QIP Workgroup

December 13, 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."

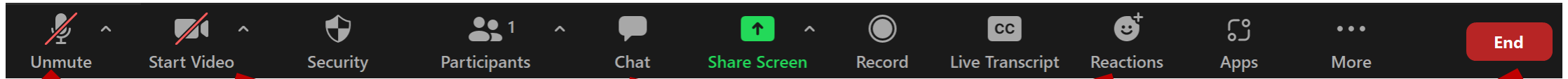ASL interpreters have been "Spotlighted" and live closed captioning is active

This meeting is being recorded

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

Zoom Tips

Unmute mic only when it's your turn to speak

Turn your webcam on/off

Type questions and comments into the chat

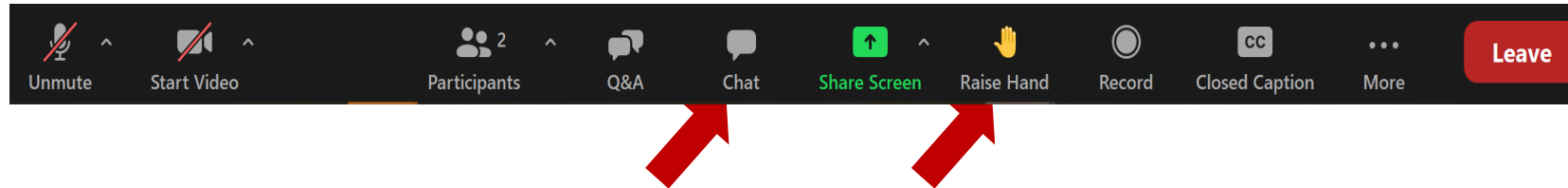Use "Reactions" to raise your hand when you want to speak
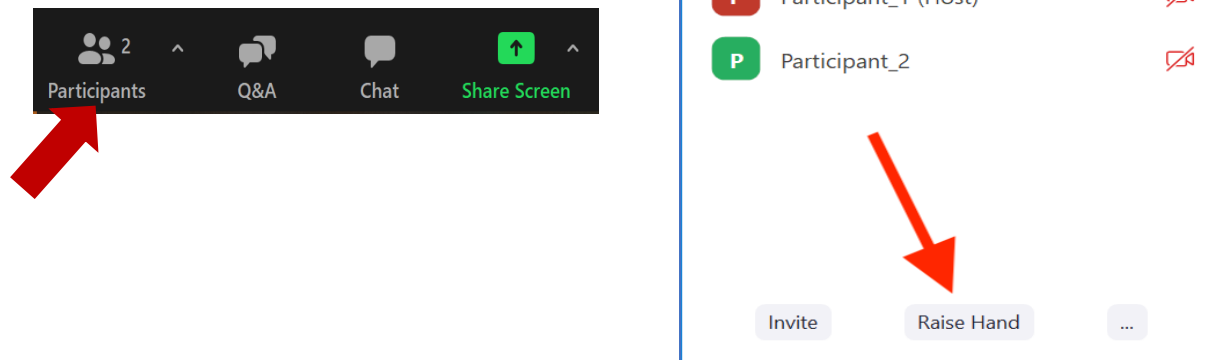
Leave at the end of the meeting

- Features may 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

<u>Workgroup Members:</u> 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

Informational Webinar

Provider Directory

QIP Focus Groups

Current QIP Measures – Status Update

Questions and Feedback

1. Informational Webinar (Rate Reform, PD, and QIP)

1. **Rate Reform**

2. **Provider Directory**

3. **Quality Incentive Program**

A public webinar was held on 11/13/2024 to provide an overview of rate reform, the provider directory (PD), and the Quality Incentive Program (QIP). This webinar explains how the three efforts are connected. It covered the following topics:

✓ Developing an outcome-based system
✓ Background of rate reform and timeline to full implementation
✓ QIP Progress and focus areas
✓ Provider Directory goals and development

Resources
- Webinar recording
- Webinar presentation (English) – *Other languages to be added soon.*

PROVIDER
DIRECTORY

The Provider Directory allows DDS to better understand the landscape of providers in California's I/DD system, which helps inform future quality measurement. As the Provider Directory evolves, it will be a tool for individuals seeking services and family members to easily identify providers based on their location, needs, and preferences.

