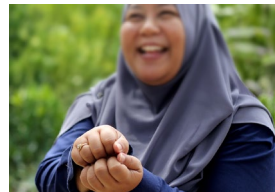


# Regional Center (RC) Performance Measures Workgroup Meeting

December 13, 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



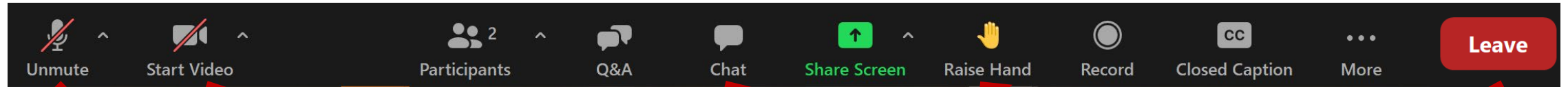
Materials are available at:

<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



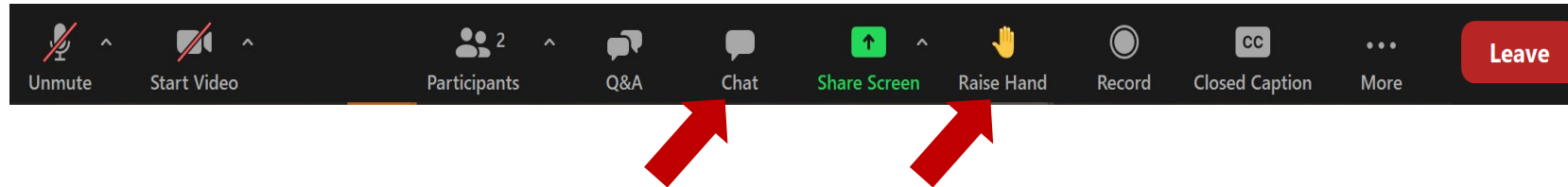
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



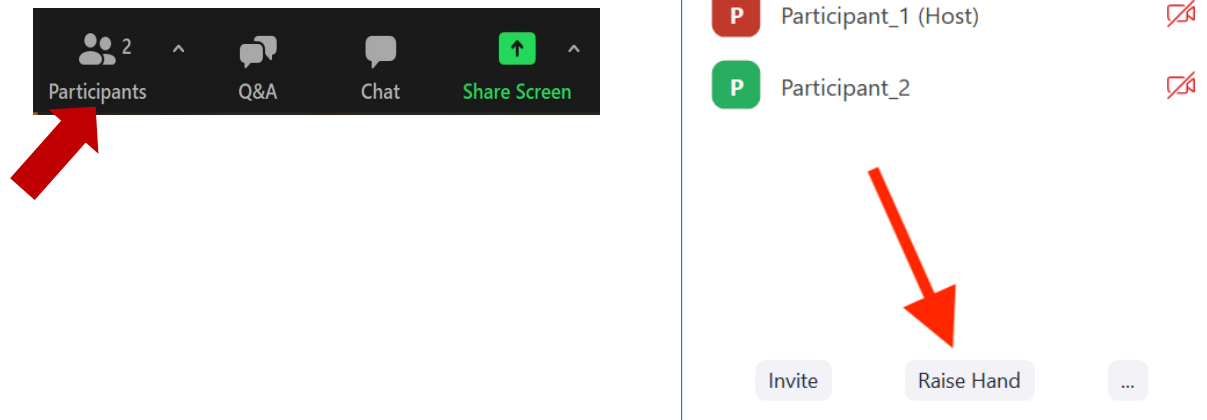
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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

- Updates on Phase 1 measures and implementation activities
- Plans for Phase 2 measure development/adjustments
- Next Steps

# 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 FY 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 Start

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

Prevention and Wellness

Service Access

Workforce

# Outcomes of Regional Center Performance Measures

Focus Area	Outcome Desired
<b>Early Start</b>	<ul style="list-style-type: none"><li>• Children and families have timely access to Early Start services to minimize the impact of developmental delays</li><li>• Children who are eligible for Early Start are identified* and enrolled in a timely manner</li></ul>
<b>Employment</b>	<ul style="list-style-type: none"><li>• People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests</li></ul>
<b>Equity and Cultural Competency</b>	<ul style="list-style-type: none"><li>• Regional Center staff communicate with individuals they support in the individual's preferred spoken language</li><li>• All individuals and families supported by Regional Centers experience service coordination that respects their culture</li></ul>
<b>Individual and Family Experience and Satisfaction</b>	<ul style="list-style-type: none"><li>• Individuals served by Regional Centers, including families, are listened to by the RC and are satisfied with services delivered by RC staff</li></ul>

# Outcomes of Regional Center Performance Measures, Cont.

Focus Area	Outcome Desired
<b>Person-Centered Services Planning</b>	<ul style="list-style-type: none"><li>• People served by Regional Centers have person-centered service plans</li><li>• Regional Center Service Coordinators demonstrate person centered planning skills</li></ul>
<b>Service Coordination and Regional Center operations</b>	<ul style="list-style-type: none"><li>• People served by the Regional Center have choice of service vendors to meet their needs and preferences.</li><li>• Individuals and families served by Regional Centers receive service authorization in a timely manner.</li><li>• Service Coordinators demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by Regional Center.</li><li>• Individuals and families who apply to the Regional Center for services are treated with respect and Regional Center Intake procedures are equitable.</li></ul>



