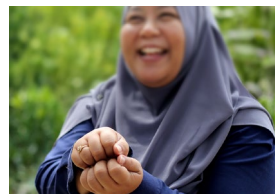


Regional Center (RC) Performance Measures Workgroup Meeting

May 7, 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



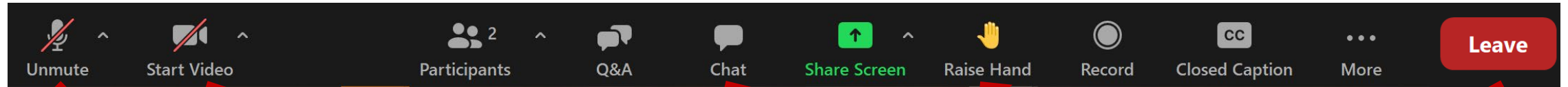
Materials are available at:

<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



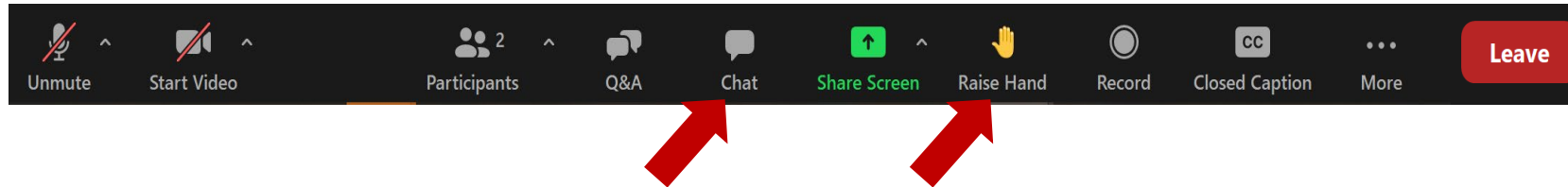
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



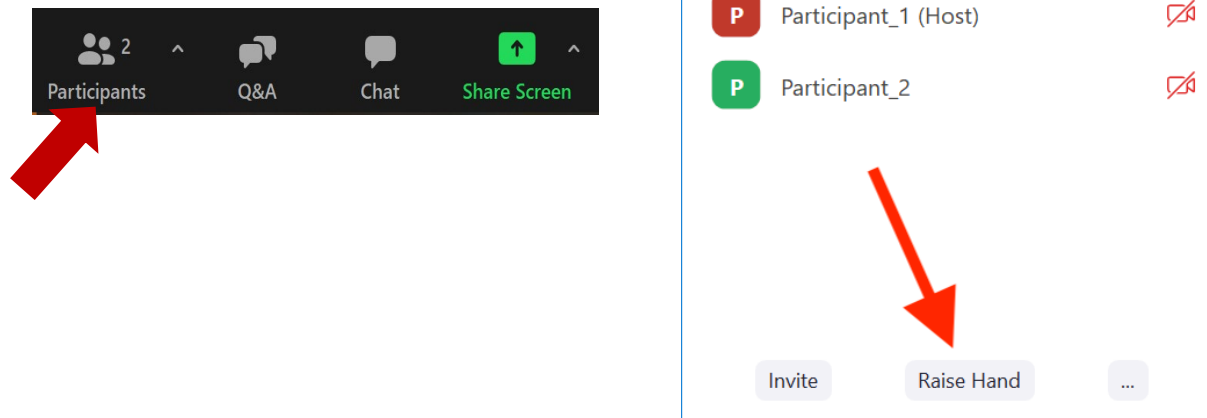
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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

- Individual Program Plan (IPP) Template
 - Reference Materials from 4/25 Public Meeting
 - Commonly Asked Questions
 - Survey Questions
 - Next Steps
- Upcoming Milestones

Discussion

- Self-Determination Measure
- Tentative Schedule for 2024

Closing Comments

Individual Program Plan (IPP) Template

Meeting Details

- 1,000 attendees on Zoom and additional on YouTube live stream
- Provided live translation in ASL, Korean, Mandarin and Spanish

Feedback Received on 4/25

Feedback and suggestions for changes including:

- Plain language
- Consistent person-centered language
- Provide an example for a child and individual with behavior challenges
- Provide option for either first-person or third-person format
- Questions/comments related to the supplemental guide for implementation

Commonly Asked Questions

1. Will the template be shared with individuals and families before the IPP meeting?
2. Does the IPP template replace the person-centered plan for self-determination?
3. Will this template be usable in all regional center systems such as SANDIS and Virtual Chart?
4. Does the IPP have to be written in first person?
5. Will this template be used for individuals in self-determination?
6. Will there be a guide for individuals and families?



