

# Quality Incentive Program (QIP) Measure Workgroup

January 4, 2023



# 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

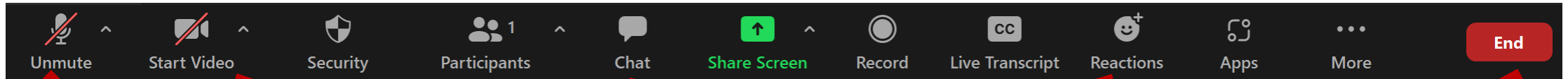


This meeting is being recorded



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

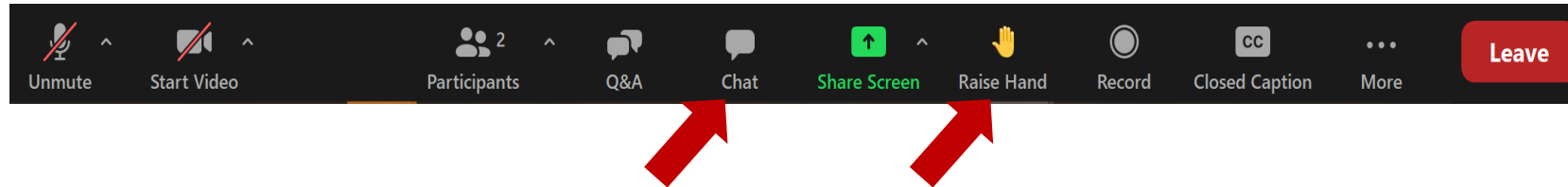
Leave at the end of the meeting



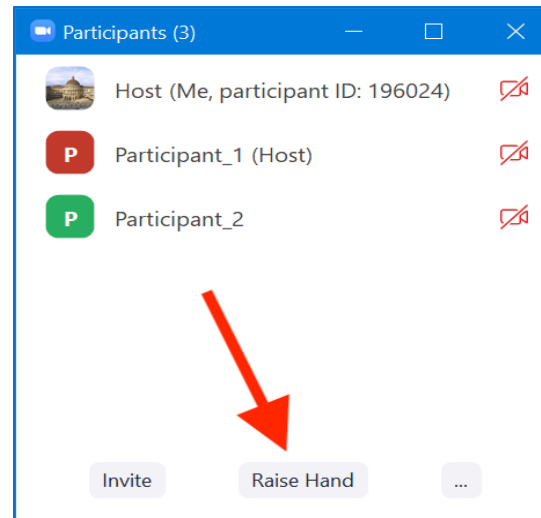
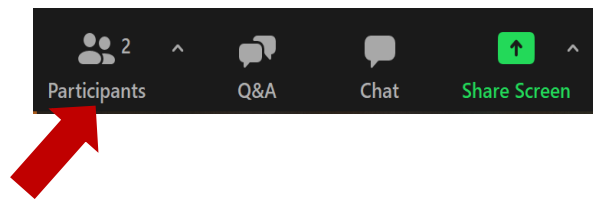
- Features may vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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
- Update on QIP Measure Focus Group Progress
  - Prevention and Wellness
  - Employment Satisfaction
- Discuss DSP Workforce Survey Feedback

# Summary of 2022-2023 Measure Development Workplan

High-Level Priorities	Nov '22	Dec '22	Jan '23	Feb '23	Mar '23	Apr '23	May '23	Jun '23
 <b>Develop New Measures</b>	<b>Convene focus groups to develop new measures for Employment Satisfaction with CIE, Early Intervention and Informed Choice and Satisfaction</b>				<b>Review draft measures</b>			
 <b>Update Existing Measures</b>	<b>Assess Phase I data collection processes</b>	<b>Convene focus groups to update existing Phase I measures*</b>			<b>Review draft updated measures</b>			
 <b>Facilitate Public Comment and Finalize Measures</b>						<b>Facilitate public comment period</b>	<b>Finalize measures</b>	
 <b>Train Providers on Measures</b>					<b>Coordinate training logistics and develop training materials</b>		<b>Facilitate provider training sessions</b>	<b>Begin data collection</b>
 <b>Convene Monthly QIP Workgroup Meetings</b>	<b>Review QIP workplan</b>	<i>December Meeting Moved to Early January</i>	<b>Discuss focus group progress and upcoming QIP activities</b>	<b>Discuss focus group progress</b>	<b>Review draft measures</b>			<b>TBD</b>

  
**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: Prevention and Wellness

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: • Discuss residential type(s) for 2023	Convene Focus Group meetings #2-3. Agenda items include: • Review and refine draft measure					
Prepare 2023 Measures			Draft measures		Review measures with full QIP workgroup	Facilitate public comment period	Finalize measures	Develop directive

  
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# Update on Prevention and Wellness Measure

## **2022 Activities**

- Adult Residential Facilities for Persons with Special Health Care Needs (ARFPSHN)
- On-line data collection portal:
  - Testing in early January
  - Target launch