# Summary of Phase I Measures with Incentives

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
<b>Early Start</b>	RCs submit a Child Find Plan, will work with DDS to establish a reporting structure for outreach/child find activities and report number of children identified	Recognition	<ul style="list-style-type: none"> <li>• WorkGroup met</li> <li>• Directive drafted for release in December 2022</li> </ul>
<b>Employment</b>	Number of consumers who participate in competitive integrated employment for at least 30 days during the reporting period stratified by students enrolled in/attending secondary education and adults no longer enrolled/attending secondary education	Pay-for-Performance	<ul style="list-style-type: none"> <li>• Working with QIP team;</li> <li>• Baseline data established from 2021-22 stratified by age;</li> <li>• Directive drafted for release in December 2022</li> </ul>
<b>Equity and Cultural Competency</b>	Number of bilingual Service Coordinators including intake staff and first line supervisors for each language	Pay-for-Reporting	<ul style="list-style-type: none"> <li>• WorkGroup formed and met;</li> <li>• Critical factors identified;</li> <li>• Directive drafted for release in December 2022 combined with Language Distribution measure</li> </ul>
	Language distribution across people receiving RC services	Pay-for-Performance	<ul style="list-style-type: none"> <li>• WorkGroup formed and met;</li> <li>• CDER and ESR data elements identified;</li> <li>• Directive drafted for release in December 2022 combined with bilingual SC and intake staff</li> </ul>
<b>Person-Centered Services Planning</b>	Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training	Pay-for-Performance	<ul style="list-style-type: none"> <li>• Preliminary data on Number of Trainers per RC</li> <li>• Directive drafted for release in December 2022</li> </ul>

# Summary of Phase I Capacity Building Measures

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
<b>Early Start</b>	Rate of Individual Family Service Plan (IFSPs) completed within the federally required 45-day timeframe from receipt of referral	Baseline: data collection	<ul style="list-style-type: none"> <li>• Work Group discussed measure specifications</li> <li>• ESR Data Elements identified</li> <li>• Directive drafted for release December 2022</li> </ul>
<b>Employment</b>	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE	Baseline: establish data points and reporting	<ul style="list-style-type: none"> <li>• Internal DDS Team reviewing existing Sandis, CDER fields and employment data collected through other systems used by RCs</li> </ul>
<b>Equity and Cultural Competency</b>	Number of requests for translated IPP document and length of time to complete request	Baseline: data collection	<ul style="list-style-type: none"> <li>• Workgroup discussed measure specifications and data elements for AB1957 reported</li> <li>• Updates to SANDIS discussed</li> <li>• Next steps: confirm data elements and notify RC's</li> </ul>
	Percentage of Service Coordinators including intake staff and first line supervisors participating in training related to cultural and linguistic competency	Baseline: data collection	<ul style="list-style-type: none"> <li>• DDS identified existing definitions and requirements related to Service Access and Equity activities.</li> <li>• Work Group met to discuss training requirements and reporting requirements</li> <li>• Directive Drafted for release December 2022</li> </ul>
<b>Individual &amp; Family Experience and Satisfaction</b>	RCs will work with DDS to establish annual feedback from individuals receiving RC services and family members, with eight or more common components agreed upon across all 21 RCs	Baseline: establish feedback collection and common components	<ul style="list-style-type: none"> <li>• DDS reviewed RC instruments and NCI for measures consistent with phase 4 measures in each category</li> <li>• ARCA, RC, DDS identified current indicators</li> <li>• Next step include final indicators and Method and Participation recommendations (slide 10)</li> </ul>

# Summary of Phase I Capacity Building Measures, Cont.

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
<b>Person-Centered Services Planning</b>	RCs commit to the development and use of a consistent person-centered service plan document	Baseline: develop document	<ul style="list-style-type: none"> <li>ARCA work team to review measure and provide recommendations to DDS</li> </ul>
<b>Service Coordination and Regional Center Operations</b>	Number of vendors for each service type within the RC catchment area, reported by zip code	Baseline: data collection	<ul style="list-style-type: none"> <li>Internal DDS Team discussions of vendor directory for UFS and CERM updates</li> </ul>
	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range	Baseline: data collection	<ul style="list-style-type: none"> <li>ARCA work team to review measure and provide recommendations to DDS</li> </ul>
	Develop set of Service Coordination training standards, competencies, and data elements for reporting	Baseline: establish data and reporting	<ul style="list-style-type: none"> <li>Work Group in process of being developed</li> </ul>
	RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service*	Baseline: establish process and core elements	<ul style="list-style-type: none"> <li>Internal DDS Team collecting procedures, forms, questionnaires used by RCs</li> <li>ARCA work team agrees to identify core components</li> </ul>

\*DDS will collaborate with RCs to develop core elements based on existing RC best practices (e.g., a standardized intake form). RCs are asked to agree to core elements.

# Individual & Family Experience and Satisfaction

## Completed Activities

- Met with advocates for input on instrument to gather feedback
- RCs submitted instruments
- Instruments reviewed for potential measures
- National Core Indicator (NCI) instruments reviewed

## Summary of Findings

- Drafted 10 questions for use by all RC's
- Three areas that RCs had measures similar to the identified outcomes were:
  - Equity and Cultural Competency,
  - Person Centered Service Planning, and
  - Service Coordination and RC Operations
- Reviewed with RC work group and requested feedback
- Next steps will include recommendations on survey methodology and validation

# Phase 2 Measure Development/Adjustment

- Review reports from RC's on phase 1 measures
- Begin refinements for Phase 2 measures in Spring 2023
- Prepare for implementation of new procedures (intake, child find, IPP document)
- Finalize Individual and Family Feedback tool and prepare to implement in July 2023

# Next Steps

- Finalize and issue directives
- Updates to information systems (SANDIS)
- Determine readiness for additional data collection

## Closing Comments

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