Sample Survey Questions

1. Did your service coordinator listen to what is important to you/your family and use that information to help create a plan to meet your goals?
2. Were you satisfied with the service providers the regional center had available for you to choose between?
3. Did your regional center provide you/your family with information about Self-Directed Services (Self-Determination Program, Participant-Directed Services) and using traditional provider services?
4. Please select the best option that describes the information your regional center provided to you:

Sample Survey Questions (1/4)

1. Did your service coordinator listen to what is important to you/your family and use that information to help create a plan to meet your goals?

- My service coordinator listened a lot to what's important to me.
- My service coordinator listened to what's important to me.
- My service coordinator listened to what's important to me a little bit.
- My service coordinator did not listen to what's important to me at all.
- I do not know how to answer this question.
- I don't want to answer this question.

Sample Survey Questions (1/4) – Alternative

1. My service coordinator listened to what is important to me/my family and used that information to help create a plan to meet your goals.

- I completely agree that my service coordinator listened to what's important to me.
- I somewhat agree that my service coordinator listened to what's important to me.
- I somewhat disagree that my service coordinator listened to what's important to me.
- I completely disagree that my service coordinator listened to what's important to me.
- I do not know how to answer this question.
- I don't want to answer this question.

Sample Survey Questions (2/4)

2. Were you satisfied with the service providers the Regional Center had available for you to choose between?

- Yes, I was satisfied with the service providers I could choose between
- No, I was not satisfied with the service providers I could choose between
- I was satisfied with some of the service providers I could choose between for our services, but not ALL the service providers.
- I do not know how to answer this question.
- I don't want to answer this question.

Sample Survey Questions (3/4)

3. Did your regional center provide you/your family with information about Self-Directed Services (Self-Determination Program, Participant-Directed Services) and using traditional provider services?

- My regional center provided me with a lot of information so that I felt comfortable choosing between Self-Direction and traditional services.
- My regional center did provide me with enough information to choose between Self-Direction and traditional services.
- My regional center provided me with some information about Self-Direction, but I would like more information.
- My regional center did not provide me with enough information to make a choice between Self-Direction and traditional services.
- My regional center did not provide me with any information on Self-Direction.
- I do not know how to answer this question.
- I don't want to answer this question.

Sample Survey Questions (4/4)

4. Please select the best option that describes the information your regional center provided to you:

- The information provided was very easy to understand.
- The information provided was easy to understand.
- The information provided was not difficult to understand.
- The information provided was somewhat difficult to understand.
- The information provided was very difficult to understand.
- I do not know how to answer this question.
- I don't want to answer this question.

Individual Program Plan (IPP) Template



Next steps:

- Make additional edits informed by feedback
- Briefing and feedback session to be held in Spanish (May)
- Finish workbook for individuals/families
- Finalize training and guide for regional centers
- Send final template to regional centers in June
- Implementation of initial trainings beginning July
 - Regional center staff
 - Individuals and families
- Finalize series of informational videos
- Pilot use of the template with select number of service coordinators

Discussion



Upcoming Milestones

Early Start

Child Find and Identification

- Regional centers will report on the activities indicated in Child Find Plans
- DDS will analyze Early Start Report (ESR) data related to indicators 5&6
- Regional centers will update or refine Child Find Plans

Person-Centered Services Planning

Service Coordinator Facilitation Skills

- Regional centers to report on the number of certified Person-Centered Plan Facilitation Trainers employed by the regional center and who are qualified to deliver person-centered Plan facilitation training
- Regional centers to report on the number of existing and new service coordinators including intake staff and first line supervisors who have completed training in person-centered Plan Facilitation

Upcoming Milestones

Service Coordination & Regional Center Operations

Intake Process

- Regional centers agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service.
- A standardized intake process for regional centers is required in Welfare and Institutions Code section 4435.1(f)(1) no later than January 1, 2025

Self-Determination Measure

Self-Determination Milestones

Based on information soon to be available in SANDIS we can track the length of time between events in Self-Determination Program enrollment:

- Date of orientation attendance
- Date individual budget certified
- Start date for SDP (or renewal for subsequent years)

Self-Determination Measure

What are we interested in determining?

Where would we like to see improvement?

Suggestions for baseline data:

- Number of days from Self-Determination Program (SDP) Orientation to start date in SDP
- Number of days from orientation to budget certification
- Number of days from budget certification to start



Tentative Schedule for 2024

- July 30, 2024 from 1:00-3:00 pm
- September 24, 2024 from 1:00-3:00 pm



Closing Comments

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