2. Provider Directory (continued)

1 **Phase 1 (in progress)**

- Develop the Provider Directory
- Providers and Regional Centers submit data
- Validate data and finalizes incentive payments and provider rates for January 1, 2025-June 30, 2026

2 **Phase 2**

- Work with RCs to standardize vendorization process, including the Provider Directory

3 **Phase 3**

- Determine what additional data would be helpful to know about providers
- Updates the Provider Directory
- Providers and Regional Centers submit data (*ongoing*)
- Publish a public-facing version of the Provider Directory
- Make educational information available on how to use the Provider Directory

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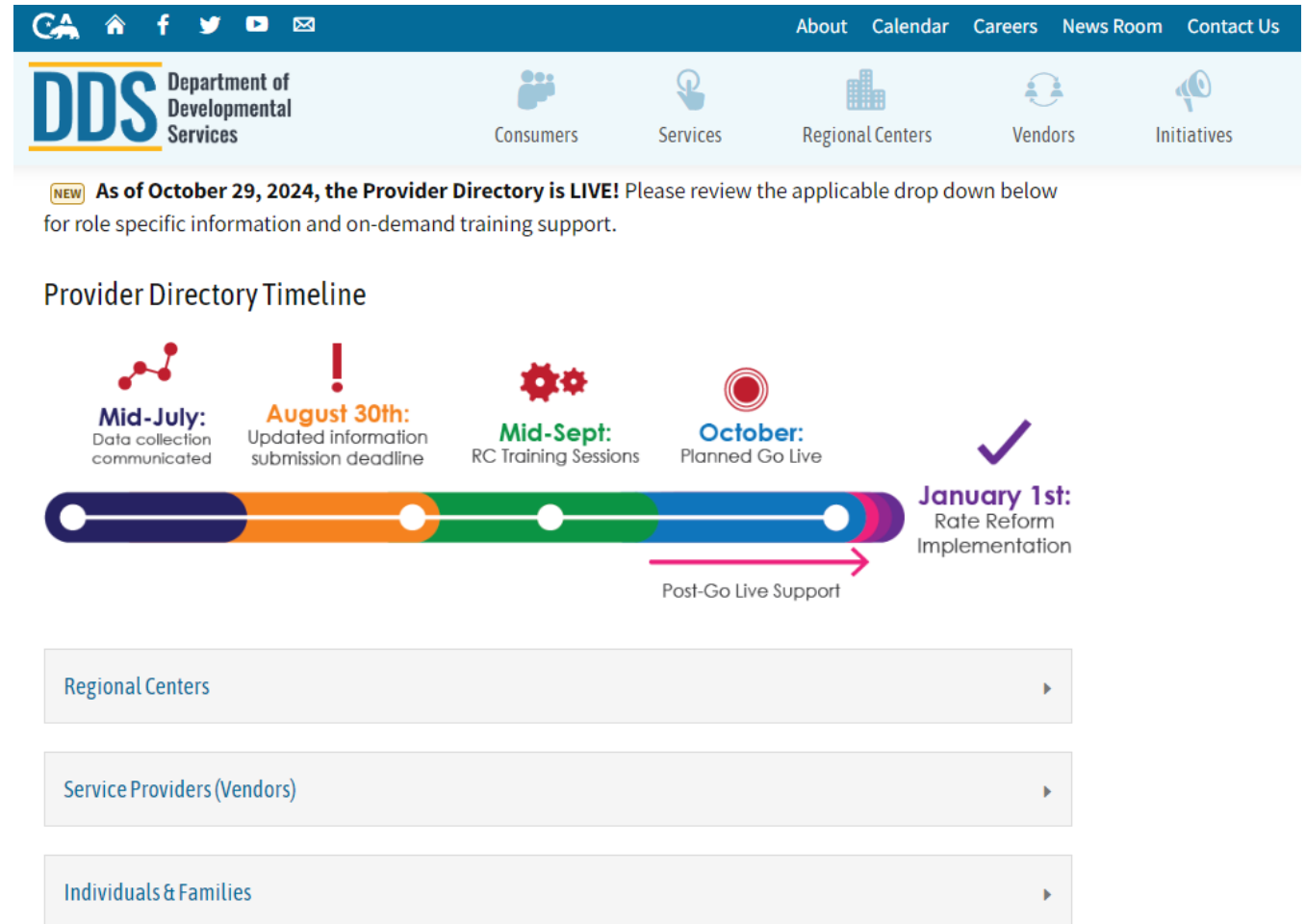
2. Provider Directory

