

FNRC CLINICAL REPORT – June 2023

Regional Center Performance Measures

Brief overview of measures and FNRC's status addressing each performance measure – Updates as of 6/13/23.



Rolling out in phases – Phase 1 FY 2022-2023
 Phase 2 FY 2023-2024
 Phase 3 FY 2024-2025
 Phase 4 FY 2025-2026

Incentives: Baseline – no incentive - developing baseline
 Recognition – Pubic recognition based on performance
 Pay for reporting – reporting attached to incentive
 Pay for performance

14 measures identified – DDS guidance received on 6 of the measures.

Performance measures in bold - DDS Directive with guidance has been released.

1. Early Start

Measure: Child Find and Identification

Children who are eligible for Early Start are identified and enrolled in a timely manner. FNRC to submit Child Find Plan. DDS will draw data from Early Start report to determine percentage of children expected to be served looking at Annual Performance Indicators 5 and 6. 2020 figures for FNRC were above the California average. For children 0-3 FNRC was above the Ca goal and for children 0-1 FNRC was 0.02% below the Ca goal. Child Find Plan will focus on 0-1 yo.

API 5: FNRC 0-1 yo 1.07%	Ca Average: 1.05%	Ca goal: 1.09%
API 6: FNRC 0-3 yo 3.73%	Ca Average: 3.3%	Ca goal: 3.47%

Incentive – All phases: Recognition
 Status: DDS Directive -December 13, 2022
 Due Dates:

April 1, 2023:	Submit Child Find Plan - Submitted
June 1, 2023:	Child Find Plan and Early Start Performance Data posted to FNRC website: completed

Measure: Timely Access to Early Start Services

Data to be collected looking at the rate of Individual Family Service Plans completed within the federally required 45 day timeline from receipt of referral. Data is being extracted from the Early Start Report. (2020 figures - FNRC was at 100%)

Incentive- Phase 1 – Baseline
Phase 2 – Pay for Performance
Phase 3 + - To be determined

Status: Directive -December 13, 2022

Due Dates:

March 16, 2023: Review data and make corrections– 10 records corrected January 26, 2023. Complete.

2. **Employment:** Goal is for people who want a job to have a job. Employment services help people get and keep jobs that maximize their skills and interest.

Measure: Participation in Competitive Integrated Employment (CIE)

Goal is to increase CIE placements by 20 percent over last year. Number of consumers who participate in CIE for at least 30 days during the reporting period stratified by students and adults. Future phases will be dependent on results of phase 1 and may be adjusted/modified.

Performance Target: 31

High Performance Target: 34

FY 2021-22: 8

5% increase compared to 2021-2022: 9

Incentive:

1. One-time incentive payment of \$75,000 for meeting one of the following targets:

Achieve the number of 30-day CIE placements that are equal to or exceed the unique regional center target based on the statewide goal of a 20 increase CIE placements

Achieve a 5 percent increase in the regional center's 30-day CIE placements compared to FY 2021-2022

2. High Performance Incentive: \$50,000

- a. **Achieve a the number of CIE placements that are equal to or exceed the base performance target by 10 percent**

Status: DDS directive April 12, 2023

Measure: Data points and reporting for Competitive Integrated Employment (CIE)

Plan is to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE.

Incentive: Phase 1 and 2: Baseline
Phase 3+: Pay for performance

Status: Internal DDS team reviewing SANDIS/CDER fields and other employment data to establish reporting procedure

3. Equity and Cultural Competency

Measure: Linguistic Diversity

Report number of bilingual service coordinators/intake staff/first-line supervisors for each language. Collect data on language distribution of people receiving RC services.

**Incentive: Phase 1: Pay-for Reporting and Pay-for-Performance
\$60,000**

Phase 2+: Recognition

Status: DDS Directive - February 10, 2023

Due Dates:

March 15, 2023: Reporting on bilingual staff - drafted February 22, 2023, submission pending

May 31, 2023: Verify and update all consumers in SANDIS – complete.

Measure: Language Access

Report number of requests for translated IPP documents and length of time to complete request.
Follow rate of translated IPP requests that are completed within the legal standard of 45 days.

