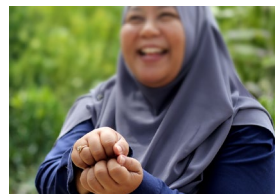


# Regional Center (RC) Performance Measures Workgroup Meeting

April 19, 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



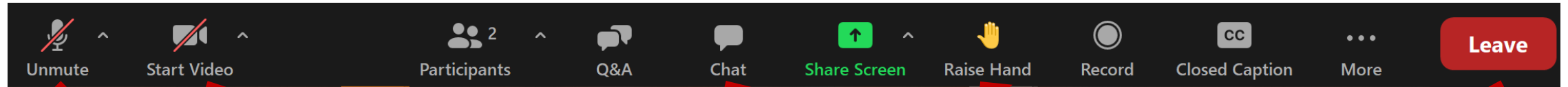
Materials are available at:

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



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



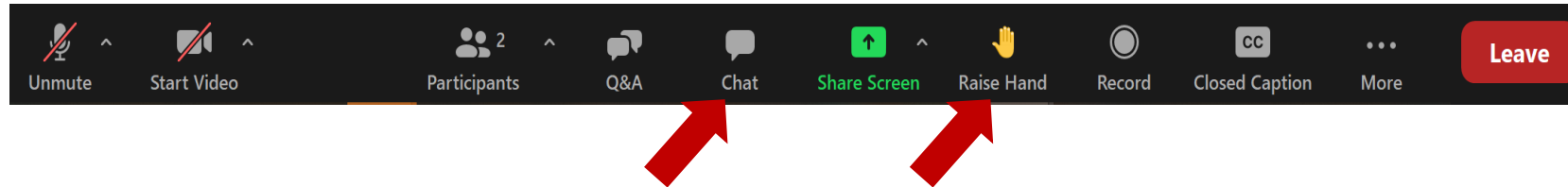
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



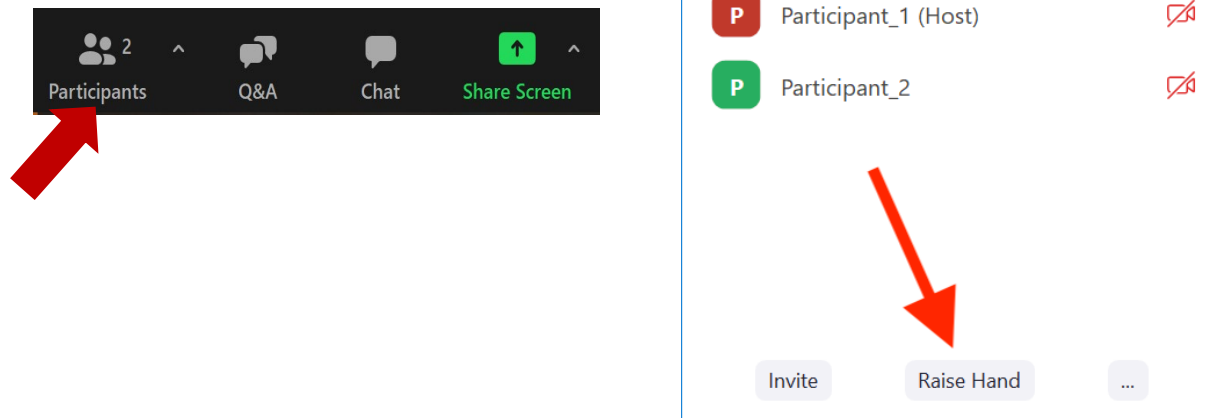
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# 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

- Welcome
- Phase One Updates
- Phase Two Planning
- Discussion
- Next steps

# Phase One Updates



# Update: 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>• <a href="#">Directive released December 13, 2022</a></li> <li>• 19 RCs submitted Child Find Plans as of April 1</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 released in April 2023</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>• <a href="#">Directive released February 10, 2023</a>; combined with Language Distribution measure</li> <li>• All 21 RCs have submitted their data; due March 15</li> </ul>
	Language distribution across people receiving RC services	Pay-for-Performance	<ul style="list-style-type: none"> <li>• <a href="#">Directive released February 10, 2023</a>; combined with bilingual SC and intake staff measure</li> <li>• Providing technical assistance to RCs as needed; updates to CMF due May 31</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>• <a href="#">Directive released December 28, 2022</a></li> <li>• RCs are currently submitting data; due June 1</li> </ul>



# Update: 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>• <a href="#">Directive released December 13, 2022</a></li> <li>• All RCs updated and identified IFSP anomalies</li> <li>• DDS updating statewide report April 2023</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>• DDS team exploring updates to SANDIS, CDER fields to include:               <ul style="list-style-type: none"> <li>• Weekly hours, hourly wage, start date, type of job</li> </ul> </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>• RCs tracking of data elements for AB1957</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>• <a href="#">Directive released March 13, 2023</a></li> <li>• RCs to submit training plans by June 30 for approval by DDS</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>• ARCA, RC, DDS identified current potential indicators</li> <li>• Next steps include final indicators and method and reliability/margin of error recommendations with focus group</li> </ul>



