

Employment Workgroup

July 30, 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

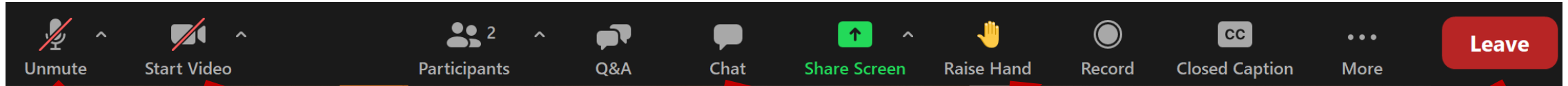


Materials are available at <https://www.dds.ca.gov/initiatives/stakeholder-events/>



Submit written comment via email to workservices@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 everyone, but we will not monitor during the meeting

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



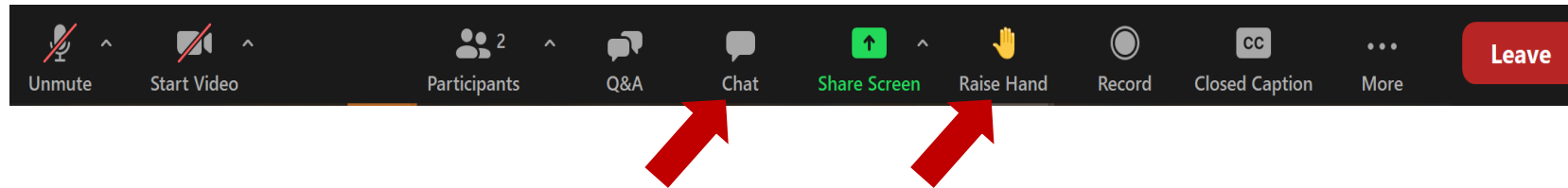
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



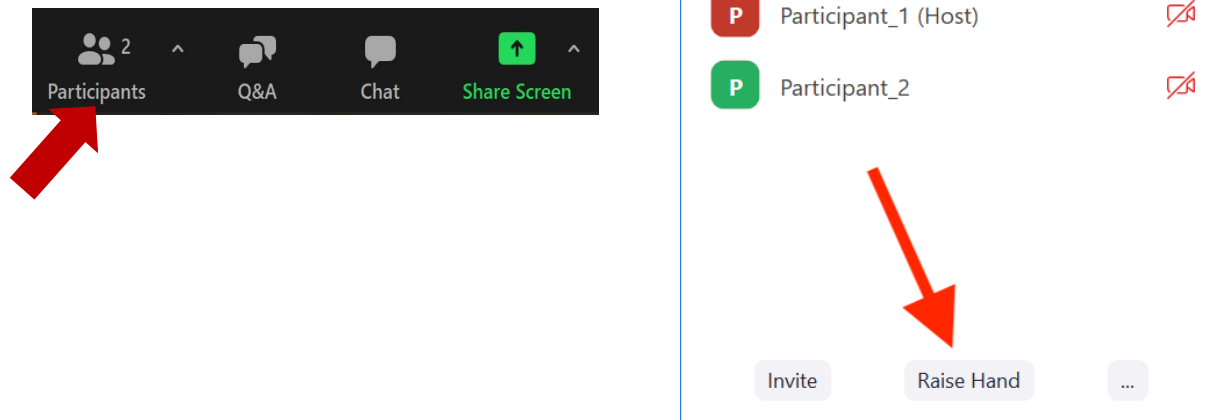
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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”



Meeting Agenda

- DDS Focus Areas
- Employment Data
- Quality Incentive Program (QIP)
- Regional Center Performance Measures (RCPM)
- Discussion
- Closing Comments



DDS Focus Areas

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

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**.