Incentive: Phase 1: Baseline
Phase 2 +: Pay for performance

Status: Workgroup establishing data elements

Measure: Service Coordinator Competency in Cultural and Ethnic Diversity

During Phase 1, RC will submit and receive approval for competency-based training on cultural, ethnic, and linguistic diversity and submit the names and positions of staff who participated in training that already met the criteria prior to July 1, 2022. With increased percentage of front line RC staff receiving training, the goal is for families supported by regional centers to feel RC staff respect their family's culture.

**Incentive: Phase 1: baseline
Phase 2-Phase 3: Recognition
Phase 4+: to be determined**

Status: DDS Directive March 13, 2023

Due Dates:

June 30,2023 – submit and receive approval for competency- based training per DDS guidelines.

June 30, 2024 – report percentage of RC staff who successfully completed training July 1, 2023 to June 2024.

June 30, 2025 – report percentage of RC staff who successfully completed training July 1 2023 to June 2025.

4. Individual and Family Experience and Satisfaction

Measure: Consumer/Family Satisfaction with Regional Center Services

During Phase 1, RCs will work with DDS to develop annual feedback from individuals receiving RC services and family members. Feedback will concentrate on 8+ common components across all 21 regional centers. Phase 2 will collect the data and Phase 3+ will focus on improvement in satisfaction in those 8 components and in priorities identified by the community.

**Incentive: Phase 1: Baseline
Phase 2: Pay-for-Reporting
Phase 3+: Pay-for-Performance**

Status: ARCA/DDS/RC establishing current indicators

5. Person-Centered-Planning

Measure: Service Plans Demonstrate Person-Centered Criteria

RCs commit to development and use of a consistent person-centered service plan document. By phase 3, increasing percentage of consumers who agree their service plan is person-centered and meets their needs as well as they are satisfied with the quality of their Individual Program Plan.

**Incentive: Phase 1 – Phase 3: Baseline
Phase 4: Pay-for-Performance**

Status: ARCA workgroup reviewing measure and providing recommendations to DDS

Measure: Service Coordination Facilitation Skills

Reporting of number of certified person-Centered Plan Facilitation trainers who are qualified to deliver plan facilitation training. Future phases focus on increased training of all RC staff. By phase 4, measures will include satisfaction of consumer and their families indicating their SC was skilled in developing their person-centered service plan.

Incentive: Phase 1: Pay-for-Performance

First certified trainer per 10,000 individuals receiving RC services	\$70000
Second certified trainer	\$15000
Third certified trainer	<u>\$15000</u>
Total	\$100000

Phase 2 – Phase 3: Pay-for-Reporting, Pay-for-Performance

Phase 4: Pay-for-Performance

Status: DDS Directive - December 28, 2022

Due Dates: June 1, 2023: More than 3 certified trainers certifications to be submitted. Complete.

6. Service Coordination and Regional Center Operations

Measure: Choices of Services within Regional Centers

Number of vendors for each service type with in the RC catchment area, reported by zip code. Focus by phase 4 will focus on number of vendors, vendor capacity and percentage of families who are satisfied with the cultural diversity of the vendors.

Incentive: Phase 1: Baseline
Phase 2-3: Pay-for-Reporting
Phase 4: Pay-for-Performance

Status: DDS team discussing vendor directory for UFS and CERM updates

Measure: Timely service authorizations

Number of days between annual individual program plan review and service authorization

Incentive: Phase 1-Phase 3: Baseline
Phase 4: Pay-for-Performance

Status: ARCA workgroup reviewing measure and providing recommendations to DDS

Measure: Service Coordination Competency

Develop Service Coordinator Training standards and competencies approved by DDS statewide. Establish data elements for reporting SCs completing training and train service coordinators.. Phase 4 will report percentage of individuals responding to the satisfaction survey who agree their SC and the knowledge needed to meet their needs.

Incentive: Phase 1: Baseline
Phase 2: Recognition
Phase 3+: Pay-for-Performance
Status: Workgroup in process of being developed

Measure: Intake Process

RCs agree to develop and utilize a standard intake process. Ongoing measures will look at the percentage of families who report being treated with respect during the intake process as well as the ratio of individuals determined eligible for services sorted by age, language, race and ethnicity. Currently DDS is assessing the various RC intake policies to determine a statewide uniform process.

Incentive: Phase 1: Baseline
Phase 2: Recognition
Status: DDS collecting RC intake procedures; ARCA work group to identify core components