

Quality Incentive Program (QIP)

Phase I

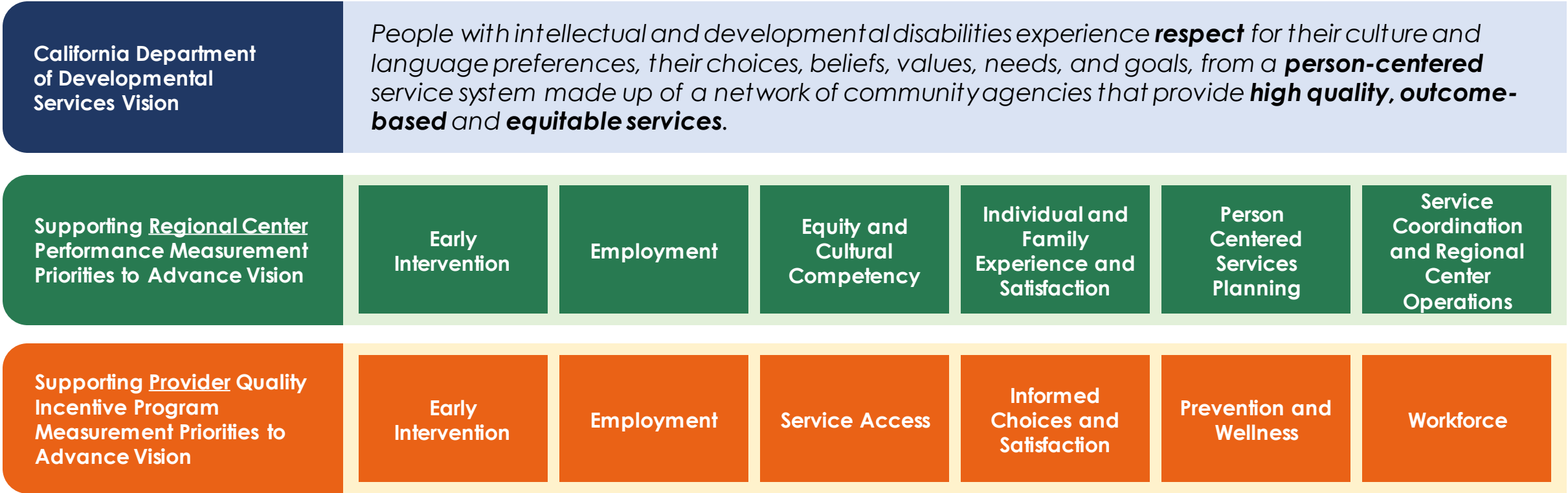
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Reminder: DDS Vision and Measure Areas of Focus

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:



Summary of Phase I Measures and Incentives

| Priority Area | Phase I Measure | Incentive Type(s) | Incentive Amount Range |
|-------------------------|--|---|--|
| Prevention and Wellness | Access to Preventive Services in Adult Residential Facilities for Persons with Special Health Care Needs (ARFPSHN) | Pay for Reporting and Pay for Performance | \$5,000 per ARFPSHN for reporting for all consumers and \$1,000 per ARFPSHN when preventative health screenings are at or above pre-COVID levels |
| Employment | Access to Competitive Integrated Employment (CIE) | Pay for Performance | \$500 – \$3,500 per CIE placement |
| | CIE Placement Capacity | | \$300 – \$1,900 per provider who receives ACRE or CESP certification |
| Service Access | Direct Service Professional (DSP) Vacancy Rate | Pay for Reporting | Single incentive for completion of the Provider DSP Workforce Data Collection survey |
| | DSP Language Fluency | | |
| Workforce Capacity | DSP Turnover Rate | | |
| | DSP Average Tenure | | |

Note: Updates, and additional incentives for employment, early intervention and informed choice/satisfaction, will be addressed in future phases.

Focus Area: Prevention and Wellness

Measure: Access to Preventive Services in Adult Residential Facilities for Persons with Special Health Care Needs (ARFPSHN)

Desired Outcome: Individuals supported in ARFPSHNs** receive preventative health services at medically recommended frequency.