Supporting Regional Center 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 Provider Quality Incentive Program Measurement Priorities to Advance Vision

Early
Intervention

Employment

Informed
Choice and
Satisfaction

Prevention and
Wellness

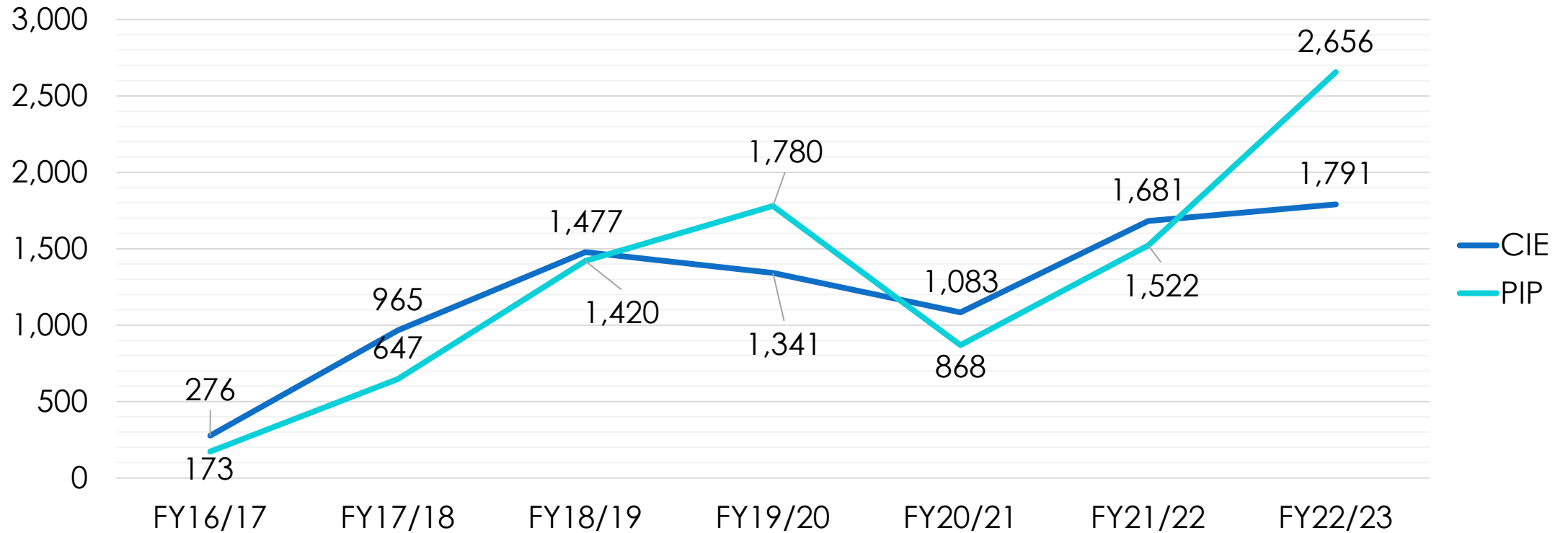
Service Access

Workforce

