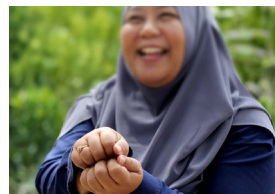


Regional Center (RC) Performance Measures Workgroup Meeting

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



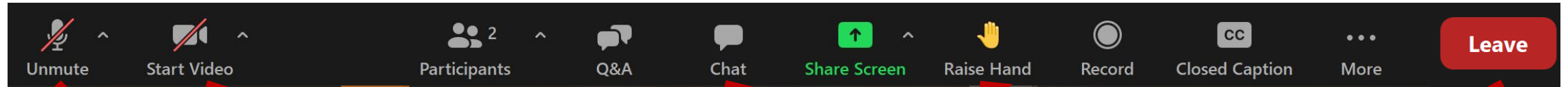
Materials are available at:

<https://www.dds.ca.gov/initiatives/stakeholder-events/>



Submit written comment via email to RCMeasures@dds.ca.gov

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



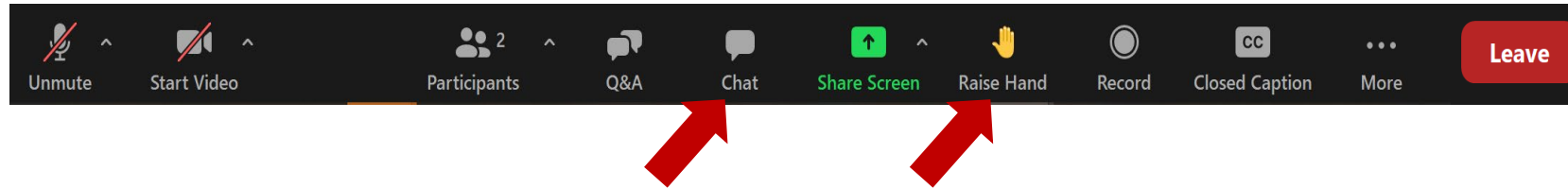
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



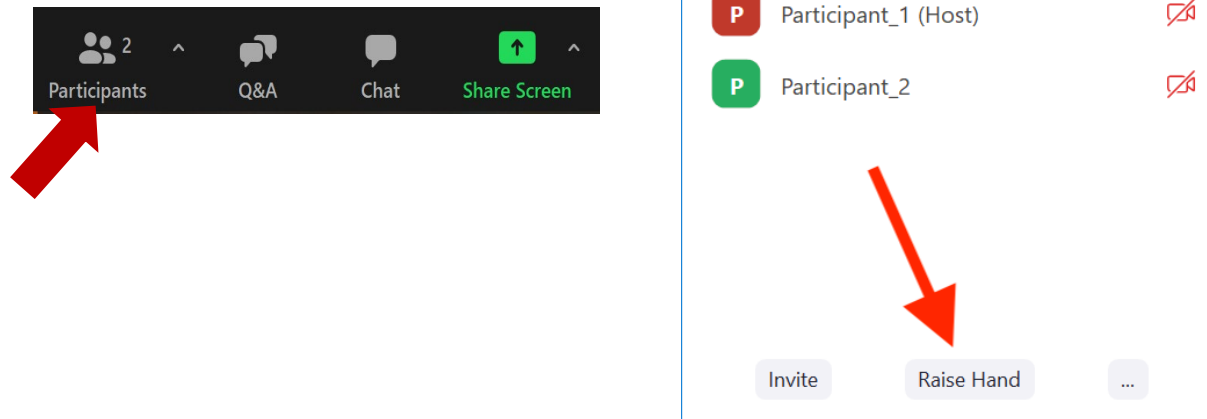
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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

Outcomes of Regional Center Performance Measures, Cont.

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



Summary of Phase I Measures with Incentives

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
Early Start	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"> WorkGroup met Directive drafted for release in December 2022
Employment	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"> Working with QIP team; Baseline data established from 2021-22 stratified by age; Directive drafted for release in December 2022
Equity and Cultural Competency	Number of bilingual Service Coordinators including intake staff and first line supervisors for each language	Pay-for-Reporting	<ul style="list-style-type: none"> WorkGroup formed and met; Critical factors identified; Directive drafted for release in December 2022 combined with Language Distribution measure
	Language distribution across people receiving RC services	Pay-for-Performance	<ul style="list-style-type: none"> WorkGroup formed and met; CDER and ESR data elements identified; Directive drafted for release in December 2022 combined with bilingual SC and intake staff
Person-Centered Services Planning	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"> Preliminary data on Number of Trainers per RC Directive drafted for release in December 2022

Summary of Phase I Capacity Building Measures

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
Early Start	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"> Work Group discussed measure specifications ESR Data Elements identified Directive drafted for release December 2022
Employment	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"> Internal DDS Team reviewing existing Sandis, CDER fields and employment data collected through other systems used by RCs
Equity and Cultural Competency	Number of requests for translated IPP document and length of time to complete request	Baseline: data collection	<ul style="list-style-type: none"> Workgroup discussed measure specifications and data elements for AB1957 reported Updates to SANDIS discussed Next steps: confirm data elements and notify RC's
	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"> DDS identified existing definitions and requirements related to Service Access and Equity activities. Work Group met to discuss training requirements and reporting requirements Directive Drafted for release December 2022
Individual & Family Experience and Satisfaction	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"> DDS reviewed RC instruments and NCI for measures consistent with phase 4 measures in each category ARCA, RC, DDS identified current indicators Next step include final indicators and Method and Participation recommendations (slide 10)

Summary of Phase I Capacity Building Measures, Cont.

Focus Area	Phase I Measure Description	Incentive Type(s)	Status
Person-Centered Services Planning	RCs commit to the development and use of a consistent person-centered service plan document	Baseline: develop document	<ul style="list-style-type: none"> ARCA work team to review measure and provide recommendations to DDS
Service Coordination and Regional Center Operations	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"> Internal DDS Team discussions of vendor directory for UFS and CERM updates
	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"> ARCA work team to review measure and provide recommendations to DDS
	Develop set of Service Coordination training standards, competencies, and data elements for reporting	Baseline: establish data and reporting	<ul style="list-style-type: none"> Work Group in process of being developed
	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"> Internal DDS Team collecting procedures, forms, questionnaires used by RCs ARCA work team agrees to identify core components

*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