| | Phase 1 | Phase 2 | Phase 3 |
|--|--|--|---|
| Measure Description | Percentage of consumers who received select preventative health services at an ARFPSHN based on the medically recommended frequency using standards defined by the U.S. Preventive Services Task Force, including: <ul style="list-style-type: none">Physical exam in past yearDental visit in past yearPap smear in past three years (if applicable)Mammogram in past two years (if applicable)Colorectal screening (if applicable) | | |
| Target Population | Adult consumers determined eligible for services under the Lanterman Act who receive care in ARFPSHNs | | |
| Incentive Type | Pay for Reporting and Pay for Performance | Pay for Performance | |
| Performance Target and Incentive Methodology | 1) Incentive payment of \$5,000 for an ARFPSHN that reports required data for all consumers 2) An additional incentive payment of \$1,000 when the ARFPSHN's reported data demonstrates consumers have received preventative health screenings matching or exceeding pre-COVID levels based on NCI data | Incentive payment based on meeting a defined percent increase (TBD) in the number of resident consumers who received select preventative health services relative to previous year | Incentive payment based on matching or exceeding the statewide rate of timely provision of select preventative health services to resident consumers who receive care |

**Expansion to additional populations will be explored in future measure phases.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Employment

Measure: Access to Competitive Integrated Employment (CIE) (all adults)

Desired Outcome: Individuals who want CIE are employed.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|--|---------|
| Measure Description | Number of consumers achieving CIE placement in accordance with their preferences and needs. | Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives. Future measures for consideration may include tiered incentives for employment placement that scale with: <ul style="list-style-type: none"> The complexity of the consumer's needs (i.e., higher incentives to secure placements for consumers with more complex needs); and/or, Length of time the consumer remains employed beyond 6 months (e.g., 12 months, 24 months). | |
| Target Population | All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal). | | |
| Incentive Type | Pay for Performance | | |
| Performance Target and Incentive Methodology | 1) For each consumer <u>above</u> four consumers achieving CIE placement during the reporting period, an incentive payment of \$500 to the provider agency after CIE for 30 days, and an additional incentive payment of \$1,000 for continued employment for six (6) months. Additionally: <ol style="list-style-type: none"> For each consumer who exits a Paid Internship Program (PIP) internship, an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months. For each consumer who exits sub-minimum wage employment [14(c) certificate], an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months. | | |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Summary of Existing & New Employment Incentive Payment Types

| | For each consumer who exits an internship through the Paid Internship Program and achieves CIE placement during the reporting period | | | |
|-------------------------------|--|---------|---------|---------|
| | For each consumer who exits sub-minimum wage employment [14(c) certificate] and achieves CIE placement during the reporting period | | | |
| Potential Total Per Consumer: | | \$3,500 | \$4,500 | \$3,000 |

Focus Area: Employment

Measure: Competitive Integrated Employment (CIE) Placement Capacity (all adults)

Desired Outcome: Individuals receive CIE placement support that is in accordance with their preferences and needs.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|--|---------|
| Measure Description | <div>1) Number of service provider employees who become certified or re-certified as trained employment specialists through the ACRE Basic Employment Services or ACRE Basic Customized Employment Services training during the reporting period.</div> <div>2) Number of service provider employees who become certified or re-certified in Certified Employment Support Professional (CESP) training during the reporting period.</div> | <div>Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.</div> <div>Future measures may consider incentivizing:</div> <ul style="list-style-type: none">• Attaining certification to train other staff in the Customized Employment Specialist curriculum;• Ensuring that a majority of staff have been certified (e.g., incentive for each group of five staff who are certified);• Attaining advanced levels of certification beyond the Basic level; and,• Retaining trained service providers employees. | |
| Target Population | All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal). | | |
| Incentive Type | Pay for Performance | | |
| Performance Target and Incentive Methodology | <div>1) Incentive payment of \$1,900 to the provider agency for employee who becomes certified or re-certified in ACRE Basic Employment Services or ACRE Basic Customized Employment Services.</div> <div>2) Incentive payment of \$550 to the provider agency for each employee who becomes certified in CESP and \$300 for each employee who becomes re-certified in CESP.</div> | | |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Employment
Measure: Consumer Satisfaction with Competitive Integrated Employment (CIE)

Desired Outcome: Individuals are satisfied with their employment supports and CIE placement.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|---|--|
| Measure Description | Percentage of consumers who are satisfied with their employment supports and CIE placement after three months. <i>(Note: Satisfaction survey to be developed in collaboration with the State Council on Developmental Disabilities by Fall 2022, informed by stakeholder input.)</i> | Percentage of consumers who are satisfied with their employment supports and CIE placement. | Percentage of consumers who are satisfied with their employment supports and CIE placement. |
| Target Population | All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2022 and have been employed for at least three months. | All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2023 and have been employed for at least three months. | All consumers determined eligible for services under the Lanterman Act who achieve CIE placement and have been employed for at least three months. |
| Incentive Type | N/A | Pay for Performance | Pay for Performance |
| Performance Target and Incentive Methodology | N/A | TBD | TBD |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Service Access
Measure: Direct Service Professional Vacancy Rate

