

Quality Incentive Program (QIP) Measure Workgroup

November 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

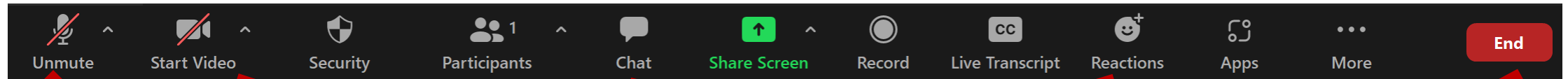


This meeting is being recorded



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

Zoom Tips



Unmute mic only when it's your turn to speak



Turn your webcam on/off

Type questions and comments into the chat

Use "Reactions" to raise your hand when you want to speak

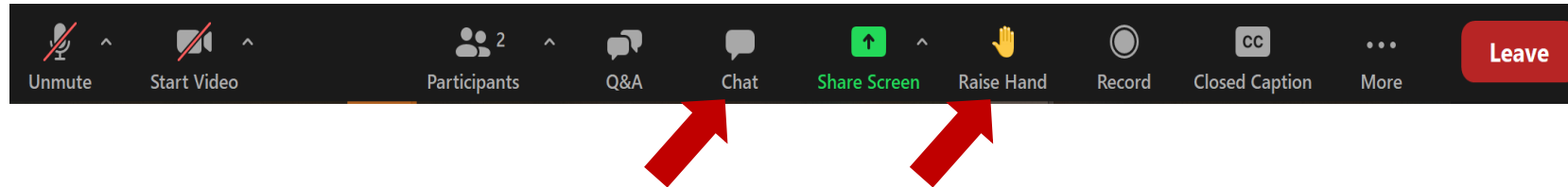
Leave at the end of the meeting



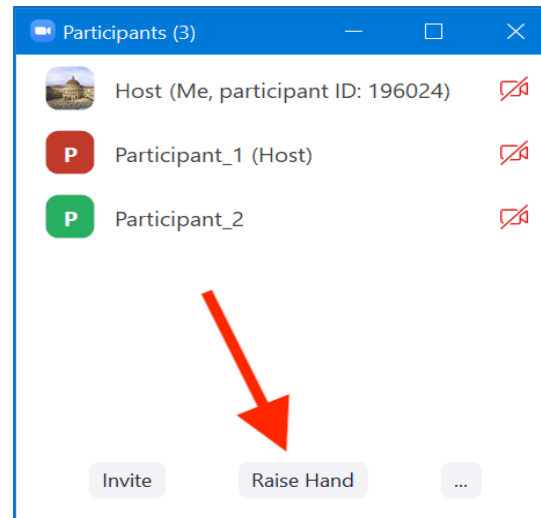
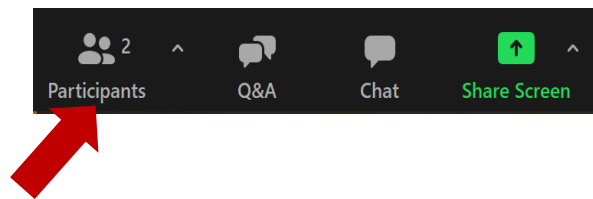
- Features may vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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

- Welcome
- Review Activities to Date
- Upcoming Activities in QIP Measure Development
- Questions & Discussion

Reminder: DDS Vision and Measure Areas of Focus

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

Service Access

Informed Choices and Satisfaction

Prevention and Wellness

Workforce

Directives for 2022-23 Were Issued

- **In September and October, directives for the following Phase I QIP measures in the following focus areas:**
 - Employment
 - Prevention and Wellness
 - Service Access
 - Workforce Capacity

- **Directives provide information for Regional Centers and service providers on how providers may participate in the QIP, including (but not limited to):**
 - Target populations
 - Reporting criteria
 - Performance targets
 - Incentive payment methodologies

Phase I QIP Measure Implementation






Category	QIP Measures	Phase I Status
Employment	Competitive Integrated Employment (CIE) Placement Capacity	Directive issued on 10/10/22
	Access to CIE	Directive issued on 10/10/22
	Consumer Satisfaction with CIE and Supports	Measure in development
Prevention & Wellness	Access to Preventive Services in ARFPSHNs	Directive issued on 09/30/22
Service Access	Direct Service Professional (DSP) Vacancy Rate	Directive issued on 09/30/22
	DSP Language Fluency	Directive issued on 09/30/22
Workforce Capacity	DSP Turnover Rate	Directive issued on 09/30/22
	DSP Average Tenure	Directive issued on 09/30/22
	DSP Training	Measure in development
Early Intervention	Access to Early Start Services	Measure in development
Informed Choice & Satisfaction	Individual and Family Satisfaction	Measure in development

Directives are available here:
<https://www.dds.ca.gov/rc/vendor-provider/quality-incentive-program/>