Employment Data

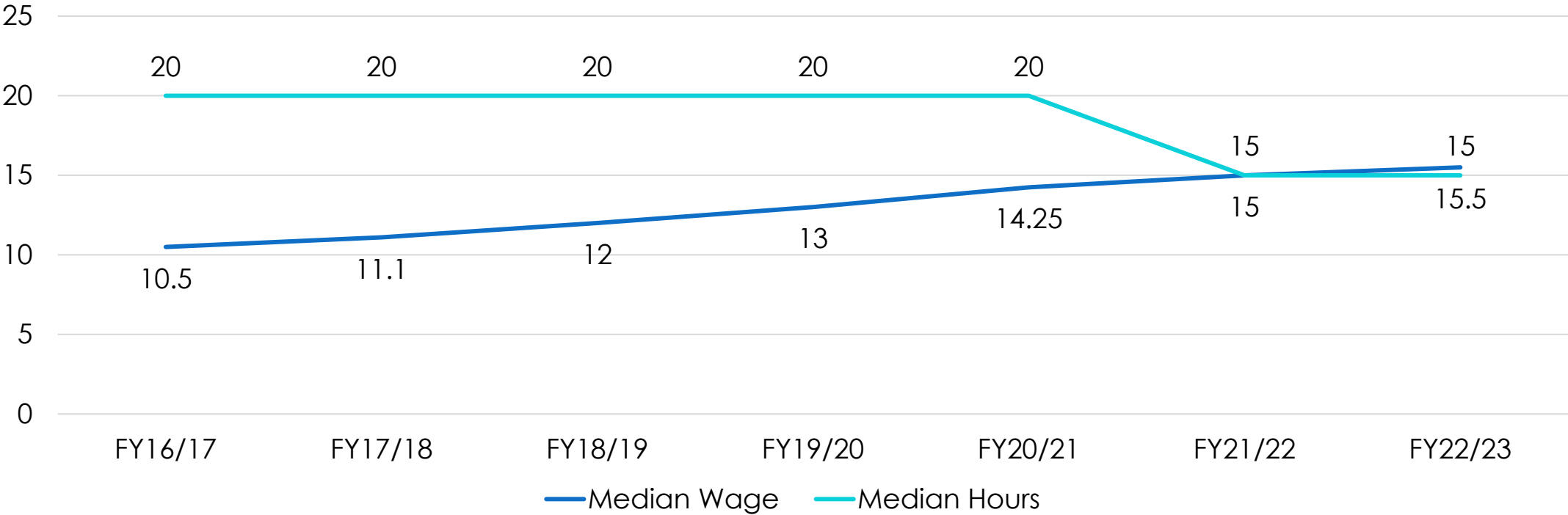


Overview: Number of Competitive Integrated Employment (CIE) & Paid Internship Program (PIP) Consumers



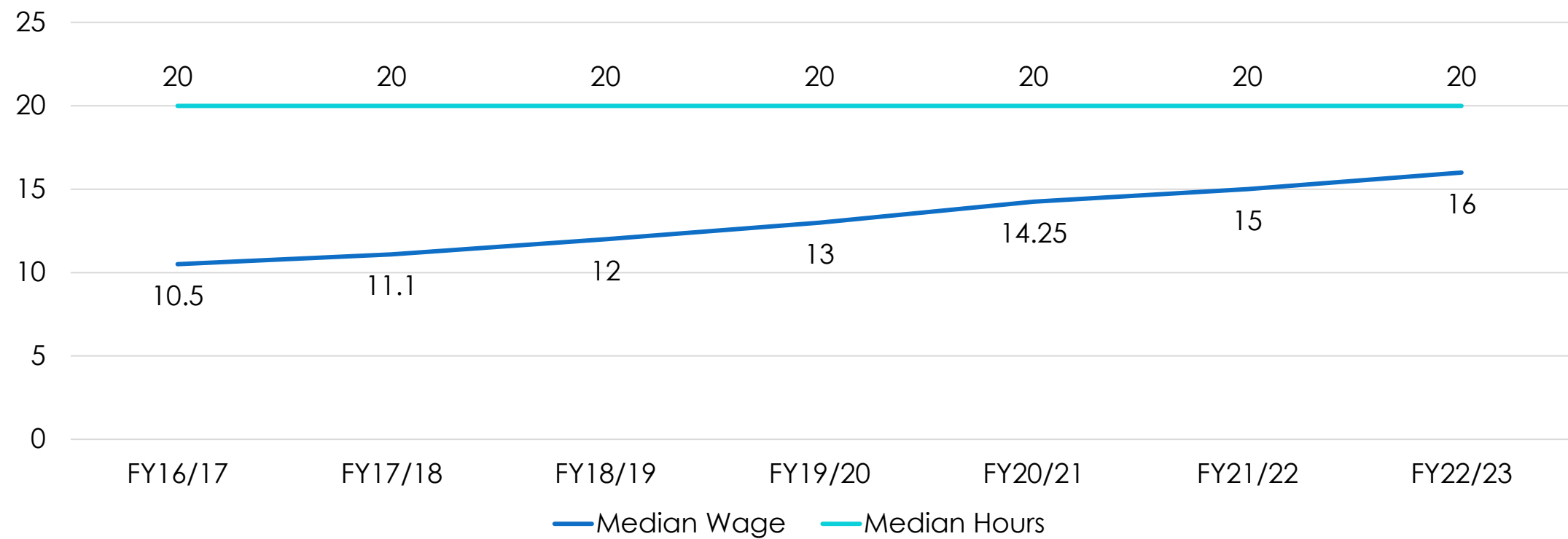
Source: DDS Research Section's Analysis of CIE-IP and PIP Survey Data Collected by Regional Centers

