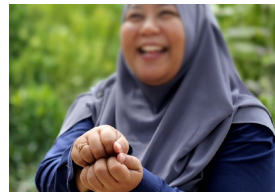


Regional Center (RC) Performance Measures Workgroup Meeting

October 24, 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



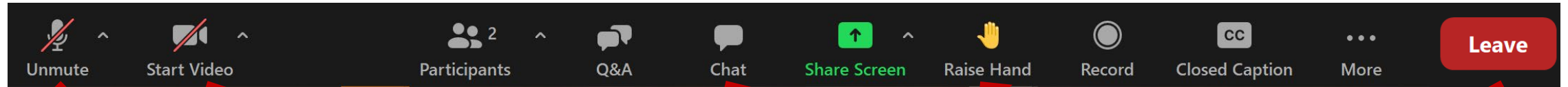
Materials are available at:

<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



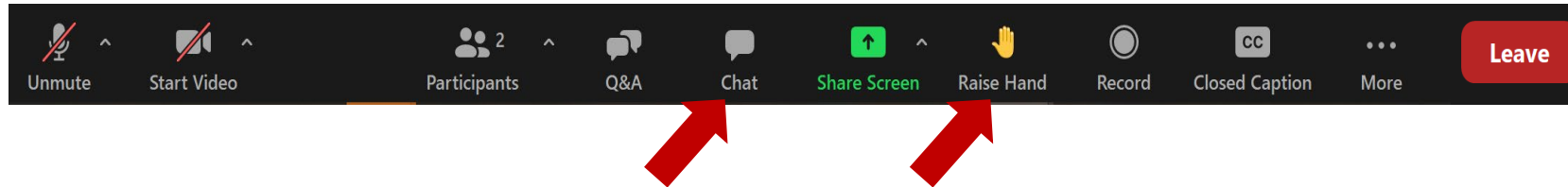
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



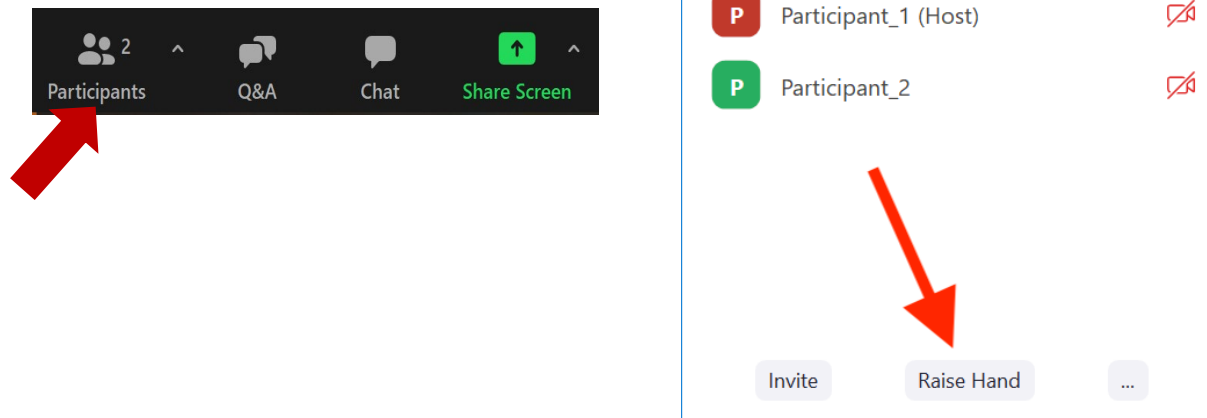
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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
- Focus Area and Measures Recap
- Phase One Accomplishments
- Phase Two Status
- Breakout Discussions and Report Out

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	<i>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.</i>					
Supporting <u>Regional Center</u> 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 <u>Provider</u> Quality Incentive Program Measurement Priorities to Advance Vision	Early Intervention	Employment	Informed Choice and Satisfaction	Prevention and Wellness	Service Access	Workforce

Reminder: 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

Reminder: Outcomes of Regional Center Performance Measures, Cont.

Focus Area	Outcome Desired
Person-Centered Services Planning	<ul style="list-style-type: none">• People who receive Regional Centers services 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 who receive Regional Center services 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.

Phase One Accomplishments



Phase One Accomplishments (1 of 3)

Early Start:

- Child Find Plans submitted by 20 regional centers (RCs)
- Clarification of anomalies in Early Start data collection
- Operational definition of “exceptional family circumstances”
- Baseline data collected from all RCs

Employment:

- Data collection confirms data cycle windows – insight into improvements
- Confirmed data elements needed to include in SANDIS reporting system

Phase One Accomplishments (2 of 3)