QIP Measure Roadmap

Category	Measure Focus	QIP Measures		
		Phase I	Phase II	Phase II
Employment	Competitive Integrated Employment (CIE) Placement Capacity (all adults)	# of service provider employees who become certified or re-certified as trained employment specialists	To Be Defined Based on Phase I Performance	
	Access to CIE (all adults)	# of consumers achieving CIE placement accordance with their preferences and needs		
	Consumer Satisfaction with CIE and Employment Supports	To be Defined		
Prevention & Wellness	Access to Preventive Services in Adult Residential Facilities	% of consumers who received select preventative health services at an ARFPSHN based on the medically recommended frequency		
Service Access	Direct Service Professional (DSP) Vacancy Rate	% DSP vacancy rate of provider agency		To Be Defined Based on Phases I-II Performance
	DSP Language Fluency	% of DSPs within a provider agency who are fluent in at least one non-English language		% of DSPs within a provider agency who are fluent in at least one non-English language of the population served
Workforce Capacity	DSP Turnover Rate	% rate for provider agency turnover		% consumers satisfied with the continuity of staff
	DSP Average Tenure	Average tenure of DSPs employed by the provider agency	% increase in the average tenure of the DSPs employed by the provider agency	
	DSP Training	N/A		% of DSPs within a provider agency participating in DSP University
Early Intervention	Access to Early Start Services for Children and Families	To Be Defined	% of families for whom provision of service begins in less than 31 days from date of RC referral	
Informed Choice & Satisfaction	Individual and Family Satisfaction	To Be Defined		

Summary of 2022-2023 Measure Development Workplan - TENTATIVE

High-Level Priorities	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
 Develop New Measures	Convene focus groups to develop new measures for Employment Satisfaction with CIE, Early Intervention and Informed Choice and Satisfaction				Review draft measures	→		
 Update Existing Measures	Assess Phase I data collection processes	Convene focus groups to update existing Phase I measures*			Review draft updated measures	→		
 Facilitate Public Comment and Finalize Measures						Facilitate public comment period	Finalize measures	
 Train Providers on Measures					Coordinate training logistics and develop training materials		Facilitate provider training sessions	Develop directives
 Convene Monthly QIP Workgroup Meetings	Review QIP workplan	Discuss approaches for evolving prevention measure	Discuss feedback on DSP survey	Discuss individual and employment satisfaction measures	Review draft measures			


We Are Here

*Existing measures to update include Prevention and Wellness, Employment, Service Access, and Workforce Capacity. Service Access and Workforce Capacity measures will be addressed in a single focus group.

Focus Area: Employment (CIE placement capacity and access) - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Assess Phase 1 Data Collection Processes	Evaluate options to enhance data collection and validation processes							
Convene Focus Group to Inform Measure Refinements	Identify focus group participants (e.g., employment service providers, self-advocates)	Convene Focus Group meeting #1. Agenda items include: <ul style="list-style-type: none"> • Discuss experience with Phase 1 measures • Identify additional support needs (e.g., training videos) 	Convene Focus Group meeting #2. Agenda items include: <ul style="list-style-type: none"> • Discuss measure refinements for 2023 (e.g., reporting processes, performance targets) 	Convene Focus Group meeting #3. Agenda items include: <ul style="list-style-type: none"> • Review draft measure updates 				
Prepare 2023 Measure Updates		Draft updates to measures			Review measures with full QIP workgroup	Facilitate public comment period	Finalize measures	Develop directive

Focus Area: Employment (consumer satisfaction with CIE) - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Identify Focus Group Participants	<p>Confirm proposed list of participants (e.g., employment provider agencies, self-advocates)</p>							
Convene Focus Group to Inform Survey Instrument and Measure		<p>Convene Focus Group meeting #1. Agenda items include:</p> <ul style="list-style-type: none"> Review workgroup charge and scope Discuss an existing draft employment survey Review what we want to know 	<p>Convene Focus Group meeting #2. Agenda items include:</p> <ul style="list-style-type: none"> Discuss revisions to survey questions Discuss approach for survey implementation (e.g., timing, modality, data collection processes) 	<p>Convene Focus Group meeting #3. Agenda items include:</p> <ul style="list-style-type: none"> Review and finalize proposed survey instrument and process 				
Prepare Survey Instrument and 2023 Measure		Draft survey instrument and measure			Review draft survey instrument and measure with full QIP workgroup	Facilitate public comment period	Pilot survey instrument	Finalize survey and draft directive

Focus Area: Prevention and Wellness - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Assess Phase 1 Data Collection Processes	Evaluate options to enhance data collection and validation processes							
Identify Potential Measure Expansion Opportunities	Conduct research on additional residential facilities (e.g., community care facilities, other living options)	Present to full QIP Workgroup on potential measure expansion opportunities						
Convene Focus Group to Inform Measure Refinements		Identify focus group participants (e.g., residential facilities, self-advocates)	Convene Focus Group meeting #1. Agenda items include: <ul style="list-style-type: none"> Discuss measure refinements for 2023 (e.g., new facilities, reporting processes, performance targets) 	Convene Focus Group meetings #2-3. Agenda items include: <ul style="list-style-type: none"> Review and refine draft measure 				
Prepare 2023 Measures			Draft measures		Review measures with full QIP workgroup	Facilitate public comment period	Finalize measures	Develop directive

