Regional Center (RC) Performance Measures Workgroup Meeting

February 8, 2024

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
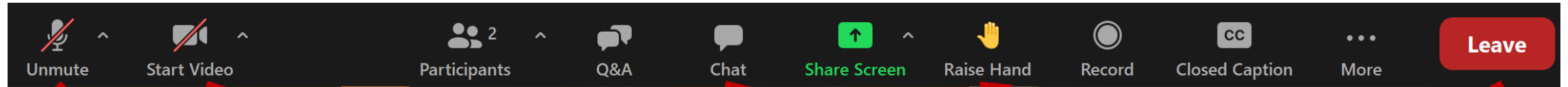
This meeting is being recorded

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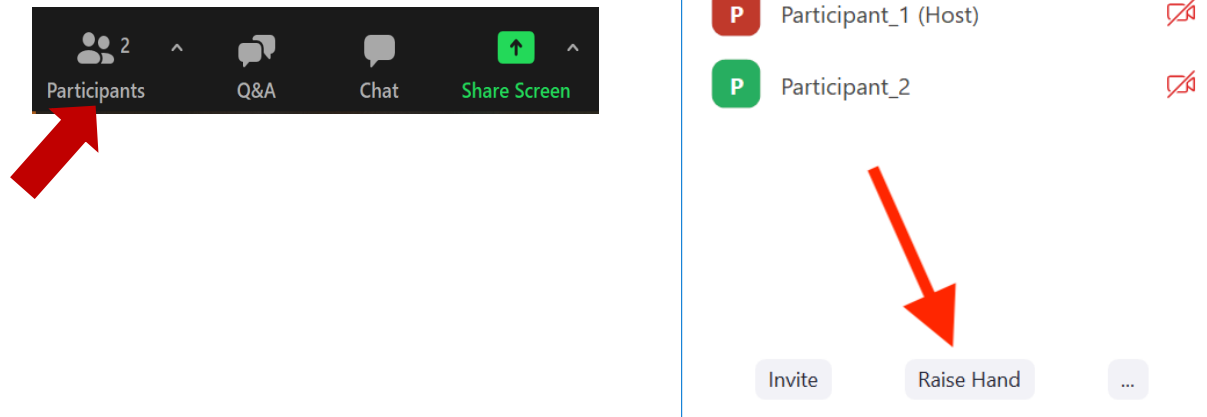
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

Providing Comments – Workgroup Members

Workgroup Members: Please use the "Chat" or "Raise Hand" to comment
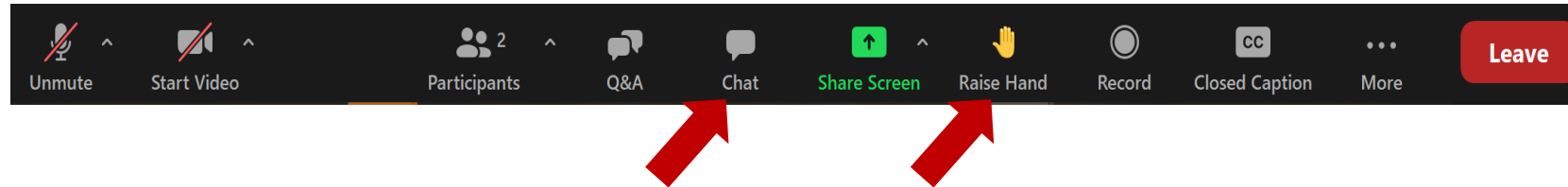
You may need to click on "Participants" and a new window will open where you can "Raise Hand"

Agenda

Welcome

Project Updates

Measure Recap
- Key Terms and Definitions
- Measure Roadmaps

Discussion

Future Schedule for 2024

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Project Updates

- Additional coordination with the Quality Incentive Program (QIP)

- Joint correspondence to regional centers, based on topics that align with QIP

- Communicate deliverables and due dates to regional centers on a yearly basis

- Web page launch with correspondence, resource materials and public recognition

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Reminder: Performance Measurement Key Terms

- **Baseline:** Necessary activities undertaken to establish the data collection system and communicate with stakeholders; also refers to the measurement levels at the beginning of the performance cycle.