Status Updates

Next steps
- ☐ Rate calculations
- ☐ Incentive payments
- ☐ Focus group
- ☐ Standard vendorization

Resources:
- Provider Directory webpage
- Training Guide
- Training Video
- FAQ for Service Providers

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3. QIP Focus Groups

Work from now through mid 2025 to inform these measures, including:

December 2024 – June 2025	March and June 2025
Convening **focus groups** to provide input for individual, family, provider, and regional center priorities.	Bringing focus group findings to **QIP Workgroup** meetings for additional feedback.

3. QIP Focus Groups (continued)

Focus Group Meetings:

- Provider Directory: 12/10/2024
  - o Feedback summary
- Workforce Survey: 12/16/2024
- Employment: 12/17/2024
- Prevention and Wellness: TBD - *January 2025*
- Early Intervention: TBD - *January 2025*
- Timeliness: TBD - *January 2025*
  - o Beyond Early Intervention
- *Continued engagement* with PAVE team

4. QIP Measure Updates

Focus Area	Measure	Duration	Monetary Incentive	Participation
Provider Directory (PD)	Participation in PD	FY 24/25 – FY 25/26	Quality incentive rate component and one-time incentives	TBD
Prevention and Wellness	Health checks in ARFPSHN, EBSH, RCFE, and FHA	FY 23/24 *(extended to FY 24/25)*	Up to: $1000 (EBSH, RCFE, FHA) $1600 (ARFPSHN)	**CY 2023:** *(ETA: December 2024)*
Workforce Capacity (DSP): Average Tenure and DSP Turnover Rate	DSP Survey Participation		$8000 per provider organization	**CY 2023 Survey:** • Providers: **1325** • Incentives: **$10.6 m**
Service Access (DSP): Language Fluency and Vacancy Rate				
Employment: Access	Number of individuals in CIE		Up to: $1500 (CIE Placement) $1000 (PIP) $2000 (14c)	**Access: FY 2023/2024** • Providers: **44** • 3-month CIE: **923** • 6-month CIE: **588** • Incentives: **$1.1 m** **Capacity: FY 2023/2024** • Providers: **77** • ACRE: **494** • CESP: **8** • Incentives: **$1.4 m**

4. QIP Measure Updates

Focus Area	Measure	Duration	Monetary Incentive	Participation
Employment: Capacity	Reimburse Providers for Employment Specialist Training	FY 23/24 *(extended to FY 24/25)*	ACRE: $3000 CESP: $625 or $425	Access: FY 2023/2024 Providers: 44 3-month CIE: 923 6-month CIE: 588 Incentives: $1.1 m Capacity: FY 2023/2024 Providers: 77 ACRE: 494 CESP: 8 Incentives: $1.4 m
Early Intervention	Service delivery within 20 days of POS authorization	CY 2024 *(revisit measure after CY 2024)*	$100 (16 – 20 days) $200 (11 – 15 days) $300 (1 – 10 days)	**Q1 CY 2024:** • Eligible Claims: **24,723** • Incentives: **$6.6 m**
PAVE	Informed Choice and Satisfaction	*TBD*	TBD	TBD