Focus Area: Service Access and Workforce Capacity - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Assess Phase 1 Data Collection Processes	Analyze DSP survey results	Summarize initial feedback from DSP survey collection						
Convene Focus Group to Inform Measure Refinements		<p>Convene Focus Group meeting #1. Agenda items include:</p> <ul style="list-style-type: none"> Discuss experiences with DSP survey in 2022, including data collection challenges, messaging issues, and outstanding support needs Identify opportunities to enhance survey response rates in 2023 	<p>Convene Focus Group meeting #2. Agenda items include:</p> <ul style="list-style-type: none"> Discuss refinements to existing service access and workforce capacity measures 	<p>Convene Focus Group meeting #3. Agenda items include:</p> <ul style="list-style-type: none"> Review and refine draft measures 				
Other			Present focus group feedback to full QIP Workgroup	Draft directive and outreach material	Open 2022 DSP survey window	Provider outreach and technical assistance		Close 2022 DSP survey
Prepare 2023 Measure Updates			Refine approach and measures			Review measures with full QIP workgroup		

Focus Area: Early Intervention - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Review RC Early Intervention Measures	Review RC early intervention measures to identify opportunities for further alignment with QIP							
Convene Focus Group to Inform Measure Refinements		Identify focus group participants	Convene Focus Group meetings Agenda items include: <ul style="list-style-type: none"> Review options for measure specifications, data collection and data validation processes Review and refine draft measures 					
Prepare 2023 Measure Updates			Draft measure(s)		Review measure with full QIP workgroup	Facilitate public comment	Finalize measure	Draft directive

Focus Area: Informed Choice and Satisfaction - TENTATIVE

Key Steps	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
Convene Focus Group to Inform Measure Refinements		<p>Identify focus group participants</p> <p>Conduct planning with PAVE effort</p>	<p>Convene Focus Group meetings Agenda items include:</p> <ul style="list-style-type: none"> Review options for measure specifications, data collection and data validation processes Review and refine draft measures 					
Other Activities			Conduct planning and develop workplan for measures			Facilitate public comment period	Refine workplan	Check in with full QIP workgroup

Note: Timelines for this measure are preliminary and may evolve.

Next Steps

- ❑ **Organize measure focus groups** to further develop and refine QIP measures

- ❑ **Reconvene Quality Incentive Program Workgroup on a monthly basis** to review progress and discuss measure design issues. Upcoming meetings include:
 - Wednesday, December 28th 1:00 – 2:30pm
 - Wednesday, January 25th 1:00 – 2:30pm
 - Wednesday, February 22nd 1:00 – 2:30pm
 - Tentatively the 4th Wednesday of each month through June 2023

Email QIP or Incentive Payments questions to:
QIPquestions@DDS.CA.gov

Thank you for attending!

Workgroup Members

Elizabeth Arreola, Family Member of Early Start Recipient

Elizabeth Barrios Gomez, Family Member & Integrated Community Collaborative

Sascha Bittner, Self-Advocate and State Council on Developmental Disabilities (SCDD)

Boyd Bradshaw, Family Member & Provider

Jessica Carter, ABA Provider, Special Needs Network

Eric Ciampa, Provider, UCP Sacramento

Veronica Contreras, Family Member

Pebbles Dumon, Provider, Community Catalysts of CA

Jacquie Dillard Foss, Provider, STEP

Peter Frangel, CA Department of Rehabilitation

Jonathan Fratz, Self-Advocate

Lucina Galarza, San Gabriel Pomona Regional Center

David Gauthier, Self-Advocate

Lisa Gonzales, Provider, Deaf Plus Adult Community

Amy Hao, Self-Advocate, Self-Advocate Group Empowerment (SAGE)

Carlene Holden, Easter Seals Southern CA

Barry Jardini, CA Disability Services Association

Adrienne Jesso, Self-Advocate

Diva Johnson, Tri-Counties Regional Center

Mark Klaus, San Diego Regional Center

Dorrie Koenig, Provider, Mains'l

Workgroup Members (cont.)

Meuy Lee, Provider, Level Up NorCal

Will Leiner, Disability Rights California

Jordan Lindsey, The Arc California

Victor Lira, Aveanna Health Care

Judy Mark, Family Member, Disability Voices United

Karen Mejia, South Central LA Reg Center

Mark Melanson, California Community Living Network

Kimberly Mills, Provider, A Better Life Together

Tania Morawiec, SCDD

Matt Omelagah, Provider, Omelagah, Inc.,

Mike Pereira, Provider, Ala Costa Centers

Michael Pham, Self-Advocate

Magdalena Pruitt, Provider, Mentor California

Michelle Ramirez, Provider, On My Own

Sheri Rosen, Provider, Sunny Days of CA

Carolyn Tellalian, Family Member

Pablo Velez, Provider, Amigo Baby

Tiffany Whiten, Service Employees International Union (SEIU)

Alona Yorkshire, Family Member & Provider, The Adult Skills Center

Eric Zigman, Golden Gate Regional Center