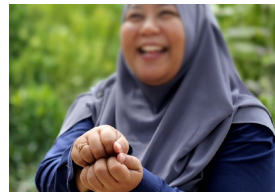


Regional Center (RC) Performance Measures Workgroup Meeting

August 3, 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



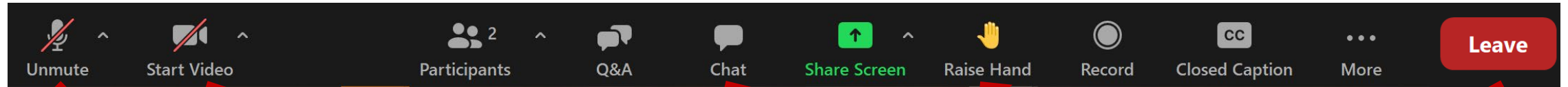
Materials are available at:

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



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

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



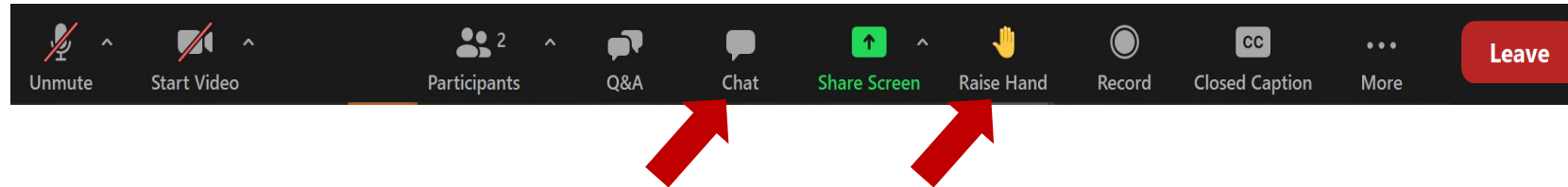
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



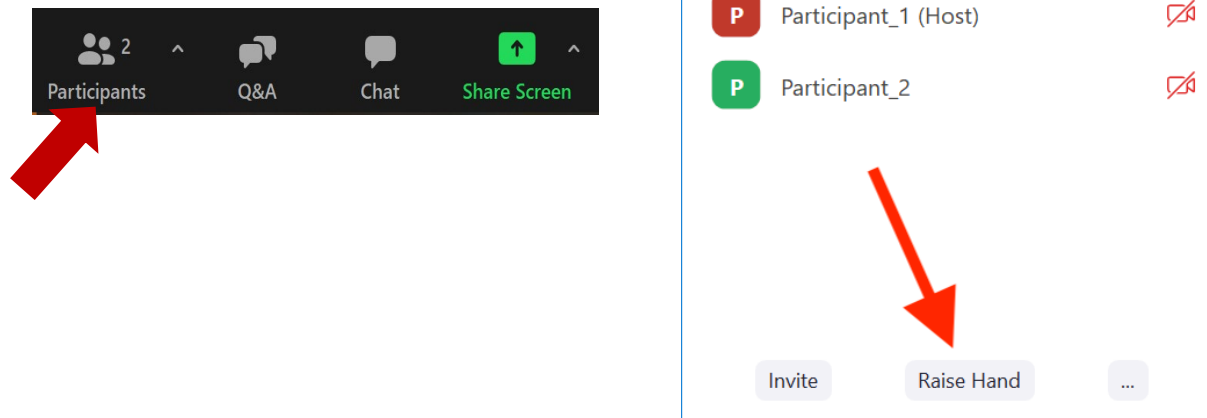
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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
- Progress with Phase I Measures and Next Steps for Phase II
- Discussion
- Next steps