PIP: Median Wage and Hours



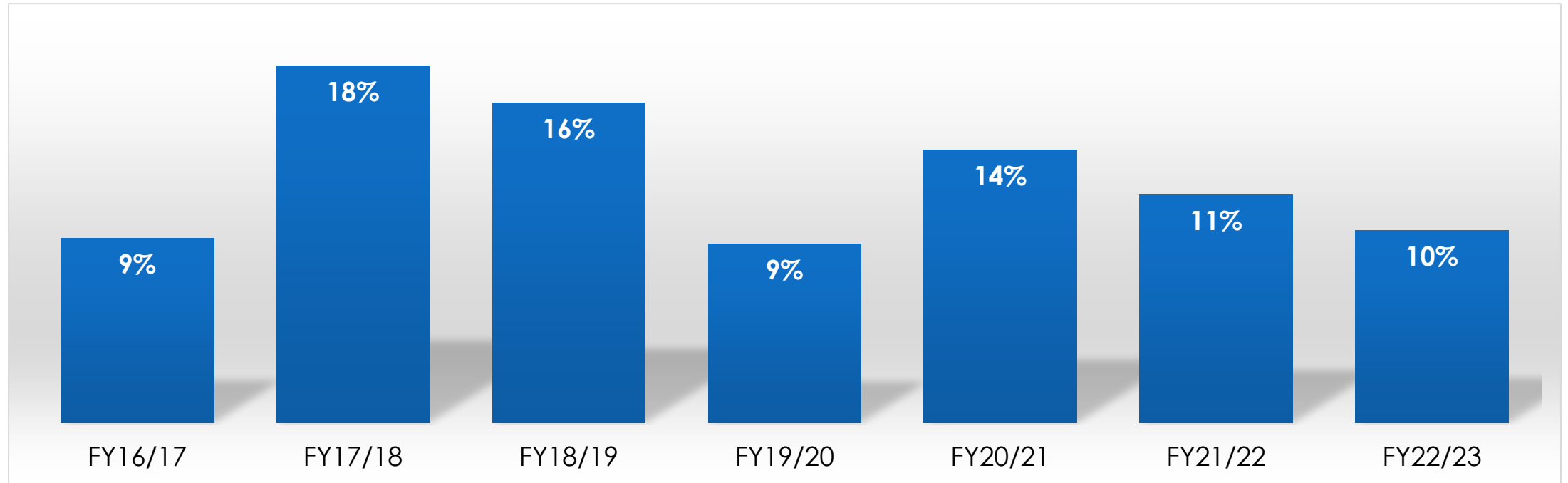
Source: DDS Research Section's Analysis of CIE-IP and PIP Survey Data Collected by Regional Centers

CIE: Median Wage and Hours



Source: DDS Research Section's Analysis of CIE-IP and PIP Survey Data Collected by Regional Centers

Percentage of PIP Leading to Employment



Source: DDS Research Section's Analysis of CIE-IP and PIP Survey Data Collected by Regional Centers

Quality Incentive Program (QIP)



Purpose of the QIP Workgroup

Provide input to the Department regarding:



- Quality measure or benchmarks, or both, for consumer outcomes and regional center and service provider performance
- Measures or benchmarks, or both, shall initially include process and performance related measures for service providers
- By the conclusion of the 2025-26 fiscal year, shall also evolve to include outcome measures at the individual consumer level..."