4. QIP Measure Updates – DSP Workforce Survey
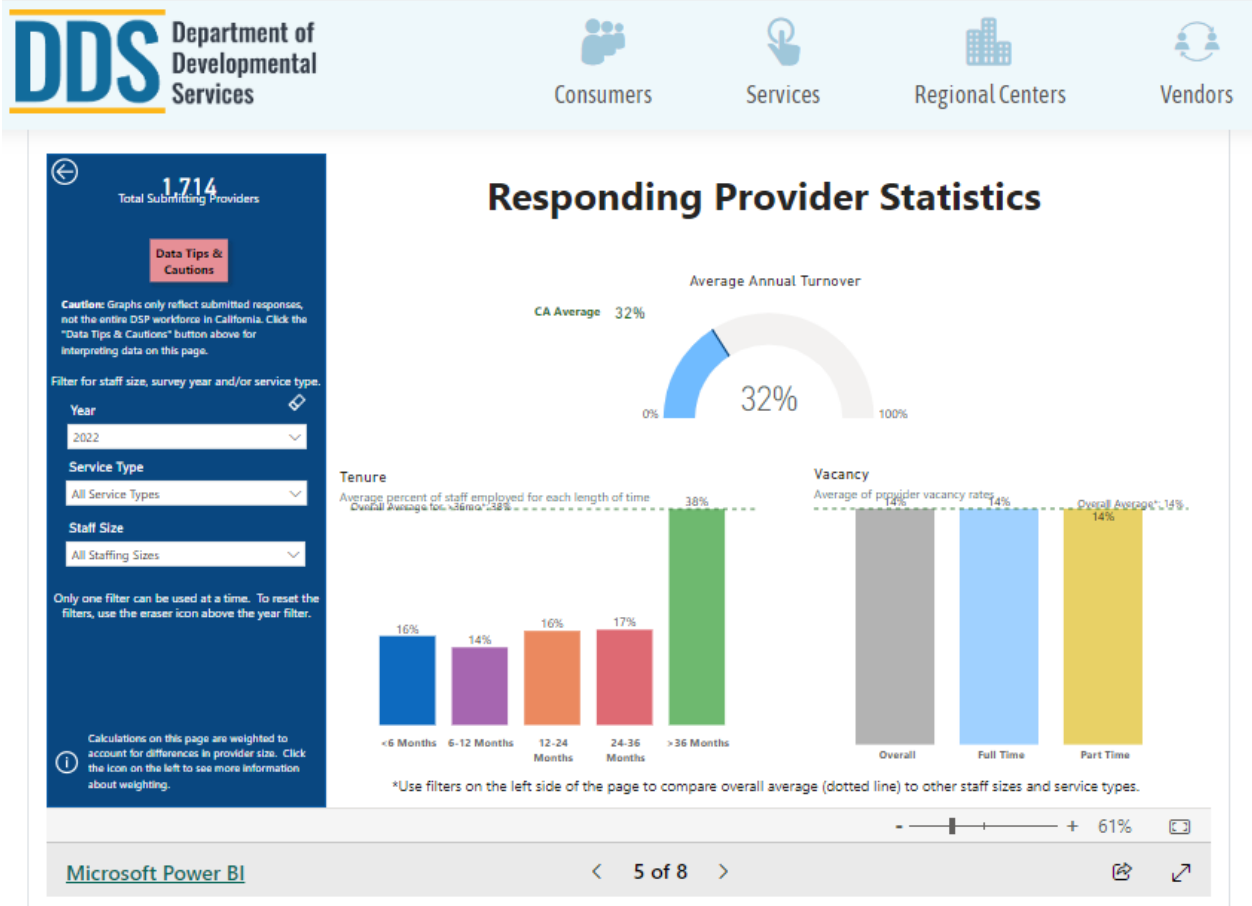
DSP Workforce Survey

Survey Window: Spring/Summer 2025

Enhancements:
- New survey platform
- Utilizing data collected through Provider Directory
- More efficient data collection and validation process

Next Steps:
- Survey links to be sent to providers based on data gathered in Provider Directory
- More information to be available later

Questions and Discussion

PAVE Service Outcomes System

Update for Quality Incentive Program

Project funded by State of California through Department of Developmental Services

The PAVE Service Outcomes Project

P: Person-centered
A: Advocacy
V: Vision
E: Education

The aim of the project is to **develop, pilot and test the feasibility, reliability, and validity of a new system** that will:

- Support people to experience better quality of life outcomes – "to live their best lives"

