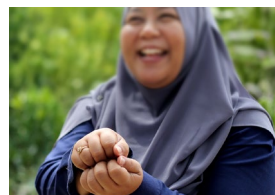


# Regional Center (RC) Performance Measures Workgroup Meeting

June 21, 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



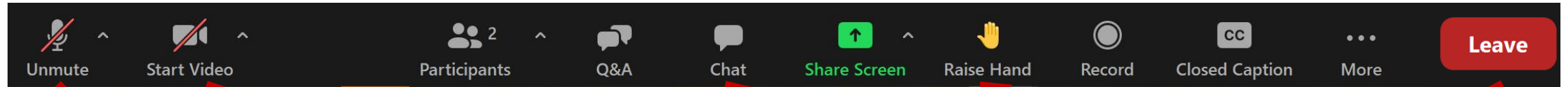
Materials are available at:

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



Submit written comment via email to [RCMeasures@dds.ca.gov](mailto: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



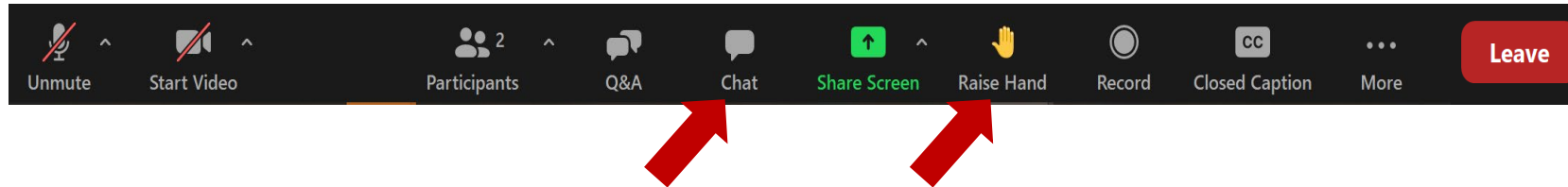
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



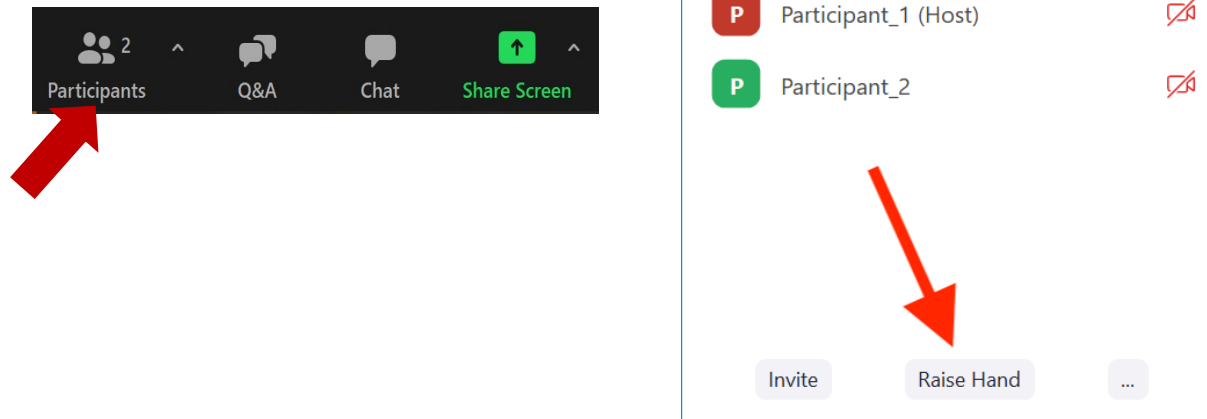
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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

- Update on activities since April workgroup meeting
- Discuss summary of feedback received from stakeholders
- Review future areas of opportunity
- Group discussion
- Review near-term next steps for measure 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 convened...

Multiple focus group meetings with consumers, RC Directors, workgroup members and advocates

The DDS Consumer Advisory Committee for additional self-advocate input

## Focus groups reviewed...

Updated RC performance measure set based on feedback

Proposed simplified measure template for use in public-facing documents

## DDS identified...

Feedback that can be incorporated in the current measure set

Areas of opportunity for future consideration about investments in data infrastructure

# Summary of Stakeholder Feedback Received

## Establish Fair Thresholds Across RCs

- Stakeholders emphasized that RCs with less-mature infrastructure or capabilities should not be penalized by the incentives structure.

DDS will continue to recognize exceptional RC performance and examine the measure incentives to emphasize relative improvement compared to prior performance, rather than comparing performance across RCs.

## Develop Uniform Definitions

- Stakeholders suggested that RCs and consumers would benefit from clearly stated uniform definitions to ensure understanding of measure requirements.

DDS will incorporate uniform definitions so that consumers and stakeholders understand what is being measured.

## Increase Emphasis on Equity

- Stakeholders requested that data on cultural diversity be collected across more measures and phases across focus areas.

DDS is expanding and updating data collection on race, ethnicity, and language across measures, phases, and focus areas to gather more insight on where there are disparities.



# Summary of Stakeholder Feedback Received (continued)

## **Increase Emphasis on Consumer Satisfaction**

- Stakeholders requested that data on consumer satisfaction be collected across more measures and phases across focus areas.

DDS is exploring options on how consumer satisfaction information will be collected and measured.

## **Emphasize Consumer Satisfaction with Employment**

- Stakeholders agreed with DDS' priority to increase employment among consumers who seek a job but noted that the emphasis be job satisfaction.

DDS is evaluating opportunities to add measures for consumer job satisfaction and employment retention.

# 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: Timely Service Authorization

- Stakeholders suggested this measure be expanded to measure the length of time between when an individual or family member requests to change an IPP and when services are authorized.

DDS is evaluating opportunities to implement enhanced tracking of IPPs and service authorization requests that would allow the expansion of this measure in future phases.

## Example: Where possible, incentives should promote greater alignment in experience and capabilities across RCS.

- Stakeholders noted that provider directories and intake processes are currently highly variable across RCS and that they can be difficult for individuals and families to navigate.

DDS is exploring measures for future phases to define and implement minimum expectations for RCS across provider directories and intake processes supported by the deployment of an electronic record system.

## Example: Choice of Vendors

- Stakeholders suggested that DDS measure whether consumers have sufficient choice of vendors that are nearby to where they live and/or work.

While RCS are limited in their ability to measure this currently, DDS is assessing opportunities to incentivize development in this area as new capabilities are implemented for RCS provider directories while evaluating a tool like the new electronic record system to support this goal.

# Group Discussion



# Near-Term Next Steps for Measure Implementation

- **July:** Finalize measure set, performance benchmarks and incentives methodologies
- **July/August:** Release initial measure set to the public with final 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

## Closing Comments

Email input and/or questions to  
[RCMeasures@dds.ca.gov](mailto:RCMeasures@dds.ca.gov)

