

REGIONAL CENTER PERFORMANCE MEASURES (RCPM) WORKGROUP MEETING

January 30, 2025



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

- Raise hand, say first name and **speak slowly**



This meeting is being recorded

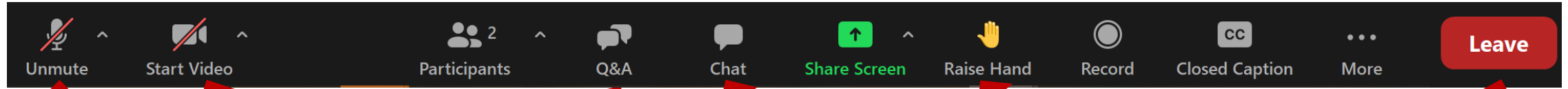


Materials are available at: <https://www.dds.ca.gov/initiatives/stakeholder-events/>



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

The Department is monitoring Q&A and will respond to questions/comments

Chat is available for all attendees, but will not be monitored during the meeting

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



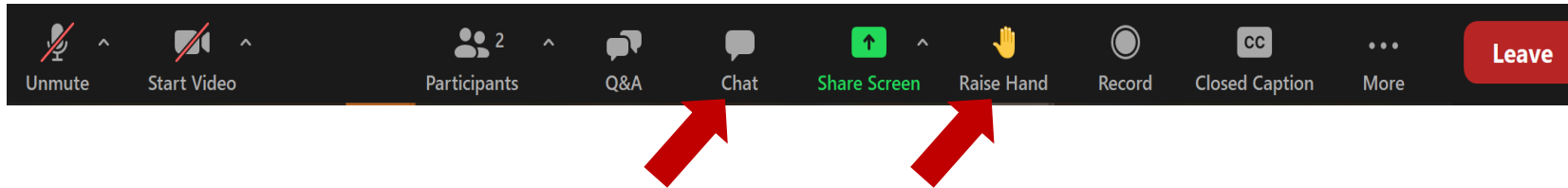
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, Department staff and presenters



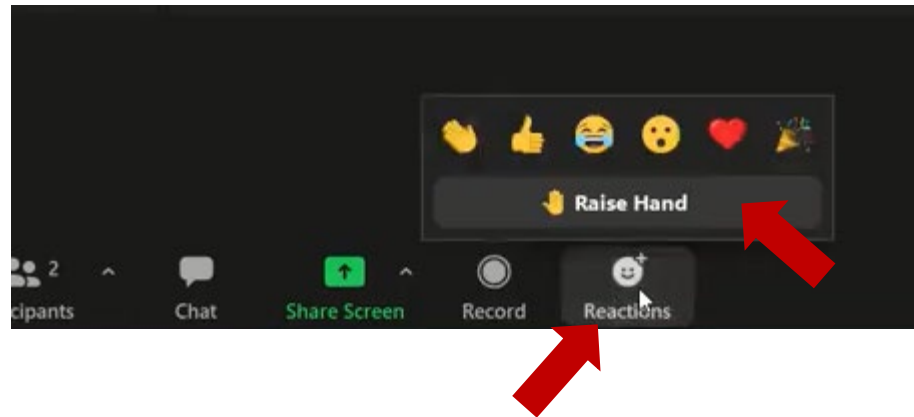
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

PROVIDING COMMENTS

Workgroup Members: Please use the “Chat” or “Raise Hand” to comment



You may need to click on “Reactions” and a new window will open where you can “Raise Hand”



AGENDA

Welcome

Department Updates

- Data collected in 2023-24
- Measure roadmap
- Measure progress

Discussion

- Individual Program Plan (IPP) survey
- Changes to Employment measure
- Process for improving measures annually