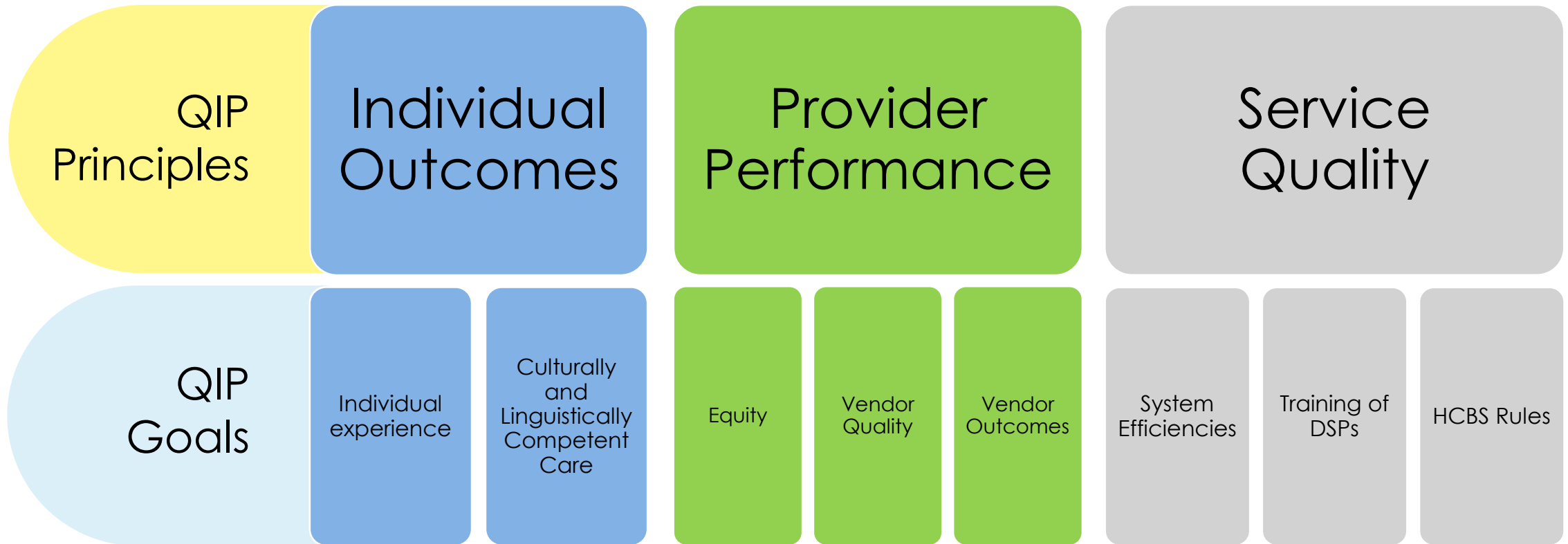
[\(Welfare and Institutions Code Section 4519.10\(e\)\)](#)

Summary of QIP Statute



1. Improve individual outcomes, service provider performance, and the quality of services
2. Measure overall system performance
3. Support the creation of an enhanced person-centered, outcomes-based system

Summary of QIP Statute



Current Employment Measures

QIP Measures

Focus Area

FY 23/24

FY 24/25

QIP Employment Measures

Employment: Access

- Data collection, validation, and incentive payments

- Continue data collection, validation, and incentive payments
- Increase incentive amount for individuals exiting 14c

Employment: Capacity

- Data collection, validation, and incentive payments

- Continue data collection, validation, and incentive payments.

Employment Satisfaction

- Contracting with software developer
- Contracting with State Council on Developmental Disabilities

- Develop methodology in collaboration with SMEs and QIP focus group
- Pilot and launch measure

QIP Employment Measures Participation – FY 23/24

Employment Capacity	
Training Program	Total (All Quarters)
ACRE Training Completions	290 Participants \$870,000
CESP Training Completions	5 Participants \$3,125
Total	295 Participants \$873,125

Employment Access	
Incentive Window	Total (All Quarters)
30 Day CIE	564 Individuals \$282,000
6 Month CIE	427 Individuals \$427,000
Total	564 Participants \$709,000



Regional Center Performance Measures (RCPM)



Purpose of RCPM

To make recommendations to DDS on the development of standard regional center performance improvement indicators and benchmarks.

