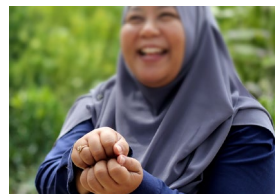


# Quality Incentive Program (QIP) Workgroup Meeting

June 23, 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

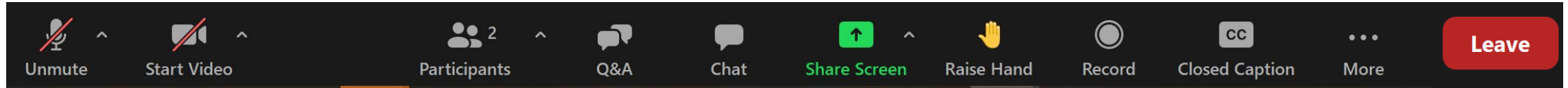


This meeting is being recorded



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

# Providing Comments – Public



All attendees can type questions or comments in the Q&A

Click here to leave the webinar



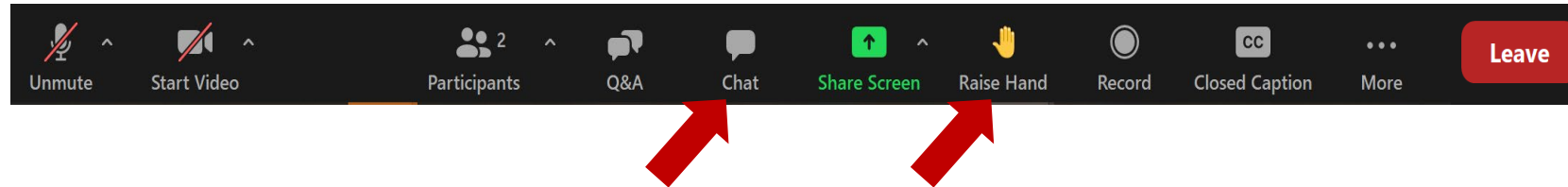
- For attendees, your video and microphone will not be available
- You will only see/hear DDS staff and presenters on screen



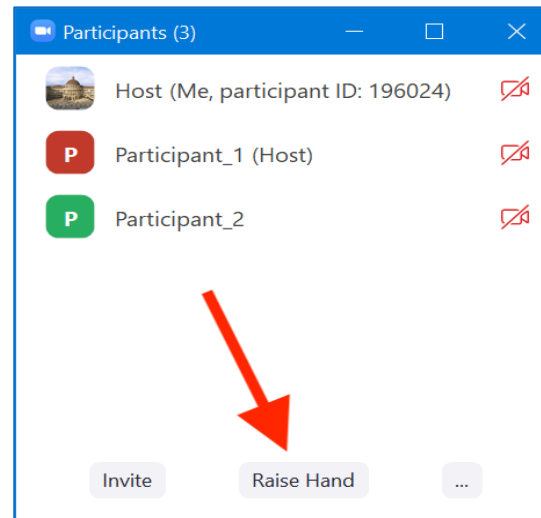
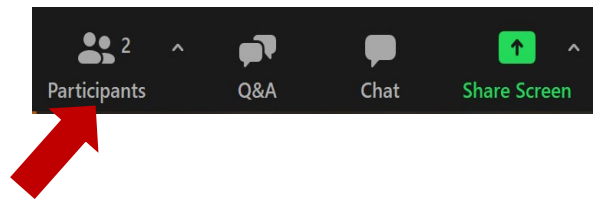
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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

- Update on activities since April workgroup meeting
- Review stakeholder feedback
- Future areas of opportunity
- Discussion
- Review next steps for measure completion and implementation

# Reminder: DDS Vision and Measure Areas of Focus

With input from the consumer and stakeholder communities, DDS has defined a vision and six measurement priorities for both RCs and providers to guide the development of measures for SFY 2022-2025:

## California Department of Developmental Services Vision

People with intellectual and developmental disabilities experience **respect** for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a **person-centered** service system made up of a network of community agencies that provide **high quality, outcome-based** and **equitable services**.