Closing Comments

DEPARTMENT UPDATES



DATA COLLECTED IN 2023-2024

Early Start: Child Find
Plans

17 of 21 regional centers submitted information

Language Access: IPP
Translations

16 of 21 regional centers submitted information

Linguistic Diversity:
Bilingual Staff

19 of 21 regional centers submitted information

Cultural, Ethnic and
Diversity Training

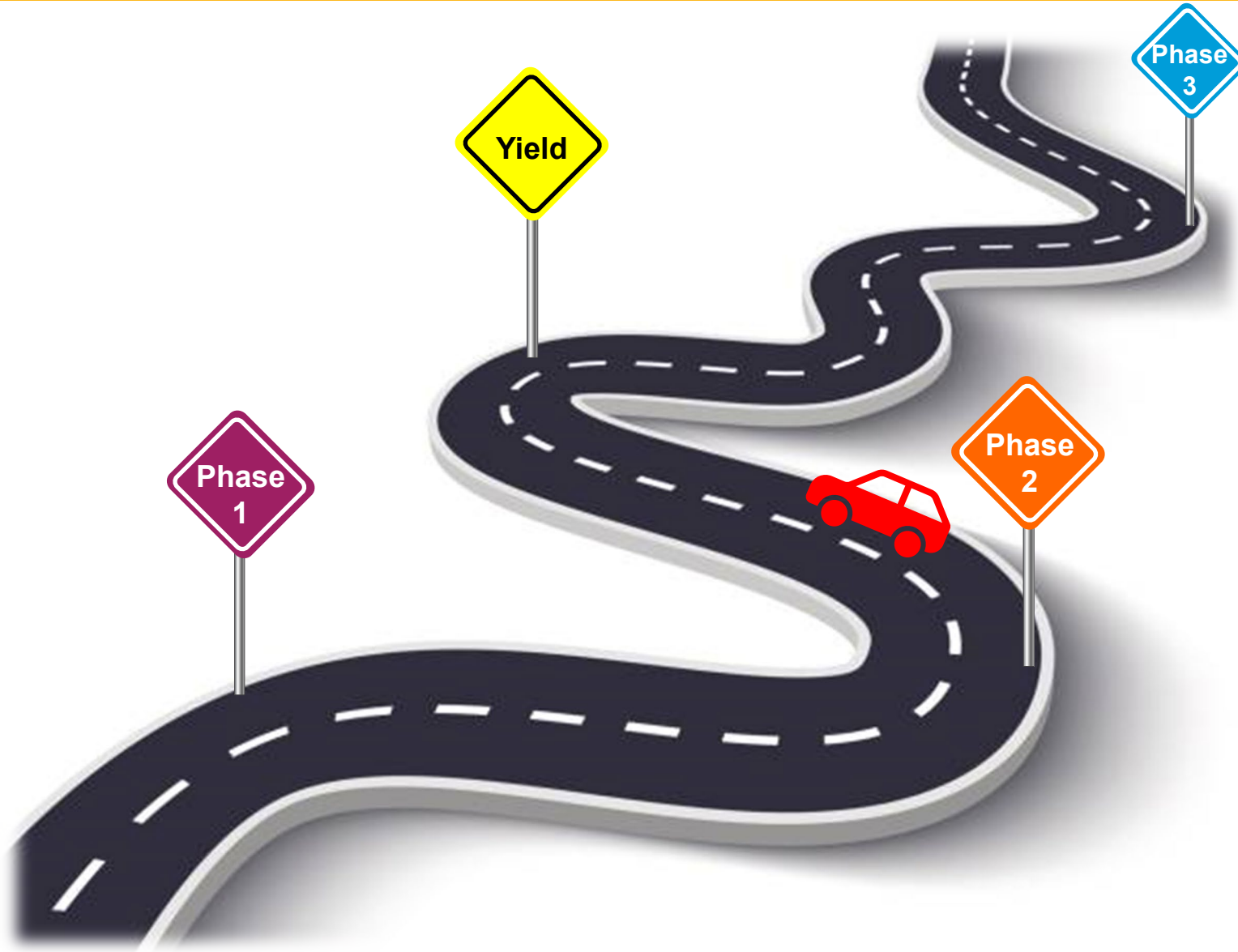
19 of 21 regional centers submitted information

Person-Centered
Facilitation Training

18 of 21 regional centers submitted information

This is for participation only. Incentives will be awarded later.

