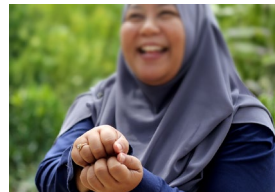


Quality Incentive Program (QIP) Measure Workgroup

March 22, 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

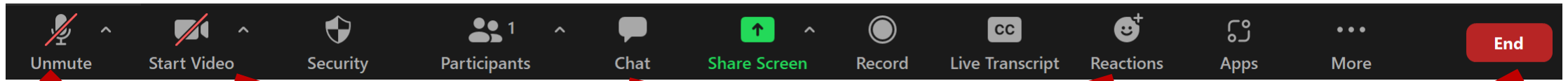


This meeting is being recorded



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

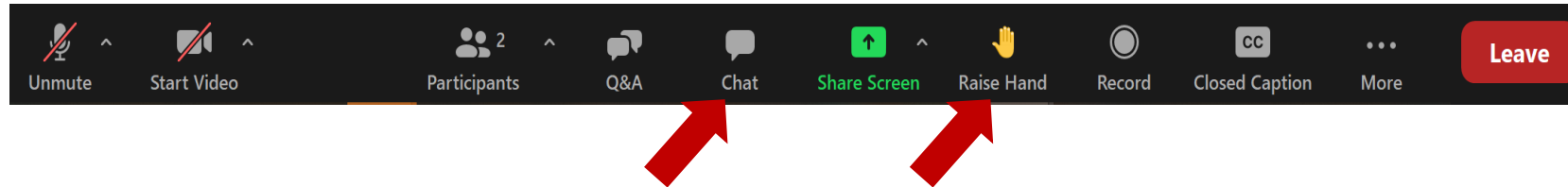
Leave at the end of the meeting



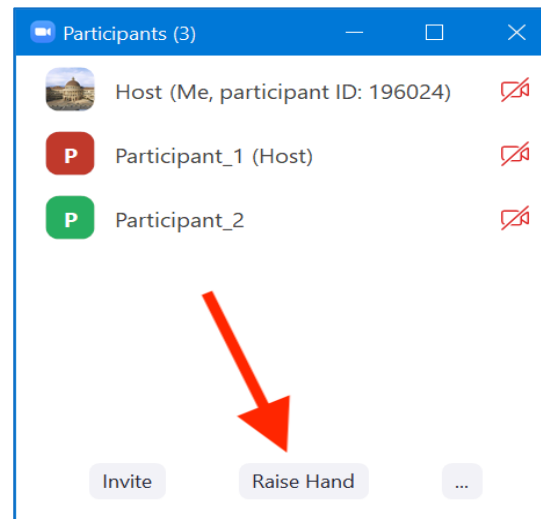
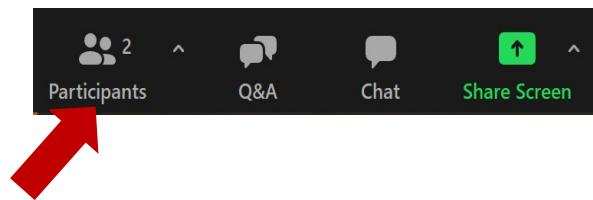
- Features may vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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
- Review of Initial Stakeholder Feedback on QIP Program
- Reminder of QIP Measure Roadmap
- Update on Measure and Incentive Implementation
- Next Steps

Stakeholder Feedback on QIP Program

- DDS continues to regularly engage stakeholders on their feedback on the QIP program through the QIP Workgroup and other forums, to continue to move toward person-centered and outcomes focused.
- Recent feedback has focused on several foundational areas on the QIP. Examples include:
 - **Data Reporting:** Streamline data reporting and collection to minimize administrative burden
 - **Incentive Eligibility:** All eligible service providers can earn an incentive
 - **Industry Best Practices:** QIP measures and incentives build on best practices established by existing frameworks (e.g., NCI, HCP-LAN)
 - **Person-centered and outcome focused:** Ensure pathway forward is to achieve outcome based measures and incorporate person-centered focus
 - **Provider Capacity:** Strengthen statewide capacity of high-quality providers and provide coaching and training to improve service quality
 - **Strategic Alignment:** Align program design, goals and coordination across the QIP program and related initiatives (e.g., PAVE, HCBS compliance, CERMS)
 - **Timeliness of Payments:** Streamline payment so that incentive payments are not made in arrears

Opportunities Under Consideration

- DDS will continue stakeholder engagement to strengthen the QIP program, such as:
 - Refining measures for future phases based on early experience in Phase I
 - Exploring universal incentives available to all providers with rate adjustments, such as:
 - Registration in a statewide provider directory
 - Participation in a satisfaction survey
 - Streamlining data collection and reporting across all measures
 - Maintaining alignment with other DDS and CalHHS initiatives
- DDS welcomes further ideas and feedback from the community as we work together to make this program a success for individuals