- Gather robust data on quality and outcomes

- Provide access to that data at different levels to inform service development

The PAVE Service Outcomes System

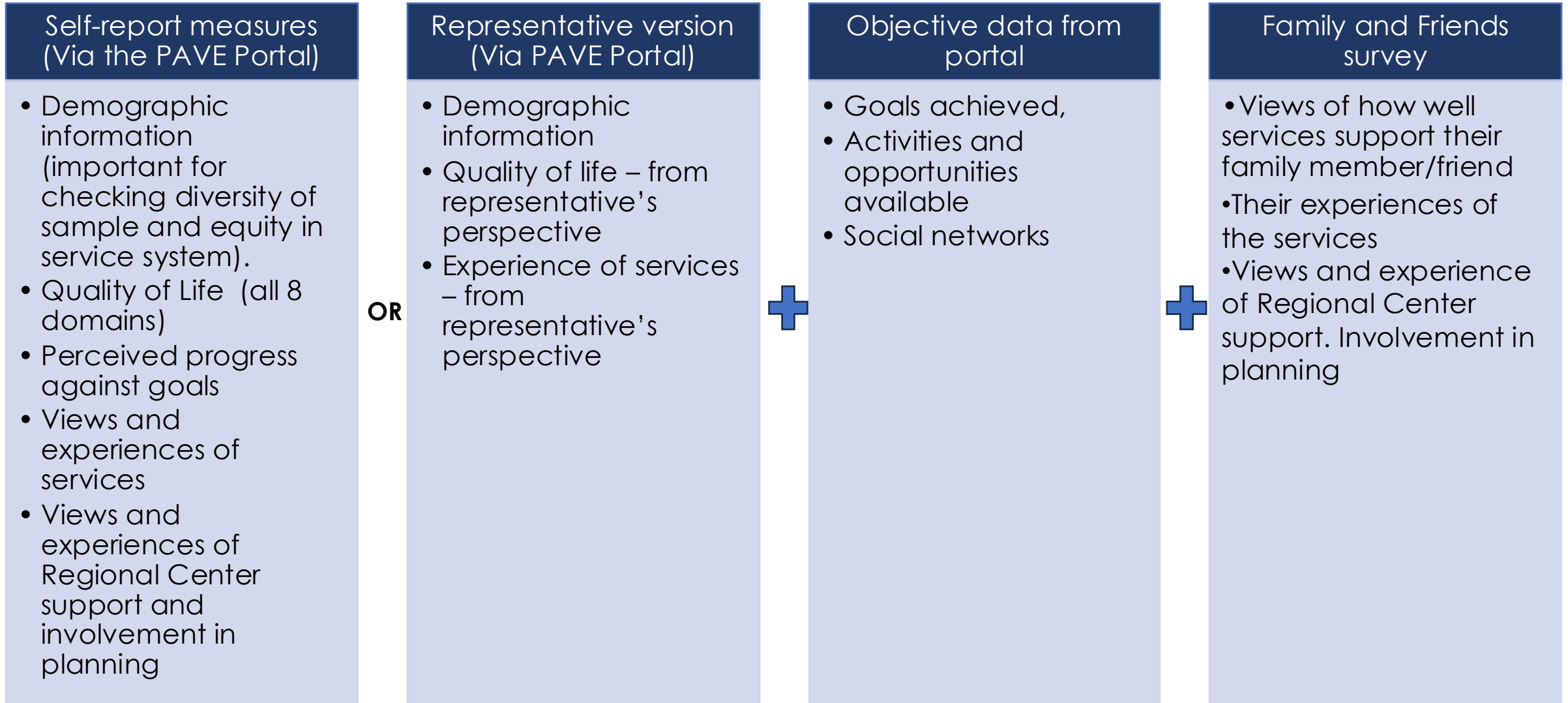| Software system	Training system	Validation system
• That provides helpful tools, supports planning and monitors outcomes in a person-centered way and at an individual level. • That provides access to data to inform service improvement	• For people receiving services, Direct Support Professional, families, and those responsible for leading, providing, coordinating and approving/ funding services.	• For evaluating the quality, accuracy and reliability of the data gathered from the software system and makes sure the views and lived experiences of people themselves are captured.