MEASURE ROADMAP



PHASE 1 DEFINITION

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 to confirm accuracy and adjust as necessary



PHASE 2 DEFINITION

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



PHASE 3 DEFINITION

Incentivize performance that exceeds the baseline

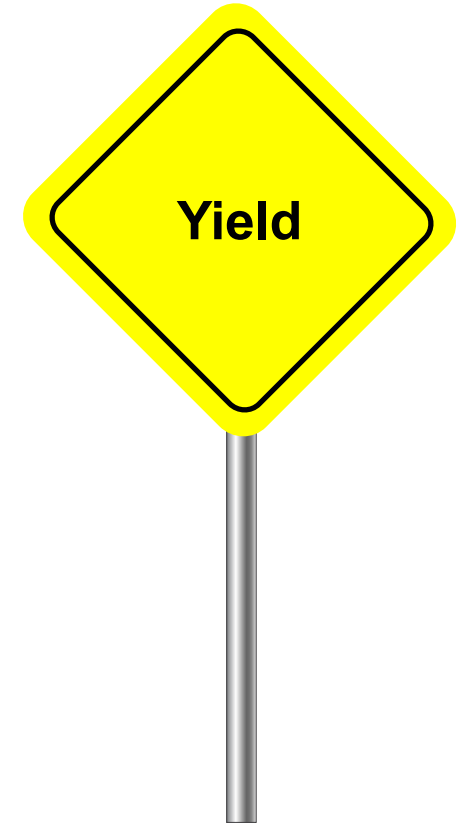
- Establish levels that exceed standards set in baseline (phase2)
- Identify performance improvement and tiers for performance outcomes
- Establish comparative data when meaningful
- Identify incentive and communicate to motivate participation in improvements



YIELD DEFINITION

Hold, end or modify an existing measure

- Data source does not provide valid or meaningful information
- Explore other measure options
- On hold while a new system is being created
- Implementation of a new law requires review of original plan



MEASURE PROGRESS (1 OF 4)

Focus Area	Phase Description	Current Phase	Next Steps
Early Start Child Find & Identification	<ol style="list-style-type: none">1. Number of outreach/child find activities supported by regional center staff or funding, reported by type of activity.2. Number of children identified in proportion to the total number of 0-1- or 0-3-year-old children in the county or zip code, reported by language, race and ethnicity.	Phase 2	Continue to collect data and compare to prior years.
Early Start Timely Access to Early Start Services	Rate of Individual Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral.	Phase 2	Continue to collect data and compare to prior years.
Employment Participation in Competitive Integrated Employment	Number of individuals who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period.	Yield	Explore alternative measures.
Employment Data Points and Reporting for CIE	Regional centers will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE.	Yield	Test data elements with regional centers and confirm availability of data points. Work with SANDIS to create employment module.

MEASURE PROGRESS (2 OF 4)

Focus Area	Phase Description	Current Phase	Next Steps
Equity and Cultural Competency Linguistic Diversity	Ratio of service coordinators including intake staff and first line supervisors who are bilingual compared to the preferred spoken language needs of people served by the regional center.	Phase 2	Continue to collect data and compare to prior years. Explore additional data sources.
Equity and Cultural Competency Language Access	Number of requests for translated IPP documents and length of time to complete request.	Phase 1	Continue working with regional centers to identify source of information and data definitions to consistently report validated information.
Equity and Cultural Competency Service Coordinator Competency in Cultural & Ethnic Diversity	Percentage of service coordinators including intake staff and first line supervisors who completed the approved competency-based training related to cultural and linguistic competency.	Phase 2	Regional centers continue to report on completion rates.
Individual & Family Experience and Satisfaction Individual/Family Satisfaction with Regional Center Services	Individual and Family Survey in development.	Yield	Post IPP survey developed. Explore additional data sources for other measures.