Equity

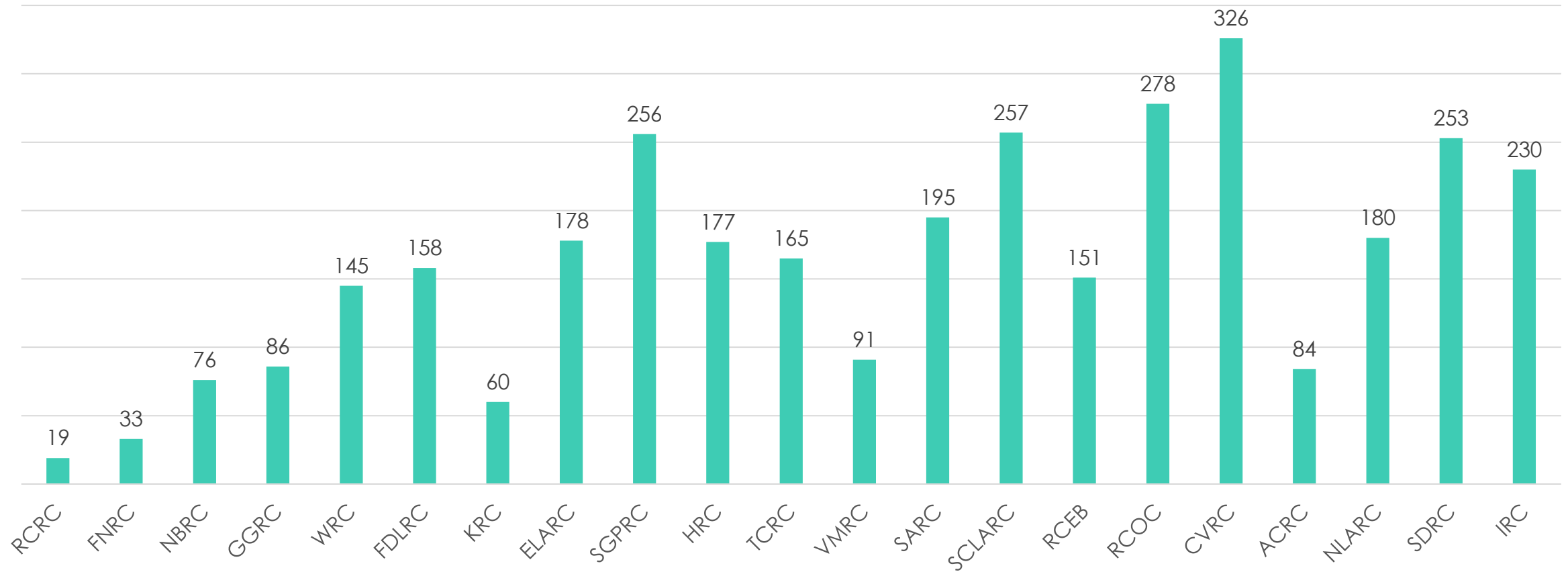
- 20 RCs submitted curriculum for cultural, ethnic and linguistic competency training to the Department for approval
- RC's reported on the number of bilingual or multilingual staff
- Preferred language fields updated SANDIS

Person Centered Planning :

- Developed draft of person-centered plan document
- 76 Person-Centered Plan facilitation trainers certified in 19 of 21 RCs

Linguistic Diversity

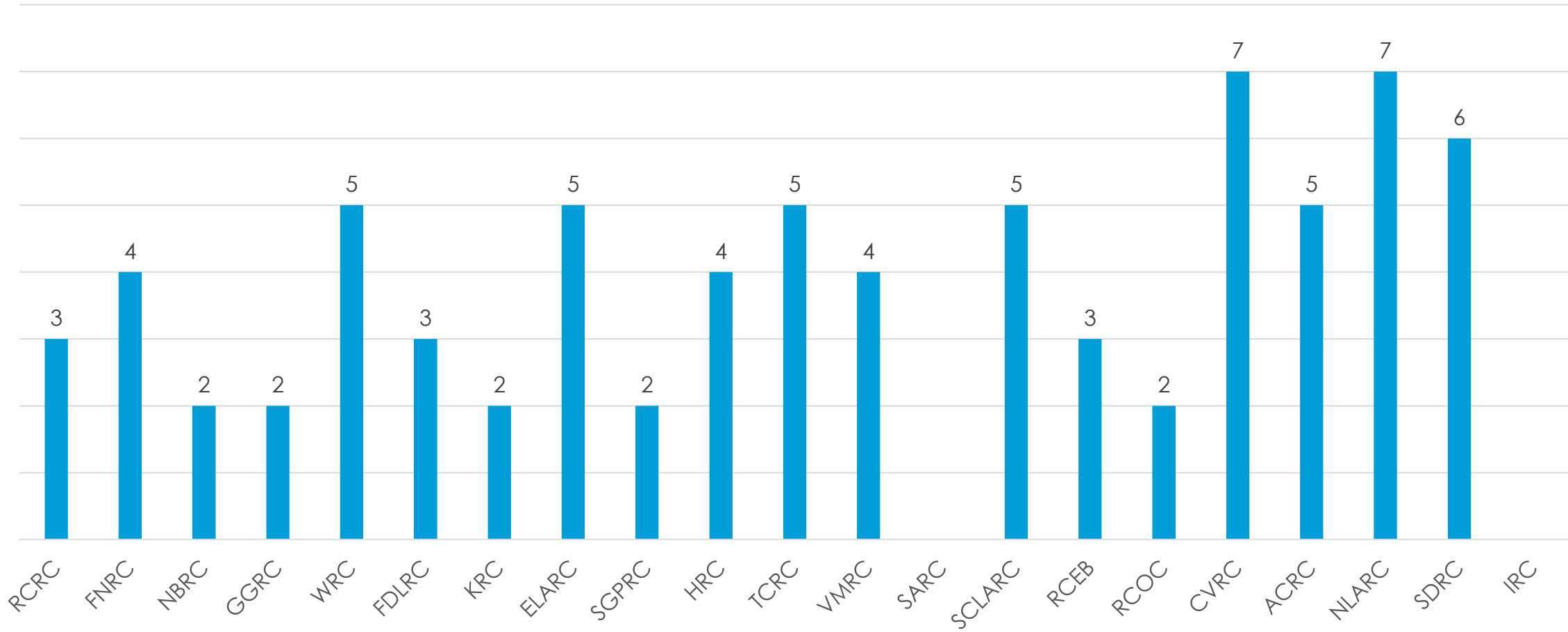
Number of Bilingual or Multilingual Staff by Regional Center