The PAVE system aims to ...

- Be useful to all those who use it at every level
- Be easy for people to use
- Support people to be as independent and self-determined as possible
- Provide services with the information they need to provide the best possible support (and the best possible outcomes)

AND

- Provide measures and data that:
  - are evidence-based and robust
  - are up-to-date
  - draws on individual level measures
  - Can be used to look at change over-time
  - Can be used to look at equity and diversity
  - Can be used to look at the factors that influence individual outcomes and service quality

PAVE Measures – Overview 1

Measures include both CORE elements and SERVICE SPECIFIC elements

Self-report measures (Via the PAVE Portal)

- Demographic information (important for checking diversity of sample and equity in service system).
- Quality of Life (all 8 domains)
- Perceived progress against goals
- Views and experiences of services
- Views and experiences of Regional Center support and involvement in planning

OR

Representative version (Via PAVE Portal)

- Demographic information
- Quality of life – from representative's perspective
- Experience of services – from representative's perspective

+

Objective data from portal

- Goals achieved,
- Activities and opportunities available
- Social networks

+

Family and Friends survey

- Views of how well services support their family member/friend
- Their experiences of the services
- Views and experience of Regional Center support. Involvement in planning

PAVE Measures – Overview 2

Staff well-being, support and training

Organizational characteristics, readiness and commitment

Service Quality and Outcomes Evaluators

- Visits to a representative sample of those using PAVE Portal + visits to a wider sample of those for whom a representative completed the information
- Observations – Activity, Interactions, support, environment
- Review of documentation where available
- Interviews with individuals (using adapted methods where appropriate)
- Brief interviews with staff or others present during the visit.

Observation   Interview   Environment
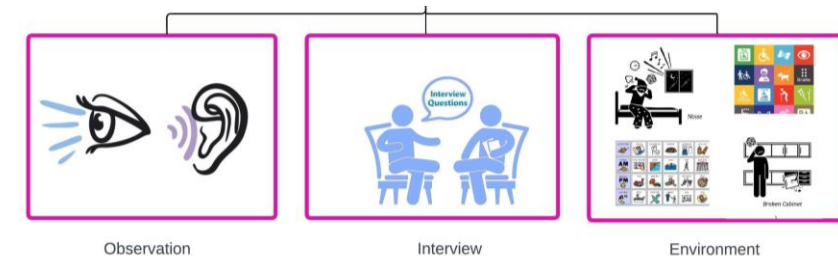
Progress so far

- Initial service types agreed

- Operational Definitions for each service type have been developed and now available in English with a plain language summary. Also available in Spanish.

- Review of how other States measures quality and outcomes and of the research

- Self-rated, representative and family and friend's measures have been developed, consulted on and are ready for initial field testing
  - Online profile content – gives demographic information
  - Individual Outcomes and service quality measures
  - Views and experiences measures for family and friends
  - Representative version of the measures

Initial service types:
- Supported Living services
- Independent Living services
- Supported Employment services
- In-home respite services

For more information on operational definitions: https://ccln.org/PAVE-Operational-Definitions

Progress so far (continued)

- National Quality Forum has completed consultation on the overall concept of PAVE, the measures, and the design of the evaluation with a national expert panel.

- Next phase in stakeholder consultation process
  - Proposed training curriculum
  - Service Quality and Outcomes Evaluation measure toolkit.

In process:

- Design of software and online resources

- Preparation of summary of review on quality and outcomes monitoring

Initial service types:
- Supported Living services
- Independent Living services
- Supported Employment services
- In-home respite services

For more information on operational definitions: https://ccln.org/PAVE-Operational-Definitions