- **Incentive:** A way to promote desired actions and outcomes

- **N/A:** Does not apply to the Phase

Incentive Types

- **Recognition:** A <u>non-monetary</u> incentive acknowledging an activity successfully performed by the Regional Center

  o *<u>Example</u>: Recognition for submitting a Child Find Plan*

- **Pay-for-Reporting:** A monetary incentive for the reporting of data needed to meet the goal, but not a statutory or regulatory requirement.

  o *<u>Example</u>: Incentive for reporting on the language competencies of Service Coordinators*

- **Pay-For-Performance:** A monetary incentive for achieving performance against a defined target

  o *<u>Example</u>: Incentive for improvement in consumer satisfaction with agency employee's communication in their primary language*

Reference: Agency for Healthcare Research and Quality. "Types of Health Care Quality Measures." Available at: https://www.ahrq.gov/talkingquality/measures/types.html

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Defining Phase 1

Reliable & feasible sources of information do not currently exist

- Activities needed to develop a system for identifying, reporting and verifying the information that will show performance.

- Identify the data need and potential source for data

- Build the structure to collect, analyze, verify and report data

- Gather information and feedback from participants

- Practice using the new procedures and adjust as necessary

Employment

- Data Points & Reporting for Competitive Integrated Employment

Equity & Cultural Competency

- Service Coordinator Competency in Cultural & Ethnic Diversity

Individual & Family Experience and Satisfaction

- Consumer/Family Satisfaction with Regional Center Services

Person-Centered Services Planning

- Service Plans Demonstrate Person-Centered Criteria

Service Coordination & Regional Center Operations

- Choice of Services within Regional Centers
- Timely Service Authorizations
- Service Coordinator Competency
- Standard Intake Process

Defining Phase 2

Data available but not routinely reported

- Establish parameters for data collection based on new structure
- Determine benefits to increase participation and gather data from baseline
- Establish incentives and communicate
- Implement incentive to establish baseline data levels

Measures in Phase 2

Early Start

- Child Find & Identification
- Timely Access to Early Start

Equity & Cultural Competency

- Linguistic Diversity
- Language Access

Person-Centered Services Planning

- Service Coordinator Facilitation Skills

Defining Phase 3

Establish performance levels above and beyond minimum standards

- Establish baseline measure reporting
- Identify performance improvement and tiers for performance outcomes
- Identify incentive and communicate to motivate participation in improvements

Measure in Phase 3:

- Employment – Participation in Competitive Integrated Employment

Measure Roadmap
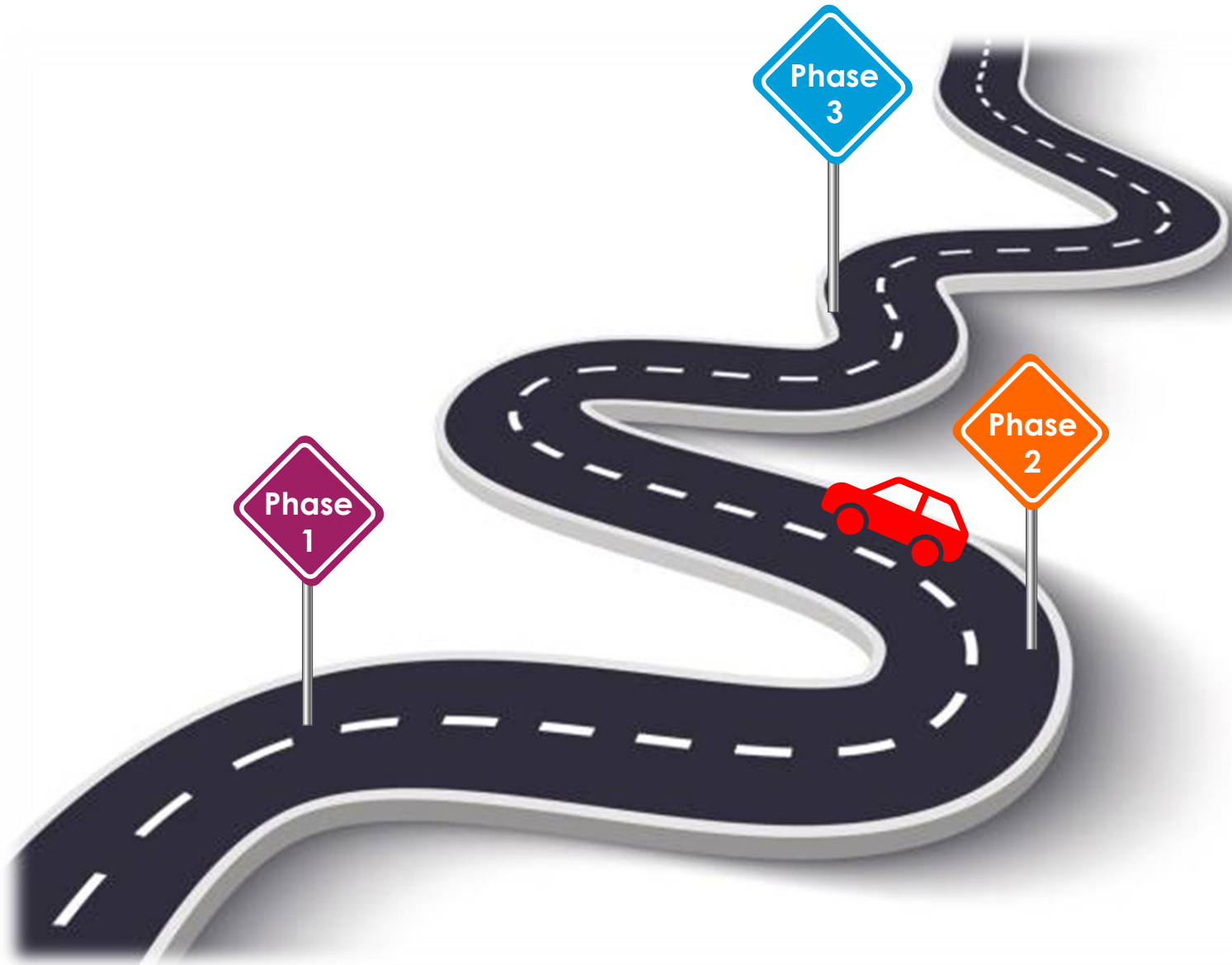
Early Start – Child Find and Identification

Desired Outcome: Children who are eligible for Early Start are identified and enrolled in a timely manner.

Phase 1

Phase 1 – Completed:
- ✓ Created Child Find Plan template
- ✓ Child Find Plans completed and submitted by 20 RCs
- ✓ Analysis of reports completed for incentive

Public Recognition

Phase 2

Phase 2 – In Progress:
- ***Confirm activities completed in previous Child Find Plan (current activity)***
- Update/refine Child Find Plan
- Analysis of reports completed for incentive
- Add data elements to stratify by language, age, race and ethnicity
- Confirm baseline data for each RC

Public Recognition

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets
- Confirm activities completed in previous Child Find Plan
- Update/refine Child Find Plan
- Analysis of RC performance compared to benchmark targets for incentive

Public Recognition

Early Start – Timely Access to Early Start Services

Desired Outcome: Children and families have timely access to Early Start services to minimize the impact of developmental delays.