[Welfare and Institutions Code Section 4620.5\(a\)](#)



What the Law Requires

Develop areas of recommendations which may include:

- Priority areas
- How to measure consumer and family experience and satisfaction
- Ways to create comparisons and understanding within and between RCs
- Alignment with Home and Community-Based Services
- Additional criteria for showing performance improvement
- The methodology, structure, and types of incentives to be used for payments
- A process to evaluate the success of a quality improvement process



Focus Area: Employment
Measure: Participation in Competitive Integrated Employment (CIE)

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 2	Phase 3	Phase 4
Measure Description	Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period stratified by: <ul style="list-style-type: none">Students enrolled in or attending secondary educationAdults who are no longer enrolled in or attending secondary education	Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives. For example, performance targets for the percentage of consumers who want to work and who participate in CIE may be raised over time or reframed based on improvement relative to the prior performance year. Additional future measures for consideration may include: <ul style="list-style-type: none">Consumer satisfaction with the support they receive to get and keep their jobLength of time that a consumer remains employedTraining and accreditation attainment for day services and employment providers (e.g., ACRE accreditation)		
Data Source	RC-reported data, NCI data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Pay-For-Performance			
Performance Target and Incentive Methodology	Incentive payment given to RC for meeting or exceeding a performance target* for the percentage of students and adults who want to work and who participate in CIE and who have been participating in CIE for 30 days or more during the reporting period. <i>*TBD percentage increase over FY 2021-22</i>			

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Participation in CIE: Status and Outcomes

Phase 1 & 2 – Complete

- ✓ Infrastructure in place through Purchase of Service data on provider 30-day incentive payments
- ✓ Data has been available and reported for more than 5 years

Phase 3 & Beyond – In Progress

- ✓ Established benchmark targets
- Current activity: Analysis of RC performance compared to benchmark targets for incentive
- Future activity: Transition to RC data based on data points and reporting for CIE

Outcomes

- CIE numbers have been trending flat the last few years
- For Fiscal Year 2022-23, six regional centers were awarded an incentive payment

Focus Area: Employment
Measure: Data Points and Reporting for Competitive Integrated Employment (CIE)

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 2	Phase 3	Phase 4
Measure Description	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE	Percentage of RC reporting data points in SANDIS regarding interest in or actively participating in CIE	Increased percentage of consumers showing interest in or actively participating in CIE as reported in SANDIS	
Data Source	None	RC-reported data		
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Baseline		Pay-for-Performance	
Performance Target and Incentive Methodology	N/A		Incentive payment based on number of people actively participating in CIE	

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Data Points and Reporting for CIE: Status and Outcomes

Phase 1 – In Progress

- Current activity: Define data elements and reporting structure
- Future activities: Develop SANDIS module, analyze data for validity, test data again for accuracy

Outcomes

- This measure is about data collection

Discussion



Using QIP to Improve Employment Outcomes

How can QIP increase employment outcomes?

- Increase capacity to develop competitive integrated employment (CIE)
- Incentivize CIE access
 - Vendors who serve individuals with high support needs
 - Encouraging micro enterprises

Are there additional areas we should be looking at?

Using RCPM to Improve Employment Outcomes

For the current CIE measure, how do we increase participation?

- Use a different data source besides 30-day CIE placements
- Incentivize new individuals who have CIE placements

Do we need to develop new measures to increase participation in CIE?

- RC sponsored conference, training, peer support groups focused on employment
- New businesses who participate in PIP that can lead to CIE

Are there additional recommendations?

Closing Comments

For questions or additional comments, please contact WorkServices@DDS.ca.gov.

