Department of Developmental Services: Quality Incentive Program Workgroup - PAVE Presentation

June 28, 2023

What does PAVE stand for?

P: Person-centered

A: Advocacy

V: Vision

E: Education

The aim of the PAVE Service Outcomes project

The aim of this project is to ***develop, pilot and test the feasibility, reliability, and validity of a new system*** that will:

- Support people to have a better quality of life

- Gather data on quality and outcomes

- Provide access to that data at different levels to inform service development

The PAVE system comprises

A software system that provides helpful tools, supports planning and monitors outcomes in a person-centered way and at an individual level.

A new training program and training management system for people receiving services, Direct Support Professionals, families, and those responsible for leading, providing, coordinating and approving/funding services.

A system for evaluating the quality, accuracy and reliability of the data gathered from the software system and makes sure the views and lived experiences of people themselves are captured.

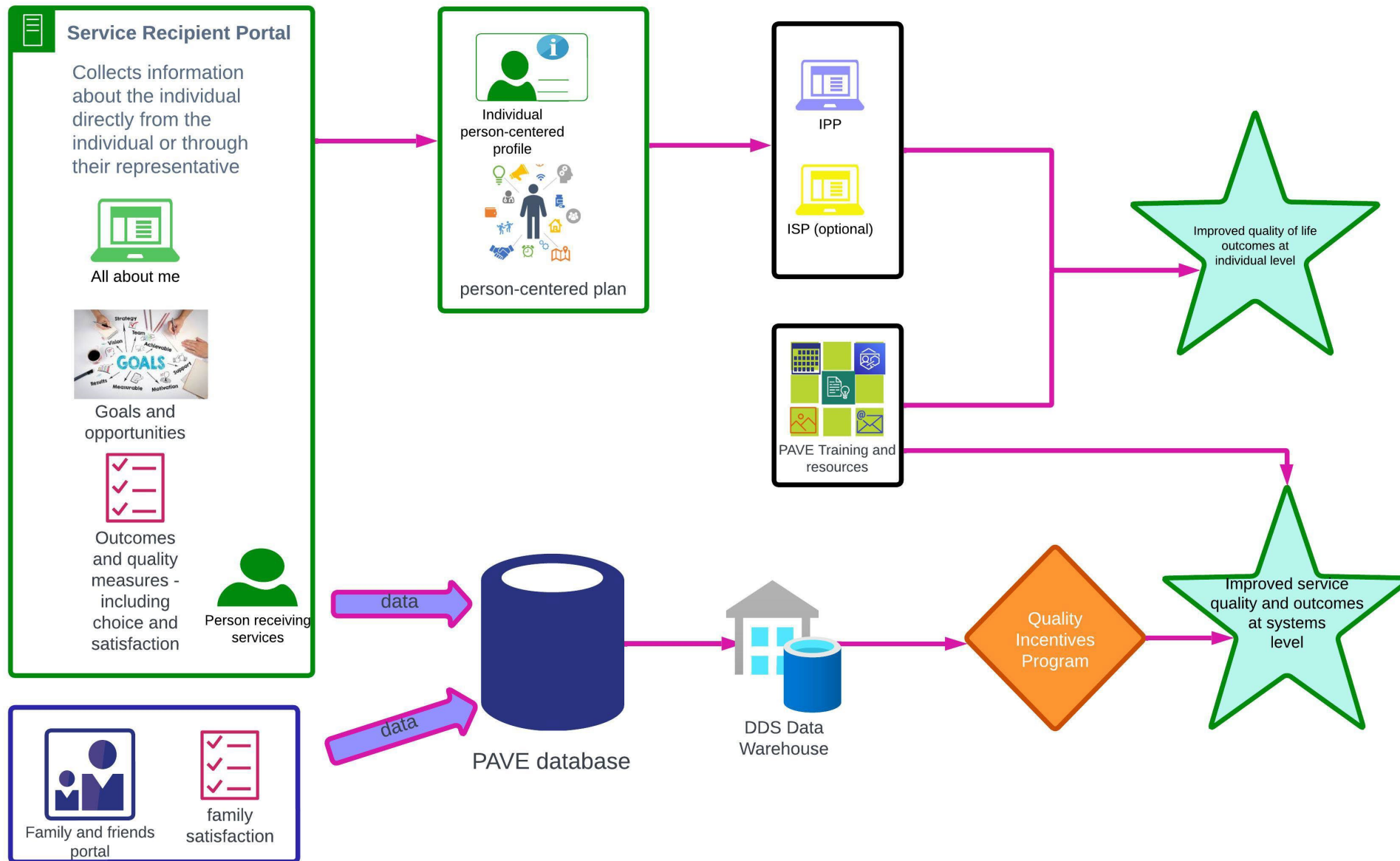# PAVE Stakeholder Advisory Group members

- Elizabeth Grigsby (self-advocate)
- Lisa Cooley (self-advocate)
- Keith Bonchek (self-advocate)
- Tim Jin (self-advocate)
- Sascha Bittner (self-advocate)
- Viri Salgado (self-advocate)
- Seth Hendricks (self-advocate)
- Kiara Marie Hedglin (self-advocate)
- Tara Wood (self-advocate)
- Miguel Lugo (self-advocate)
- Judy Mark (family member; DVU)
- Alicia Wagnon (family member)
- Vivian Haun (family member; DRC)
- Kelly Kulzer-Reyes (family member; TAFT college)
- Kavita Sreedhar (family member; PRAGNYA)
- Anna Wang (family member; FCSN)
- Joyce McNair (family member)
- Kim Sinclair (family member; ASLA)

- Lisa Kleinbub (Regional Center)
- Lori Banales (Regional Center)
- Tony Anderson (Regional Center)
- Mark Klaus (Regional Center)
- Josh Sullivan (Service provider)
- Sofia Campos (Service provider)
- Harry Bruell (Service provider)
- Edward Amey (Service provider)
- Eric Ciampa (Service provider)
- Scott Shepherd (Service provider)
- Miles Nosches (Service provider)
- Lupe Trevizo Reinoso (service Provider)
- Sheraden Nicholau (SCDD)
- Teresa Anderson (CPCIDD)
- Amy Westling (ARCA)
- Barry Jardini (CDSA)

Link to the Quality Incentives Program

- DDS has requested CCLN to:
  - Focus specifically on the Quality Incentives domains related to informed choice and user and family satisfaction
  - Develop the methods to allow providers to demonstrate that they are achieving these indicators.
  - Inform the methods for administering the quality incentives program.
- Important to measure informed choice and satisfaction in the context of wider quality of life outcomes – these are only two pieces of the outcomes and quality jigsaw puzzle.

PAVE system overview - individual and systems level outcomes and the Quality Incentives Program

QIP Choice and Satisfaction Roadmap and timeline

Focus area	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Informed choice **User and family satisfaction**	• Establish and engage Stakeholder Advisory Group • Finalize service types • Collate information on operational definitions • Engage and inform IDD community on PAVE	• Establish Operational Definitions for selected service types • Review research and practice in other states • Prepare draft measures • Prepare Proposal for how QIP incentives would be implemented • Consult stakeholders and field test draft measures • Pilot measures as a survey • Analyze reliability and validity. • Finalize measures and transfer to PAVE Portal • Prepare training and support for using Portal • Implement in one Regional Center	• Continue Initial implementation in one Regional Center • Review, revise and finalize PAVE system • Implement in up to six Regional Centers	• Continue implementation in up to six Regional Centers	• Analysis, review and preparation for wider Regional Center implementation

Questions and discussion

THANK YOU!

For more information about the PAVE Service Outcomes project please contact:

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