PAVE Expert Panel 2023 - 2024

- 19 members, many with lived experience
- Five quarterly meetings
- Consulted on project design and methodology, process and outcome evaluation plans, draft measures and measurement activities
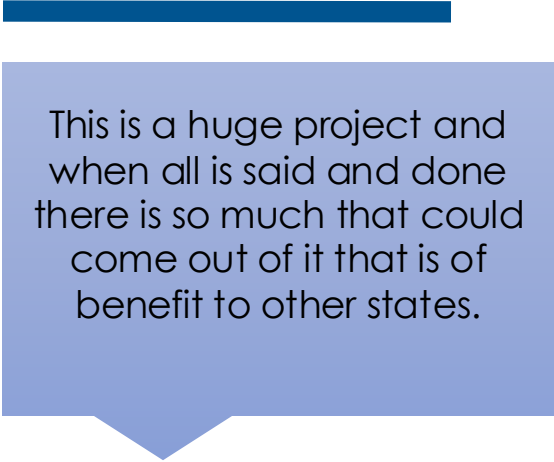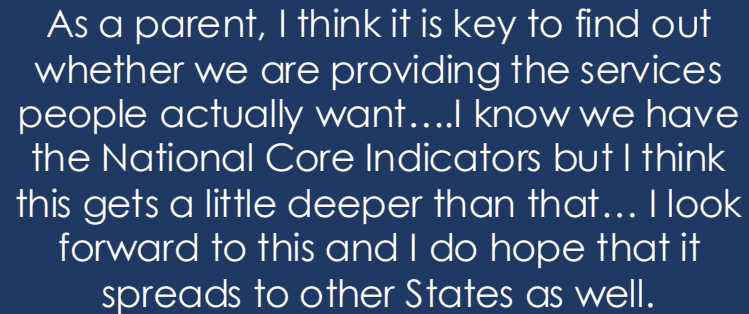
- **Bhumit Shah,** Self-Advocate
- **Carli Friedman,** The Council on Quality and Leadership (CQL)
- **Colleen Morley,** Case Management Society of America (CMSA)
- **Jennifer Akers,** Liberty Healthcare
- **Jonathan Gleason,** Prisma Health
- **Joseph Macbeth,** National Alliance for Direct Support Professionals (NADSP)
- **Julie Malloy,** American Occupational Therapy Association (AOTA)
- **Julie Seibert,** National Committee for Quality Assurance (NCQA)
- **Laura Vegas,** National Association of State Directors of Developmental Disabilities Services (NASDDDS)

- **Naomi Williams,** Patient and Family Centered Care (PFCC) Partners
- **Noelle Denny-Brown,** Mathematica
- **Rachael Jerzak,** Partners Health Management
- **Ravita Maharaj,** American Association on Intellectual and Developmental Disabilities (AAIDD)
- **Rosie Ryan,** State Council on Developmental Disabilities
- **Seth Besse,** Undivided
- **Shawn Terrell,** Administration for Community Living (ACL)
- **Susan Hill,** Centers for Medicare & Medicaid (CMS) Office of Minority Health (OMH)
- **Valerie Bradley,** Human Services Research Institute (HSRI)
- **Zahid Butt,** Medisolv

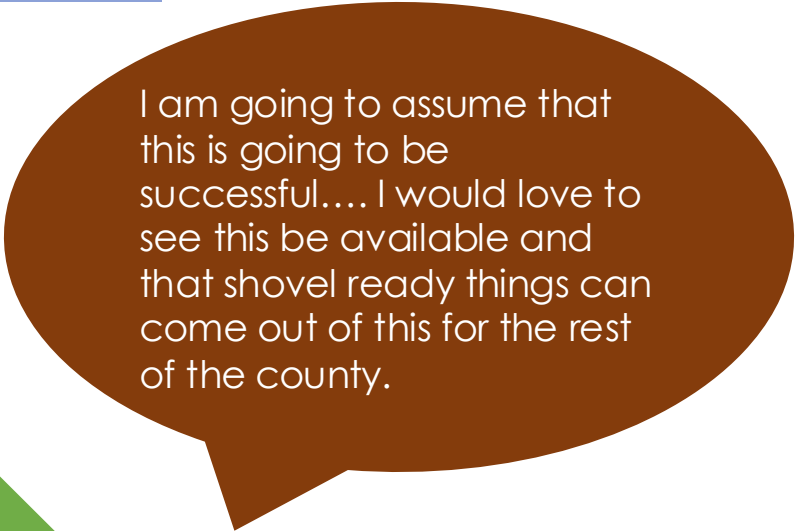# Feedback from final meeting with the panel – November 12th

This is a huge project and when all is said and done there is so much that could come out of it that is of benefit to other states.