## **2023 Development**

- QIP expansion to other service type(s) beyond ARFPHSNs

## **Future Steps**

- Status review of ARFPSHN data collection
- Final provider type(s) recommendation



# Characteristics of Various Residential Types

Settings	Number of Individuals	% of Individuals Enrolled Longer than 12 Months	Median of Months Enrolled	Number of Vendors	Average Population Per Vendor	% of Consumers by Age Group		
						Ages 18-54	Ages 55-64	Ages 65+
Residential Facility (Adults Only)	18,748	87%	69	4,178	4	64%	21%	16%
Supported Living Services	11,118	85%	56	599	16	66%	20%	14%
Specialized Residential Facility - All Other	2,982	87%	54	788	4	58%	22%	20%
Specialized Residential Facility - Geriatric	351	76%	38	95	3	13%	26%	60%
Family Home Agency	1,458	90%	59	52	21	71%	17%	13%
Enhanced Behavioral Supports Home	165	77%	27	51	3	84%	8%	8%
<b>Reference: ARFPSHN</b>	365	92%	46	86	4	45%	25%	30%

Source: Client Master File and POS data as of October 2022.  
 Note: Settings limited to those with median enrollment of at least 6 months.

# Focus Area: Employment (Satisfaction with CIE)

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

  
**We Are Here**

# Update on Employment Satisfaction Measure

## 2023 Development

- Input on employment satisfaction survey:
  - 1) % of individuals who are satisfied with the job finding process
  - 2) % of individuals who are satisfied with their employment supports
- DDS partnering with SCDD on the survey
- Today's discussion

## Future Steps

- Compare draft survey questions to NCI employment survey questions
- Test draft survey questions
- Focus group input on final questions
- Final survey recommendation to QIP workgroup

# Discussion: Draft Employment Satisfaction Survey Questions

## **Job Finding**

1. I like my job
2. My job matches my interests
3. I look forward to coming to my job
4. My transportation needs were addressed
5. I am satisfied with the level of contact with the person who helped me find my job

## **Employment Support**

1. I know what is expected of me at my job
2. I feel like I am part of the team at my job
3. I know who and how to ask for help when I have a problem or concern with my job
4. I receive enough job coaching support to do my job well
5. I'm satisfied with how often my employment coach checks in with me

# Focus Area: Service Access and Workforce Capacity

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		<b>Convene Focus Group meeting #1.</b> Agenda items include: <ul style="list-style-type: none"> <li>Discuss experiences with DSP survey in 2022, including data collection challenges, messaging issues, and outstanding support needs</li> <li>Identify opportunities to enhance survey response rates in 2023</li> </ul>	<b>Convene Focus Group meeting #2.</b> Agenda items include: <ul style="list-style-type: none"> <li>Discuss refinements to existing service access and workforce capacity measures</li> </ul>	<b>Convene Focus Group meeting #3.</b> Agenda items include: <ul style="list-style-type: none"> <li>Review and refine draft measures</li> </ul>				
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		

  
**We Are Here**

# Workforce Capacity and Service Access Measure

## 2023 Development

- Data validation for 2022
  - Lessons learned
- Preliminary data analysis

## Future Steps

- Improve survey process, including:
  - Expanding survey window by launching survey in March 2023
  - Improving vendor agency enrollment
  - Improving outreach
- Collaboration to improve participation
- January 28, 2023 QIP Workgroup meeting

# Summary of Workforce Capacity and Service Access Measures

Measure	Desired Outcome	Incentive		
		Year 1	Year 2	Year 3
<b>Workforce Capacity:</b> DSP Average Tenure	Individuals are satisfied by the continuity of their DSP			% increase in average tenure of agency DSP workforce
<b>Workforce Capacity:</b> DSP Turnover Rate	Individuals are satisfied by the continuity of their DSP	\$8000 for agency completion of DSP Workforce Data Collection	\$8000 for agency completion of DSP Workforce Data Collection	% reduction in provider agency turnover rate
<b>Service Access:</b> DSP Language Fluency	Individuals and their families (where applicable) are supported by staff who communicate in the individual's preferred language			% increase in number of DSPs fluent in at least one non-English language
<b>Service Access:</b> DSP Vacancy Rate	Individuals have timely access to services			% reduction in DSP vacancy rate

# Next Steps

❑ **Continue meeting with focus groups** to refine measures

❑ **Reconvene Quality Incentive Program Workgroup**

Upcoming meetings include:

- Wednesday, January 25<sup>th</sup> 1:00 – 2:30 pm
- Wednesday, February 22<sup>nd</sup> 1:00 – 2:30 pm
- Tentatively the 4th Wednesday of each month through June 2023



Email QIP or Incentive Payment questions to:  
[QIPquestions@DDS.CA.gov](mailto: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)

**Vivian Haun**, Disability Rights California

**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

# Workgroup Members (cont.)

**Dorrie Koenig**, Provider, Mains'l

**Meuy Lee**, Provider, Level Up NorCal

**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