfied with ease of access, application and intake process, sorted by those who are and are not deemed eligible. Baseline levels set.	Families and individuals who have applied for intake through the RC, who report they are satisfied with ease of access, application and intake process, sorted by those who are and are not deemed eligible. Benchmark levels set (data collected in the individual and family experiences survey from above).	Meets or exceeds the benchmark level of the percentage of families who report the intake process was timely and welcoming (data collected in the individual and family experiences survey noted above).
Incentive for SC Competency and Intake Process	Incentive for SC Competency and Intake Process: Statewide scorecard recognition as incentive for each RC that agrees and participates in the development of SC competency curriculum and the intake process.	Incentive for SC Competency: Scorecard recognition for RCs adopting one set of training standards and competencies developed by the RC and approved by DDS for statewide use and public reporting of the RC's results for individual and family feedback received on intake, stratified by those found eligible and those not found to be eligible.	Incentive for SC Competency: Scorecard recognition for RCs adopting one set of training standards and competencies developed by the RC and approved by DDS for statewide use. Intake Process incentive payment for RCs that report their data on individual and family satisfaction with intake process, stratified by those found eligible and those not found to be eligible.	Scorecard recognition based on percentage of families and people who receive services through the RC who agree their SC has the knowledge needed to meet their needs.

Employment

Measure/Incentive	2022-23 Measures & Incentives	2023-24 Measures & Incentives	2024-25 Measures & Incentives	2025-26 Measures & Incentives
Competitive Integrated Employment (CIE)	Public reporting on rates of employment by age group, up to age 40.	Public reporting on rates of employment by age group, up to age 40.	Public reporting on rates of employment by age group, up to age 40.	Public reporting on rates of employment by age group, up to age 40. The percentage of people with jobs who report they are satisfied with their job.
Incentive for Employment	Incentive for Employment: Public scorecard showing Gold, Silver or Bronze recognition for percentage of people with CIE goal in their IPP or percentage of people who have CIE/internship.	Incentive for Employment: Public scorecard showing Gold, Silver or Bronze recognition for increased percentage of people with CIE goal in their IPP or increased percentage of people who have CIE/internship.	Incentive for Employment: Public scorecard showing Gold, Silver or Bronze recognition for increased percentage of people with CIE goal in their IPP or increased percentage of people who have CIE/internship.	Incentive for Employment: Public scorecard showing Gold, Silver or Bronze recognition for increased percentage of people with CIE goal in their IPP or increased percentage of people who have CIE/internship, and public reporting of the percentage of people with jobs who report they are satisfied with their job.

SELF DETERMINATION PERFORMANCE MEASURES*

DDS working with stakeholders to gather input on performance measures

- Timely Enrollment
 - Number of people enrolled
 - Equity of access and participation
 - Reduction in disparities across individual budgets
-
- Incentive will be designed to motivate performance that exceeds minimum expectations

*WIC 4685.8.(r) Meet benchmarks of the department.....

NEXT STEPS

- Determine the implementation details
 - Each performance measure will require details of how, what, when and who
 - Incentives that are financial will need to have amounts established
 - Criteria for reporting will be established and process to confirm met/did not meet the performance thresholds
 - Align with expectations in Regional Center Performance Contracts
- This Workgroup – discuss method to evaluate measure and incentive effectiveness and improve on performance measures and incentives

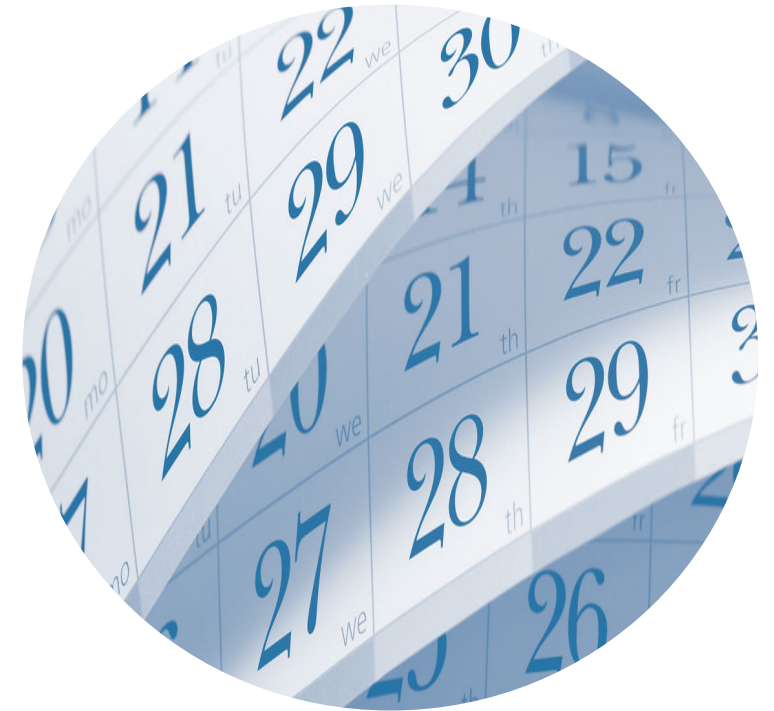


FUTURE MEETING DATES

Upcoming

April 28 1:00-3:00 pm NOTE CHANGE IN DATE

May 19 – 1:00- 3:00 pm, TENTATIVE



Closing Comments

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