Phase 1

Phase 1 – Completed:
- ✓ Verify data accuracy, defined a process for submitting data and refined definitions of each data element
- ✓ All 21 RCs participated
- ✓ Analyzed data for validity

Baseline Activity

Phase 2

Phase 2 – In Progress:
- *Continue to clean up data (current activity)*
- Test data again for accuracy
- Align with QIP measure
- Analysis of data for incentive
- Confirm baseline data for each RC

Pay-for-Performance

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets
- Analysis of RC performance compared to benchmark targets for incentive

To Be Determined

Employment – Participation in Competitive Integrated Employment

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

Phase 1

Phase 1 – Completed:
- ✓ Infrastructure in place through Purchase of Service data on provider 30-day incentive payments

Phase 2

Phase 2 – Completed:
- ✓ Data has been available and reported for more than 5 years

Phase 3

Phase 3 & Beyond – In Progress:
- ✓ Established benchmark targets
- *Analysis of RC performance compared to benchmark targets for incentive (current activity)*
- Transition to RC data based on data points and reporting for Competitive Integrated Employment

Pay-for-Performance

Leading the way to data points & reporting employment measure

Employment – Data Points & Reporting for Competitive Integrated Employment

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

Phase 1

Phase 1 – In Progress:
- ***Define data elements and reporting structure (current activity)***
- Develop SANDIS module
- Analyze data for validity
- Test data again for accuracy

Baseline Activity

Phase 2

Phase 2:
- Analyze data for validity
- Confirm baseline data for each RC

Baseline Activity

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets
- Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

Equity & Cultural Competency – Linguistic Diversity

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language.

Phase 1

Phase 1 – Completed:
- ✓ Created bilingual staff template report
- ✓ Reports completed by all 21 RCs
- ✓ Analysis of reports completed for incentive

Pay-for-Reporting

Phase 1 – Completed:
- ✓ Verified data and refined SANDIS preferred language field
- ✓ All 21 RCs participated
- ✓ Analyzed data for incentive

Pay-for-Performance

Phase 2

Phase 2 – In Progress:
- *RCs submit refined bilingual staff data (current activity)*
- Analysis of data for incentive
- Confirm baseline data for each RC

Public Recognition

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive

Public Recognition

Equity & Cultural Competency – Language Access

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language.

Phase 1

Phase 1 – Completed:
- ✓ Created IPP translation request template report
- ✓ Reports completed by 7 RCs

Baseline Activity

Phase 2

Phase 2 – In Progress:
- *Continue to collect and verify data (current activity)*
- Test data again for accuracy
- Analysis of data for incentive
- Confirm baseline data for each RC

Pay-for-Performance

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

Equity & Cultural Competency – Service Coordinator Competency in Cultural & Ethnic Diversity

Desired Outcome: All individuals and families supported by regional centers experience service coordination that respects their culture.

Phase 1

Phase 1 – In Progress:
- ✓ 20 RCs submitted curriculum that will be used to train staff in cultural and linguistic competency
- *Create reporting structure for number staff who complete training (current activity)*

Baseline Activity

Phase 2

Phase 2:
- Analysis of data for incentive
- Confirm baseline data for each RC

Public Recognition

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive
- Establish benchmark targets for each RC based on individual satisfaction survey to phase out training reporting

Public Recognition

Leading the way to individual and family experience measure

Individual & Family Experience and Satisfaction – Consumer/Family Satisfaction with Regional Center Services

Desired Outcome: Individuals served by regional centers, including families, are listened to by the RC and are satisfied with services delivered by RC staff.

Phase 1

Phase 1 – In Progress:
- ✓ Created list of questions to collect annual feedback from individuals and families
- ✓ All RCs agreed to use this tool
- • *Finalize methods for reporting and collecting data (current activity)*

Baseline Activity

Phase 2

Phase 2:
- • Collect data and analyze for incentive
- • Confirm baseline data for each RC

Pay-for-Reporting

Phase 3

Phase 3 & Beyond:
- • Establish benchmark targets for each RC
- • Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

Person-Centered Services Planning – Service Plans Demonstrate Person-Centered Criteria

Desired Outcome: People served by regional centers have person-centered service plans.