MEASURE PROGRESS (3 OF 4)

Focus Area	Phase Description	Current Phase	Status / Next Steps
Person-Centered Services Planning Service Plans Demonstrate Person-Centered Criteria	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards. <i>Implementation of SB138</i>	Phase 3	Implementation of standard IPP across all regional centers. Monitor IPP template. Baseline data collection through post IPP survey and evaluate effectiveness.
Person-Centered Services Planning Service Coordinator Facilitation Skills	<ol style="list-style-type: none"> 1. Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and who are qualified to deliver plan facilitation training. 2. Number of existing and new service coordinators including intake staff and first line supervisors who have completed training in Person-Centered Plan Facilitation. 	Phase 2	Continue to monitor regional center implementation of training. Transition to public reporting and recognition.
Service Coordination and Regional Center Operations Choice of Services within Regional Centers	Number of vendors for each service type within the RC catchment area, reported by zip code.	Yield	Data source under construction through the Provider Directory. Coordinating with Quality Improvement Program (QIP) to expand data elements (service codes and zip codes).
Service Coordination and Regional Center Operations Timely Service Authorizations	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range.	Yield	Working on development of data elements between new IPP in SANDIS and data elements in UFS system to create automated reporting.

MEASURE PROGRESS (4 OF 4)

Focus Area	Phase Description	Current Phase	Next Steps
Service Coordination and Regional Center Operations Service Coordinator Competency	<ol style="list-style-type: none">1. Adoption of the set of SC training standards and competencies approved by DDS for use statewide.2. Number of SCs who completed all requirements within the standards.	Phase 1	Basic curriculum for new SC training confirmed. Working with ARCA to establish data collection in the learning management system for tracking and confirming new service coordinator training completion.
Service Coordination and Regional Center Operations Intake Process	RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service. <i>Implementation of SB138</i>	Yield	Implementation of standardized intake process across all regional centers including consideration of a method to measure satisfaction in the new process design.
Service Coordination and Regional Center Operations Self-Determination Program (SDP) Reporting	RCs will report data elements related to the Self-Determination Program (SDP). <i>New measure effective Fiscal Year 2024-25</i>	Phase 3	Establish levels that exceed standards and that result in performance improvements in SDP.

DISCUSSION/COMMENTS



IPP SURVEY - ACTIVELY GATHERING DATA

- **Discussion Points:**

- Are we missing anything?
- Will adding more questions limit the number of participants?

CURRENT QUESTIONS:

1. Please select your regional center
2. 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?
3. Were you satisfied with the service providers the regional center had available for you to choose between?
4. Did your regional center provide you/your family with information about Self-Direction(Self-Determination Program, Participant-Directed Services) and using traditional provider services?
5. Please select the best option that describes the information your regional center provided to you.
6. Did your service coordinator treat you with respect during your IPP meeting?

CHANGES TO EMPLOYMENT MEASURE



Data Points and Reporting for Competitive Integrated Employment (CIE)

- Measure created to gather data about employment relies on service provider activity
- Challenges with creating a data collection system attributable specifically to regional centers
- CDER includes six (6) employment-related questions

Discussion Points:

- Consider creating possible performance measure and incentive for regional centers to update the employment-related questions in the CDER for all individuals over the age of 16 who are served by a regional center

PROCESS FOR IMPROVING MEASURES ANNUALLY

- RCPM measures launched in December 2022
- Varying stages of development
- Annual Performance Contracts also contain objectives and a vehicle to collect performance measures annually



MEASURE IMPROVEMENT QUESTIONS: EMPLOYMENT

Participation in Competitive Integrated Employment (CIE)

- **Reliability:** Challenges with reliable data, differing definitions between regional centers and providers
- **Validity:** Current data does not reflect actual RC performance
- **Attribution:** Challenges with attributing the performance to the regional center
- **Feasibility:** Current measure/data set was selected because it was feasible however lag time makes it difficult to evaluate
- **Meaningful:** Current data is not a true reflection of regional center performance (it measures provider activity)

Recommendation: Discontinue the current measure and develop a new measure of actual employment activity carried out by regional centers



MEASURE IMPROVEMENT CONSIDERATIONS



Discussion points:

- Developing a consistent process for evaluating the regional center performance measures
- Original characteristics for performance came from the National Quality Forum
- Explore the possibility of Regional Center Performance Measures included in the annual Regional Center Performance Contract for regular reporting?

CLOSING COMMENTS



RCPM TENTATIVE QUARTERLY MEETING SCHEDULE FOR 2025

- April 22, 2025 – 1:00-3:00 pm
- July 22, 2025 – 1:00-3:00 pm
- October 28, 2025 – 1:00-3:00 pm



QUESTIONS?

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