## Supporting Regional Center Performance Measurement Priorities to Advance Vision

Early Intervention

Employment

Equity and Cultural Competency

Individual and Family Experience and Satisfaction

Person-Centered Services Planning

Service Coordination and Regional Center Operations

## Supporting Provider Quality Incentive Program Measurement Priorities to Advance Vision

Early Intervention

Employment

Informed Choice and Satisfaction

Service Access

Workforce Capacity

Prevention and Wellness

# Update on Activities Since April Workgroup Meeting

## DDS posted...

Proposed quality measures and incentives for service providers for public input

Online form and designated email for submitting comments through June 8, 2022  
(Almost 100 comments)

## DDS convened...

Multiple small group meetings with workgroup members

Met with ARFPSHN providers

## Focus groups reviewed...

Quality Incentive Program measure sets to provide feedback

Proposed simplified measure template for use in public-facing documents

## DDS identified...

Feedback that may be incorporated into the measures, benchmarks, and expectations

Areas of opportunity for future consideration about investments in data infrastructure

# DDS Direct Support Professional Workforce Data Collection

- DDS launched the DSP Workforce Data Collection which supports several measure sets within the Quality Incentive Program
- DDS announced \$8,000 incentive for complete contributions to the DSP data collection.
- **LAST DAY** to complete the survey is June 30, 2022.
- Details, videos, answer to questions, help, and more can be found here:

<https://www.dds.ca.gov/rc/vendor-provider/dsp-workforce-survey/>



# Summary of Stakeholder Feedback Received

## **Incentive thresholds should be fair across providers.**

- Incentives should be structured in a way to incentivize all types and locations of providers (big, small, urban, rural, etc).

While not all providers will be eligible for all measure incentives, DDS is examining opportunities to ensure that benchmarks and improvement targets are set in a way as to encourage improvement across all provider types, such as setting targets relative to providers' own prior data.

## **Provider communication proficiency should be incentivized, in addition to capacity.**

- Stakeholders noted that it is important to measure provider proficiency in the consumer's preferred communication method, including ASL.

DDS is evaluating approaches to set minimum expectations on proficiency in future phases.

# Summary of Stakeholder Feedback Received (continued)

## **Equity should be more strongly emphasized.**

- Stakeholders emphasized the importance of reflecting cultural diversity throughout the measures and focus areas.

DDS is updating measures to support the importance of diverse identities throughout the measure language.

## **Employment support satisfaction is not currently captured in the measure set.**

- While satisfaction with employment supports is defined as a desired outcome, stakeholders pointed out that is not currently addressed in the measure set.

DDS' near-term priority is to incentivize increases in competitive employment placement and is working with PAVE to explore additional measures focused on individual and family satisfaction, including potential measures to assess consumer satisfaction with the supports they receive to obtain and retain competitive integrated employment.

# Future Areas of Opportunity

Several areas of feedback will require future investment in information technology and data systems to support. As these investments are made, DDS will work with stakeholders to identify appropriate metrics and data sources to inform these changes.

## Example: Scope of Prevention/Wellness Measures

- Stakeholders noted that the prevention/wellness measures focus on consumers in residential facilities, which only addresses a small portion of consumer population.

DDS intends to use Phase 1 of the measure process to learn how best to structure and collect data for prevention/wellness measures. DDS will use the lessons learned from Phase 1 to expand this measure focus area to additional facilities and provider types in future phases.

## Example: Consumer Satisfaction with Providers

- Stakeholders suggested adding measures on consumer satisfaction with their service experience and quality of their providers.

DDS is assessing current resources and gaps regarding consumer satisfaction data to identify future opportunities to move in this direction, informed by NCI and PAVE.

# Near-Term Next Steps for Measure Implementation

- **July:** Finalize measure set, benchmarks and incentives methodologies
- **July/August:** Release initial Phase 1 measures
  - Note: Preliminary measures in Phases 2 and beyond will be included, but will evolve as DDS, RCs and providers gain more experience with the measures and data in Phase 1
- **August-October:** Facilitate training and education for RCs and providers

Email input and/or questions to:

[qualityincentives@dds.ca.gov](mailto:qualityincentives@dds.ca.gov)