Desired Outcome: Individuals have timely access to services.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|--|---|
| Measure Description | Percentage DSP vacancy rate of provider agency as calculated using standardized formula across all providers (TBD) | | Measure updates for Phase 3 and beyond will be based on effectiveness and results of Phase 2 incentives |
| Target Population | All consumers determined eligible for services under the Lanterman Act | | |
| Incentive Type | Pay for Reporting | Pay for Performance | |
| Performance Target and Incentive Methodology | One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey | Incentive payment based on meeting a defined target (TBD) for the percent reduction in the DSP vacancy rate compared to the prior reporting period | |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Service Access

Measure: Direct Service Professional Language Fluency

Desired Outcome: Individuals and their families (where applicable) are supported by staff who communicate in individuals’ preferred language.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|---|--|
| Measure Description | Percentage of DSPs within a provider agency who are fluent in at least one non-English language, including American Sign Language (ASL) | | Percentage of DSPs within a provider agency who are fluent in at least one non-English language (including ASL) of the population served |
| Target Population | All consumers determined eligible for services under the Lanterman Act | | |
| Incentive Type | Pay for Reporting | Pay for Performance | |
| Performance Target and Incentive Methodology | One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey | Incentive payment based on the provider agency meeting a target (TBD) for percent increase in the number of DSPs who are fluent in at least one non-English language (including ASL) compared to the prior reporting period | Incentive payment based on the provider agency meeting a target (TBD) for percentage of DSPs who are fluent in at least one non-English language (including ASL) of the populations served |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Workforce Capacity

Measure: Direct Service Professional Turnover Rate

Desired Outcome: Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|--|--|
| Measure Description | Percentage provider agency turnover rate as calculated using a standardized formula (TBD) across all providers | | Percentage of individuals who are satisfied with the continuity of their staff |
| Target Population | All consumers determined eligible for services under the Lanterman Act | | |
| Incentive Type | Pay for Reporting | Pay for Performance | |
| Performance Target and Incentive Methodology | One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey | Incentive payment based on the provider agency meeting a target (TBD) for percent reduction in provider agency turnover rate | TBD |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Workforce Capacity

Measure: Direct Service Professional Average Tenure

Desired Outcome: Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|--|---|
| Measure Description | Average tenure of DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers | Percent increase in the average tenure of the DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers | To be addressed by prior measure Phase 3 (Percentage of individuals who are satisfied with the continuity of their staff) |
| Target Population | All consumers determined eligible for services under the Lanterman Act | | |
| Incentive Type | Pay for Reporting | Pay for Performance | |
| Performance Target and Incentive Methodology | One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey | Incentive payment based on the provider agency meeting a target (TBD) for percent increase in the DSP average tenure | |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Workforce Capacity
Measure: DSP Training

Desired Outcome: DSPs have the skills needed to provide high quality supports Increased core competencies.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---------|--|---|
| Measure Description | N/A | Percentage of DSPs within a provider agency participating in DSP University in the reporting period | |
| Target Population | | All consumers determined eligible for services under the Lanterman Act | |
| Incentive Type | | Pay for Performance | |
| Performance Target and Incentive Methodology | | Incentive payment based on the provider agency meeting a target (TBD) for the percentage of DSPs participating in DSP University in the reporting period | Incentive payment based on the provider agency meeting a target (TBD) for the increase in the percentage of DSPs participating in DSP University compared to the prior reporting period |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Early Intervention
Measure: Access to Early Start Services for Children and Families

Desired Outcome: Children and families receive timely access to Early Start services.

| | Phase 1 | Phase 2 | Phase 3 |
|--|--|---|---------|
| Measure Description | Establish data source to measure point of service from referral by regional center | Percentage of families for whom provision of service begins in less than 31 days from date of RC referral | |
| Target Population | All child consumers (ages 0-2) who are identified for Early Start assessment | | |
| Incentive Type | N/A | TBD | |
| Performance Target and Incentive Methodology | N/A | TBD | TBD |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.

Focus Area: Informed Choice and Satisfaction
Measure: Individual and Family Satisfaction

Desired Outcomes:

- Individuals make everyday choices, such as how they spend their time, and choices about their life decisions, such as where they live.
- Individuals and families are satisfied with the services and supports received.

| | Phase 1 | Phase 2 | Phase 3 |
|--|---|---|---------|
| Measure Description | Collaboration with PAVE to establish reliable measures and data | Collaboration with PAVE to establish reliable measures and data | TBD |
| Target Population | | | |
| Incentive Type | | | |
| Performance Target and Incentive Methodology | | | |

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation document.