Note: Some RCs reported status of staff types other than service coordinators, intake staff, or first line supervisors.

Service Coordinator Facilitation Skills

Number of Person-Centered Facilitation Trainers by Regional Center



Phase One Accomplishments & Ongoing Developments (3 of 3)

Individual Family Experience Survey

- Draft of Individual/Family Experience questions completed with focus group Input
- Recommendations for additional questions
- Methodology will include all people enrolled in RC

Regional Center Operations and Service Coordination

- Choice of services: Vendor directory
- Timely Authorization: Focused discussions to explore data elements
- SC Competency: Core Competency Standards for all service coordinators
- Intake: Received process descriptions and forms from all RCs

Phase Two Status



Phase Two: Early Start

Child Find and Identification

- Updating the Child Find Plan template
- Drafting correspondence to regional centers

Timely Access to Early Start Services

- Analyzing data related to Individualized Family Service Plan
- Drafting correspondence to regional centers

Phase Two: Employment

Participation in Competitive Integrated Employment (CIE)

- Working with regional centers to report data for the final quarter of Fiscal Year 2022-2023 and will be verified
- Examining availability of alternative data sources for future phases

Data Points and Reporting for Competitive Integrated Employment (CIE)

- Implement data collection procedures within SANDIS
- Exploring options for direct upload of data through RCs and service providers

Phase Two: Equity and Cultural Competency

Linguistic Diversity

- Updated survey distributed to RCs prior to year end, to collect targeted bilingual data

Language Access

- RCs will track number of Individual Program Plans (IPP) translation requests annually

Service Coordinator Competency in Cultural & Ethnic Diversity

- Preparing template for RC for data collection

Phase Two: Person-Centered Service Planning

Plans Demonstrate Person-Centered Criteria

- Revising the proposed person-centered plan template based on feedback and exploring development of guidance document to support statewide implementation
- Will present additional information at an upcoming workgroup meeting

Service Coordinator Facilitation Skills

- RCs will report on the number of service coordinator staff who have been trained in Person-Centered Planning

Phase Two: Individual & Family Experience and Satisfaction

Consumer/Family Satisfaction with Regional Center Services

- Draft of Individual and Family Feedback Instrument available for testing by RC
- Develop recommendations on how to distribute the instrument for maximum participation in baseline data collection
- Drafting correspondence to regional centers

Phase Two: Service Coordination and Regional Center Operations

Choice of Services within Regional Centers

- Changing to “Baseline” for Phase two
- Working on statewide database for vendor selection with Quality Incentive Program (QIP) and IT staff for anticipated launch in Phase three

Timely Service Authorizations

- Working with RCs to define dates and capture fields to collect data

Service Coordinator Competency

- Distribute Core Competency Standards for RC's to adopt
- Request confirmation of adoption from all Regional Centers

Intake Process

- Comparison of all Intake Procedures for consistency in flow, and establish baseline procedures

Breakout Discussions



Breakout Rooms: 20 minutes

Each breakout group:

- Has a facilitator who will guide the conversation
- Is assigned a topic (*see slide 24*)
- Will identify note taker and report out a summary of discussion
- Members of the public and interpreters will stay in the main room with a facilitator and discuss all four topics

Breakout Room Topics

Early Start: Timely
Access to Early Start
Services


Equity and Cultural
Competency:
Language Access

Individual & Family
Experience and
Satisfaction:
Consumer/Family
Satisfaction with RC
Services

Person-Centered
Services Planning:
Service Coordinator
Facilitation Skills

Breakout Room Instructions

Joining a breakout room

1. The host will invite you to join the breakout room
2. Click **Join**
3. If you choose Later, you can join by clicking **Breakout Rooms**  in your meeting controls
4. Click **Join Breakout Room**

Leaving the breakout room

1. You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room
2. Click **Leave Breakout Room**
3. Choose if you want to leave the breakout room or the entire meeting
4. When the host ends the breakout rooms, you will be notified & given the option to return to the main room immediately, or in 60 seconds

Breakout Discussions Report Out



Closing Comments

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