# Update: 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 has agreed to develop a person-centered service plan</li> <li>Next step to review components of the plan with family and self advocate focus group</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>DDS Team discussions of vendor directory to include 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 data source 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>ARCA work team 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>RCs submitted intake process; DDS analyzed RCs' intake processes and documentation</li> <li>Next step: ARCA work team identifies core components</li> </ul>

## Phase Two Planning



# New: Summary of Phase 2 Measures with Incentives

Focus Area	Phase 2 Measure Summary	Incentive Type(s)	Considerations
Early Start	1) Number and type of Child Find activities 2) Number of 0-2 year-old children in proportion to the total number of children in the county/zip code	Recognition	<ul style="list-style-type: none"> <li>Establish reporting structure</li> </ul>
	IFSPs completed within the federally required 45-day timeframe	Pay-for-Performance	<ul style="list-style-type: none"> <li>DDS updating statewide report April 2023</li> </ul>
Employment	Number of consumers who are employed for at least 30 days	TBD	<ul style="list-style-type: none"> <li>Continue with CIE measure or consider focusing on subminimum wage phaseout that incentivizes transition to CIE settings</li> </ul>
Equity and Cultural Competency	RC staff who are bilingual compared to the preferred spoken language needs of people served by the RC	Recognition	<ul style="list-style-type: none"> <li>Recognition of more than just a persons language but also their culture</li> </ul>
	Translated IPP document requests that are completed under the legal standard of 45 days	Pay-for-Performance	<ul style="list-style-type: none"> <li>Establish standard method for RCs to collect and report on this measure</li> </ul>
	RC staff completing of 8 or more training hours related to cultural and linguistic competency	Recognition	<ul style="list-style-type: none"> <li>Update Focus Area title to <i>“Equity and Cultural <u>Humility</u>”</i></li> </ul>

# New: Summary of Phase 2 Measures with Incentives, Cont.

Focus Area	Phase 2 Measure Summary	Incentive Type(s)	Considerations
<b>Individual &amp; Family Experience and Satisfaction</b>	Number of individuals and families who indicate that they are satisfied with RC services	Pay-for-Reporting	<ul style="list-style-type: none"> <li>Implement focus group feedback</li> <li>Determine timeline for survey implementation</li> </ul>
<b>Person-Centered Services Planning</b>	<ol style="list-style-type: none"> <li>Number of certified Person-Centered Plan Facilitation Trainers employed by the RC</li> <li>Number of existing and new RC staff who have completed training in Person-Centered Plan Facilitation</li> </ol>	<ol style="list-style-type: none"> <li>Pay-for-Reporting</li> <li>Pay-for-Performance</li> </ol>	<ul style="list-style-type: none"> <li>Determine amount of incentive for person-centered plan facilitation trainers</li> <li>Create incentive tiers for completion of training by RC staff</li> <li>Establish reporting structure</li> </ul>
<b>Service Coordination and Regional Center Operations</b>	Number of vendors for each service type within the RC catchment area, listed by zip code	Pay-for-Reporting	<ul style="list-style-type: none"> <li>Coordination with QIP in establishing a consistent system that captures vendor information</li> <li>Change incentive type based on new timeline</li> </ul>
	<ol style="list-style-type: none"> <li>Adoption of the set of SC training standards and competencies</li> <li>Number of SCs who completed all requirements within the standards</li> </ol>	Recognition	<ul style="list-style-type: none"> <li>Determine type of recognition</li> <li>Establish reporting structure</li> </ul>
	<ol style="list-style-type: none"> <li>Families and individuals who report being treated with respect during intake</li> <li>Individuals determined eligible for Lanterman Act compared to the number who apply for RC services</li> </ol>	Recognition	<ul style="list-style-type: none"> <li>Determine type of recognition</li> <li>Develop survey structure</li> <li>Establish reporting structure</li> </ul>

# New: Summary of Phase 2 Capacity Building Measures

Focus Area	Phase 2 Measure Description	Incentive Type(s)
<b>Employment</b>	Percentage of RC reporting data points in SANDIS regarding interest in or actively participating in CIE	Baseline: establish data points and reporting
<b>Person-Centered Services Planning</b>	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards.	Baseline: develop document
<b>Equity and Cultural Competency</b>	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range	Baseline: data collection

# Discussion



# Next Steps

- Hold focus group discussions for Individual & Family Experience and Satisfaction and Person-Centered Services Planning
- Finalize remaining directives and guidance letters for Phase 1
- Review data collected from Phase 1 and confirm incentive payments/recognition
- Review recommendations from focus group discussions with RCPM workgroup
- Develop plans for Phase 2



## Closing Comments

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

