

Regional Center Performance Measures (RCPM) Workgroup Meeting

September 24, 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



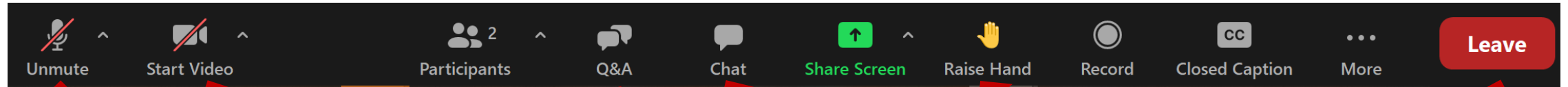
Materials are available at:

<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



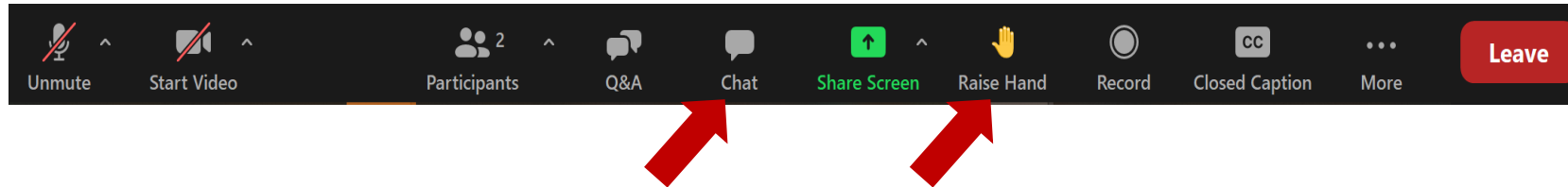
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, DDS staff and presenters on screen



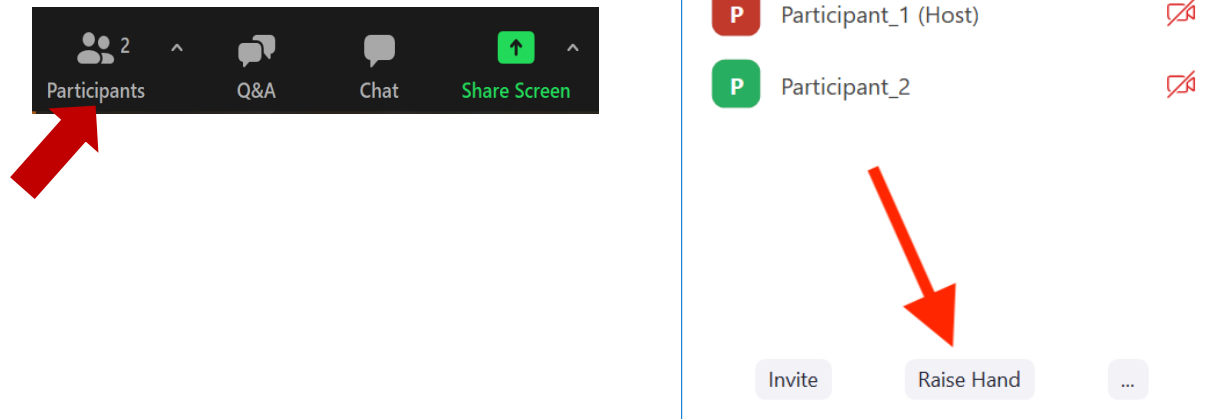
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

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

Department Updates

- Individual Program Plan (IPP) Template
- Regional Center Performance Measures (RCPM) Activities Overview
- Employment Workgroup Recommendations for RCPM Employment Measures

Discussion

RCPM Tentative Quarterly Meeting Schedule for 2025

Closing Comments

Department Updates



Individual Program Plan (IPP) Template Feedback and Materials

Implementation of Public Meeting Feedback

- Use plain language
- Be person-centered
- Offer choice and flexibility
- Focus on the individual, not statutory requirements
- Be available in multiple languages

Final Materials

- Released to regional centers on June 28
- Posted to the [DDS website](#)



IPP Template Regional Center Testing and Training

Regional Center Testing

- In July, 5 regional centers tested the IPP template & agreement form
- Each regional center prepared 5-7 IPPs
- Regional centers provided feedback based on experiences

Regional Center Trainings

- DDS hosted three train-the-trainer sessions for regional centers
- Provided training tips, and suggestions for activities and exercises
- DDS will offer office hours for regional centers ahead of implementation



IPP Template Training for Individuals and Families

- DDS has developed guides specific for individuals and families called “Your Plan”
- DDS will partner with the Family Resource Centers Network of California (FRCNCA) for trainings on “Your Plan”
- “Your Plan” for individuals is available now on the [DDS website](#)