Reminder: QIP Measure Roadmap

Category	Measure Focus	Phase		
		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	<i>To Be Refined Based on Phase I Performance</i>	
	Access to CIE (all adults)	# of consumers achieving CIE placement accordance with their preferences and needs		
	Consumer Satisfaction with CIE and Employment Supports	<i>DRAFT: % of consumers who are satisfied with CIE and employment supports</i>		
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	% of consumers who received preventative health services at residential provider agencies.	
Service Access	Direct Service Professional (DSP) Vacancy Rate	% DSP vacancy rate of provider agency		<i>To Be Defined Based on Phases I-II Performance</i>
	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	<i>% of families receiving timely access to Early Start Services</i>	% 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	<i>In development</i>		

CIE Placement Capacity

Incentive Approach

Incentive provided to provider agency for each employee who achieves:

1. Association of Community Rehabilitation Educators (ACRE) certification or re-certification in basic employment services
2. Certified Employment Support Professionals (CESP) certification or re-certification

2022 Activities

- Informational directive released in October 2022

2023 Priorities

- Implementation directive (*Spring 2023*)
- Resource development and planning (*in progress*)
 - Vendor submission forms
 - Online incentive payment tracker for Regional Centers

Access to CIE

Incentive Approach

Providers may earn an incentive for each consumer (above four consumers) who achieves CIE placement between July 1, 2021 - June 30, 2025, including for consumers who:

- Maintain CIE for 30 days
- Maintain CIE for 6 months
- Exit a Paid Internship Program (PIP) and maintain CIE for 30 days
- Exit a PIP and maintain CIE for 6 months
- Exit sub-minimum wage employment and maintain CIE for 30 days
- Exit sub-minimum wage employment and maintain CIE for 6 months

2022 Activities

- Informational directive released in October 2022

2023 Priorities

- Implementation directive (*Spring 2023*)
- Phase I data collection (*planning underway*)
 - o Incentive payment methodology
 - o Incentive payment tracking

Satisfaction with CIE

Incentive Approach

DRAFT: Incentive provided based on the percentage of consumers who are satisfied with CIE and employment supports provided.

2022 Activities

- Convened focus group, in partnership with State Council on Developmental Disabilities, to develop measure and survey instrument

2023 Priorities

- Pilot testing survey instrument (*in progress through March 2023*)
- Implementation directive (*Spring 2023*)
- Baseline data collection (*to begin in mid-2023*)
 - o Data collected directly from consumers

Prevention and Wellness

Incentive Approach

Incentive provided based on the percentage of consumers residing in an ARFPSHN who received select preventative health services at medically recommended intervals, including:

- Physical exam in past year
- Dental visit in past year
- Pap smear in past two years (if applicable)
- Mammogram in past two years (if applicable)
- Colorectal screening

2022 Activities

- Developed the measure and incentive structure

ARFPSHN Participants Rate

46 of 65 eligible homes (71%) participated in the survey

2023 Priorities

- Analysis of prevention service utilization data (*in progress*)
- Incentive payments for vendor participants (*to be authorized by June 30, 2023*)
- Planning for Phase 2 expansion to a wide category of residential service providers (for implementation in 2023-24)

Workforce Capacity & Service Access

Incentive Approach

Incentive paid for participation in the DSP Workforce Survey

2022 Activities

- ✓ 2,086 eligible vendor agencies participated in 2022 survey (42%)
- ✓ Data validation

2023 Priorities

- Analysis of 2022 DSP Workforce Survey Data
- 2023 DSP Workforce Survey administration (*April – June 2023*)
 - Vendor registration
 - Vendor networks and groups to outreach to vendor community to boost participation
- Planning for Phase 2 measures (for implementation in 2024-25):
 - % increase in average tenure of agency DSP workforce
 - % reduction in provider agency turnover rate
 - % increase in number of DSPs fluent in at least one non-English language
 - % reduction in DSP vacancy rate

Early Intervention Measure

Incentive Approach

DRAFT: Incentive paid based on the percentage of families receiving timely access to Early Start Services.

2023 Priorities

- ☑ Identify and develop data indicators necessary for measure
 - Early Start Report identified as data source to be used
- ☐ Determine which data fields are needed to operationalize measure (*in progress*)
 - Internal discussions on aligning measure with RCPM early intervention measure are underway

Informed Choice and Satisfaction: PAVE

Incentive Approach

In Development

2023 Priorities

- Development of a service outcome measurement system
- Completion of contract with California Community Living Network (CCLN)
- Advancement of stakeholder group development
- Project workplans and schedule *(to be completed August 2023)*

Next Steps

- ❑ **Incentive measures for 2023/24 year due for public comment in April 2023**

- ❑ **Upcoming QIP Workgroup meetings include:**
 - Wednesday, April 26th 1:00 – 2:30 pm
 - Wednesday, May 24th 1:00 – 2:30 pm
 - Wednesday, June 28th 1:00 – 2:30 pm (tentative)

Email QIP or Incentive Payment 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

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'I

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