Phase I Measure Progress: Measures with Incentives

Focus Area Incentive Type(s)	Phase I Measure Description	Phase I Completion	Phase II Next Steps
Early Start <ul style="list-style-type: none"> Recognition 	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		<ul style="list-style-type: none"> Draft correspondence for regional centers
Employment <ul style="list-style-type: none"> Pay-for-Performance 	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		<ul style="list-style-type: none"> Data source available, but time-lag with reporting
Equity and Cultural Competency <ul style="list-style-type: none"> Pay-for-Reporting Pay-for-Performance 	Number of bilingual Service Coordinators including intake staff and first line supervisors for each language		<ul style="list-style-type: none"> Combine with language distribution measure for Phase II Explore options for additional measures to reflect cultural diversity of the population
	Language distribution across people receiving RC services		<ul style="list-style-type: none"> Combine with bilingual service coordinator measure in Phase II Explanation of caretaker language preference
Person-Centered Services Planning <ul style="list-style-type: none"> Pay-for-Performance 	Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training		<ul style="list-style-type: none"> Draft correspondence for regional centers

Phase I Measure Progress: Capacity Building Measures

Focus Area Incentive Type(s)	Phase I Measure Description	Phase I Completion	Phase II Next Steps
Early Start <ul style="list-style-type: none"> Baseline: data collection 	Rate of Individual Family Service Plan (IFSPs) completed within the federally required 45-day timeframe from receipt of referral		<ul style="list-style-type: none"> Draft correspondence for regional centers Incentive based on the % of IFSPs completed within 31-35 days and 36-40 days.
Employment <ul style="list-style-type: none"> Baseline: establish data points and reporting 	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE		<ul style="list-style-type: none"> Need consensus on data points to be collected Consideration of data points to be collected by service providers/regional centers Draft correspondence for regional centers
Equity and Cultural Competency <ul style="list-style-type: none"> Baseline: data collection Baseline: data collection 	Number of requests for translated IPP document and length of time to complete request		<ul style="list-style-type: none"> Draft correspondence for regional centers Ratio of SCs who are bilingual compared to preferred spoken language needs of people served by the RC.
	Percentage of Service Coordinators including intake staff and first line supervisors participating in training related to cultural and linguistic competency		<ul style="list-style-type: none"> Draft correspondence for regional centers % of SCs demonstrating competency in cultural and linguistic diversity
Individual & Family Experience and Satisfaction <ul style="list-style-type: none"> Baseline: establish feedback collection and common components 	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		<ul style="list-style-type: none"> Draft correspondence for regional centers # of individuals and families who are satisfied with RC services across eight or more common components

Phase I Measure Progress: Capacity Building Measures, Cont.

Focus Area Incentive Type(s)	Phase I Measure Description	Phase I Completion	Phase II Next Steps
Person-Centered Services Planning <ul style="list-style-type: none"> Baseline: develop document 	RCs commit to the development and use of a consistent person-centered service plan document		<ul style="list-style-type: none"> Continue to refine template based on feedback Align template with California regulations and statute
Service Coordination and Regional Center Operations <ul style="list-style-type: none"> Baseline: data collection Baseline: data collection Baseline: establish data and reporting Baseline: establish process and core elements 	Number of vendors for each service type within the RC catchment area, reported by zip code		<ul style="list-style-type: none"> Part of a larger technology system Anticipate launching in Phase 3 Working towards standardized system Connection to Quality Incentive Program Consider changing Phase II incentive to Baseline
	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range		<ul style="list-style-type: none"> Work with Sandis on field to capture IPP date Differentiate between new and continuing authorizations
	Develop set of Service Coordination training standards, competencies, and data elements for reporting		<ul style="list-style-type: none"> Finalize and approve training standards and database for reporting of data elements Adopt standards and track SC completion
	RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service		<ul style="list-style-type: none"> Finalize core elements of intake process based on phase I survey of regional centers Public reporting of intake feedback, sorted by eligibility determination

Phase I Incentive Status

Early Start

- Developing a dashboard for recognition of completing a Child Find Plan

Employment

- Need updated purchase of service data as indicator of RC progress

Equity and Cultural Competency

- Calculating payments for number of bilingual staff
- Verifying CMF updates to confirm payments for language distribution

Person-Centered Services Planning

- Calculating payments based on number of trainers for each RC

Discussion



Phase I Incentives

- Finalize and post recognition information
- Confirm and finalize payments

Phase II Planning

- Continue to develop and adjust based on Phase I lessons learned
- Distribute directives for Early Start measures
- Meet with focus groups and ARCA to work through capacity building measures

Closing Comments

Email input and/or questions to
RCMeasures@dds.ca.gov