Video Series on Person-Centered Planning in Your IPP



- DDS has developed and produced a series of short videos about person-centered service planning
- Highlight what good planning can look like from different perspectives
- Includes information about:
 - How to prepare for your IPP
 - What to expect
 - Involving people who communicate differently
- Videos are 5-10 minutes long
- Will be available on the [DDS YouTube channel](#)

RCPM Phase II Measure Progress (1 of 4)

Focus Area	Phase II Measure Description	Phase II Completion	Phase III 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. 		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.		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.		Continue to collect data, compare to prior years and 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		Test data elements with regional centers and confirm availability of data points.



Activities Completed







Activities In Progress







Measure Under Development




RCPM Phase II Measure Progress (2 of 4)

Focus Area	Phase II Measure Description	Phase II Completion	Phase III 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.		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.		Continue to collect data to set baseline and compare to prior years.
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.		Regional centers continue to report on completion rates.
Individual & Family Experience and Satisfaction Individual/Family Satisfaction with Regional Center Services	<i>Individual and Family Survey in development</i>		Post IPP survey developed. Explore additional data sources.

RCPM Phase II Measure Progress (3 of 4)

Focus Area	Phase II Measure Description	Phase II Completion	Phase III 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>		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. 		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	<i>In development (Provider Directory)</i>		Working closely with Quality Improvement Program (QIP) to continue development of provider directory and expand data elements (service codes and zip codes).
Service Coordination and Regional Center Operations Timely Service Authorizations	<i>In development (Client Electronic Management System/Uniform Fiscal System - CERMS/UFS)</i>		Working closely with CERMS/UFS development teams.

RCPM Phase II Measure Progress (4 of 4)

Focus Area Incentive Type(s)	Phase II Measure Description	Phase II Completion	Phase III Next Steps
Service Coordination and Regional Center Operations Service Coordinator Competency	Adoption of the set of service coordinator training standards and competencies approved by DDS for use statewide.		Collecting baseline data from regional centers using learning management system.
Service Coordination and Regional Center Operations Intake Process	<i>Standardize the intake process (Lanterman)</i> <i>Implementation of SB138</i>		Develop standardize intake process for Lanterman and Early Start. Gather public input regarding the two intake processes.
Service Coordination and Regional Center Operations Self-Determination Program (SDP)	<i>New measure effective Fiscal Year 2024-25</i>		Analyze SANDIS data and explore potential new measures.



New measure created

RCPM Activities Completed for Fiscal Year 2023-24 (1 of 2)

July 2023-May 2024

- DDS partnered with regional centers, RCPM workgroup and the public to develop a person-centered IPP

June 2024

- DDS sent correspondence to regional centers about each of the focus areas, the measures and associated incentives
- DDS released the new statewide person-centered IPP template and procedures



RCPM Activities Completed for Fiscal Year 2023-24 (2 of 2)

August & September 2024

- Regional centers submitted data for 2023-24 activities related to:
 - Child Find Plan Reporting
 - Bilingual Staff Survey
 - IPP Translations
 - Cultural, Ethnic and Linguistic Diversity Training Survey
 - Person-Centered Plan Facilitation Training and Trainers
 - Self-Determination Program (SDP) Reporting



Upcoming Activities for Fiscal Year 2024-25

October 2024

- DDS will analyze data received from regional centers for 2023-24
- DDS will work with FRCNCA to coordinate trainings about “Your Plan”
- DDS will send correspondence to regional centers about each of the focus areas, the measures and associated incentives for 2024-25

December 2024

- DDS will award incentives for measures completed in 2023-24

January 2025 & beyond

- Regional centers will begin using the new IPP template for all new IPP meetings, amendments, reviews and renewals
- Regional centers will submit data related to measures for 2024-25



Employment Workgroup Meeting Recap

- The Employment Workgroup met on August 30
- Representatives from the Regional Center Performance Measure (RCPM) and Quality Incentive Program (QIP) workgroups were also invited panelists
- Focused discussion on improving employment outcomes through RCPM and QIP
- Employment Workgroup members offered recommendations for potential activities and incentives to consider



Suggestions from Employment Workgroup for RCPM

- Increase in Purchase of Service (POS) related to employment
- Number of hours the individual worked instead of number placements made
- Regional Center Employment Specialists that are ACRE trained with Fidelity
- Positive employment outcomes, not just services rendered
- Utilizing customized employment
- Creating networking opportunities in the community



Discussion/Comments



RCPM Tentative Quarterly Meeting Schedule for 2025

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



Closing Comments

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