Phase 1

Phase 1 – In Progress:
- ✓ Created a consistent person-centered service plan document template
- ✓ All RCs agreed to use this tool
- • *Finalize guidance/instructions document (current activity)*
- • Complete regulatory review

Baseline Activity

Phase 2/3

Phase 2/3:
- • Collect data and analyze for incentive
- • Confirm baseline data for each RC
- • Transition data collection to individual satisfaction survey

Baseline Activity

Phase 4

Phase 4 & Beyond:
- • Establish benchmark targets for each RC
- • Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

Leading the way to individual and family experience measure

Person-Centered Services Planning – Service Coordinator Facilitation Skills

Desired Outcome: Regional Center service coordinators demonstrate person-centered planning skills.

Phase 1

Phase 1 – Completed:
- ✓ Definition of trainer requirements
- ✓ Created a consistent person-centered service plan document template
- ✓ 19 of 21 RCs participated

Pay-for-Performance

Phase 2

Phase 2 – In Progress:
- *Report all SC staff who have completed training (current activity)*
- Continue to develop and report trainer capacity
- Confirm baseline data for each RC on trainer status
- Collect data, analyze on increasing percentage of staff trained

Pay-for-Reporting
Pay-for-Performance

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentives
- Transition data collection to individual satisfaction survey

Pay-for-Reporting
Pay-for-Performance

Leading the way to individual and family experience measure

Service Coordination and Regional Center Operations – Choice of Services within Regional Centers

Desired Outcome: People served by the regional center have choice of service vendors to meet their needs and preferences.

Phase 1

Phase 1 – In Progress:
- ***Create directory tool for services available within each RC (current activity)***
- Collect data from vendors
- Test data for accuracy
- Standardize information by zip code
- Verify number of providers for each service code
- Align with QIP measure

Baseline Activity

Phase 2

Phase 2:
- Collect data and analyze for incentive
- Confirm baseline data for each RC

Pay-for-Reporting

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive
- Include individual satisfaction survey data for incentive

Pay-for-Reporting

Service Coordination and Regional Center Operations – Timely Service Authorizations

Desired Outcome: Individuals and families served by regional centers receive service authorization in a timely manner.

Phase 1

Phase 1 – In Progress:
- ***Refine a process for submitting data and refine definitions of each necessary data element (current activity)***
- Align with QIP measure
- Analyze data for validity

Baseline Activity

Phase 2/3

Phase 2/3:
- Continue to collect and verify data
- Test data again for accuracy
- Confirm baseline data for each RC

Baseline Activity

Phase 4

Phase 4 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

Service Coordination and Regional Center Operations – Service Coordinator Competency

Desired Outcome: Service Coordinators demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by regional centers.

Phase 1

Phase 1 – In Progress:
- ✓ Develop a set of training standards
- *Establish training modules and reporting structure for number staff who complete all training requirements (current activity)*
- Analyze data for validity

Baseline Activity

Phase 2

Phase 2:
- RCs report data and analyze for incentive
- Confirm baseline data for each RC
- Establish statewide benchmarks

Recognition

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive
- Transition data collection to individual satisfaction survey

Pay-for-Performance

Leading the way to individual and family experience measure

Service Coordination and Regional Center Operations – Intake Process

Desired Outcome: Individuals and families who apply to the regional center for services are treated with respect and regional center intake procedures are equitable.

Phase 1

Phase 1 – In Progress:
- ✓ Collected intake procedures/documents from 15 RCs
- ✓ Analyzed information for common components and similarities in format/method
- *Develop a standard intake process (current activity)*
- Refine data definitions to track movement through the intake process
- Collect and analyze data for reliability

Baseline Activity

Phase 2

Phase 2:
- RCs fully implement standardized intake process
- Collect data and analyze for incentive
- Include individual satisfaction survey data for incentive
- Confirm baseline data for each RC

Recognition

Phase 3

Phase 3 & Beyond:
- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive
- Include individual satisfaction survey data for incentive

Recognition

Discussion

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Tentative Schedule for 2024

- March 26, 2024 from 1:00-3:00 pm
- May 28, 2024 from 1:00-3:00 pm
- July 30, 2024 from 1:00-3:00 pm
- September 24, 2024 from 1:00-3:00 pm

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Closing Comments

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