

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 accordance with their preferences and needs.	<p>Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.</p> <p>Future measures for consideration may include tiered incentives for employment placement that scale with:</p> <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	<p>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:</p> <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 plan document.

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	<ol style="list-style-type: none">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.2) Number of service provider employees who become certified or re-certified in Certified Employment Support Professional (CESP) training during the reporting period.	Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.	
Target Population	All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal).	Future measures may consider incentivizing: <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.	
Incentive Type	Pay for Performance		
Performance Target and Incentive Methodology	<ol style="list-style-type: none">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.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.		

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan 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 plan 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 plan 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 plan 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 plan 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 reduction in provider agency turnover rate	

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