As a parent, I think it is key to find out whether we are providing the services people actually want….I know we have the National Core Indicators but I think this gets a little deeper than that… I look forward to this and I do hope that it spreads to other States as well.

It is a great project to be involved in. Very ambitious ….. I would love to find out how to get updates and stay engaged on an ongoing basis.

I am going to assume that this is going to be successful…. I would love to see this be available and that shovel ready things can come out of this for the rest of the county.

I really look forward to hearing about the results as I think they could be really transformative.

In their summary of the final meeting, the NQF team concluded:

"Panelists shared that they were impressed by the work CCLN has done with the PAVE system, expressing excitement and hopes for the project's success.

They highlighted several key considerations around equity, including the need to address disparities among individuals without active family caregivers, and how factors such as dual Medicare and Medicaid eligibility, comorbid physical disabilities, and geographic variations can impact the measured outcomes.

Panelists emphasized the importance of planning for the translation of the system to other states and acknowledged the ambitious nature of the PAVE project, noting its potential to achieve significant outcomes".

Illustration of the PAVE Portal

Next steps

- Testing the robustness of the PAVE measures
- Preparing the training and other resources to be provided through the PAVE Portal

Questions?

Thank you!

For more information:

https://www.ccln.org/PAVE-home

E-mail: pave@ccln.org

Next Steps

Upcoming QIP Workgroup Meetings:

All meeting will be held from 2:00 – 3:30 pm.

- o March 17, 2025

- o June 16, 2025

- o September 15, 2025

- o December 15, 2025

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Questions & Support

Email QIP or Incentive Payment questions to:
QIPquestions@DDS.CA.gov

Thank you for attending!

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Workgroup Members

Elizabeth Arreola, Family Member of Early Start Recipient
Elizabeth Barrios Gomez, Family Member & Integrated Community Collaborative
Sascha Bittner, Self-Advocate and State Council on Developmental Disabilities (SCDD)
Boyd Bradshaw, Family Member & Provider
Jessica Carter, ABA Provider, Special Needs Network
Eric Ciampa, Provider, UCP Sacramento
Veronica Contreras, Family Member
Pebbles Dumon, Provider, Community Catalysts of CA
Jacquie Dillard Foss, Provider, STEP
Peter Frangel, CA Department of Rehabilitation
Jonathan Fratz, Self-Advocate
Lucina Galarza, San Gabriel Pomona Regional Center
David Gauthier, Self-Advocate
Lisa Gonzales, Provider, Deaf Plus Adult Community
Amy Hao, Self Advocate, Self-Advocate Group Empowerment (SAGE)
Vivian Haun, Disability Rights California
Carlene Holden, Easter Seals Southern CA
Barry Jardini, CA Disability Services Association
Adrienne Jesso, Self-Advocate
Diva Johnson, Tri-Counties Regional Center
Mark Klaus, San Diego Regional Center

Dorrie Koenig, Provider, Mains'l
Meuy Lee, Provider, Level Up NorCal
Jordan Lindsey, The Arc California
Victor Lira, Aveanna Health Care
Judy Mark, Family Member, Disability Voices United
Karen Mejia, South Central LA Reg Center
Mark Melanson, California Community Living Network
Kimberly Mills, Provider, A Better Life Together
Tania Morawiec, SCDD
Matt Omelagah, Provider, Omelagah, Inc.,
Mike Pereira, Provider, Ala Costa Centers
Michael Pham, Self-Advocate
Magdalena Pruitt, Provider, Mentor California
Michelle Ramirez, Provider, On My Own
Sheri Rosen, Provider, Sunny Days of CA
Carolyn Tellalian, Family Member
Pablo Velez, Provider, Amigo Baby
Tiffany Whiten, Service Employees International Union (SEIU)
Alona Yorkshire, Family Member & Provider, The Adult Skills Center
Eric Zigman, Golden Gate Regional Center