

DDS Presentation of Regional Center and Provider Performance Measures



Valley Mountain Regional Center Board of Directors
August 24, 2022



Regional Center (RC) Performance Measures Workgroup Meeting

August 2, 2022



Reminder: DDS Vision and Measure Areas of Focus

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 FYs 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 Start

Employment

Service Access

Informed
Choices and
Satisfaction

Prevention and
Wellness

Workforce

Update on Activities Since June Workgroup Meeting

- **DDS convened multiple small group meetings with RC Directors** to further refine measures in targeted areas, including employment
- **DDS finalized the Phase 1 measures** with a focus on:
 - Incorporating stakeholder feedback on measure and incentive structures, when possible
 - Ensuring that measures satisfy the development criteria outlined at the start of the process (i.e., reliable, useful, feasible)
 - Documenting areas of opportunity for future phases of performance measurement as DDS and RCs gain more experience and infrastructure further develops.
- **DDS released the final Phase 1 measures** to the stakeholder community
 - 📌 Focus of today's discussion

Summary of Phase I Measures and Incentives

Focus Area	Phase I Measure Description	Incentive Type(s)	Handout Reference
Early Start	RCs submit a Child Find Plan, will work with DDS to establish a reporting structure for outreach/child find activities and report number of children identified	Recognition	Page 2
Employment	Number of consumers who participate in competitive integrated employment for at least 30 days during the reporting period stratified by students enrolled in/attending secondary education and adults no longer enrolled/attending secondary education	Pay-for-Performance	Page 4
Equity and Cultural Competency	Number of bilingual Service Coordinators including intake staff and first line supervisors for each language	Pay-for-Reporting	Page 6
	Language distribution across people receiving RC services	Pay-for-Performance	Page 6
Person-Centered Services Planning	Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training	Pay-for-Reporting	Page 12

Note: RCs will also be required to report on other measures in Phase I for baseline data collection and recognition purposes, including for Service Coordination and RC Operations, Equity and Cultural Competency, Individual & Family Experience and Satisfaction, Person-Centered Services Planning, and Early Start.

Summary of Phase I Capacity Building Measures

Focus Area	Phase I Measure Description	Incentive Type(s)	Handout Reference
Early Start	Rate of Individual Family Service Plan (IFSPs) completed within the federally required 45-day timeframe from receipt of referral	Baseline: data collection	Page 3
Employment	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE	Baseline: establish data points and reporting	Page 5
Equity and Cultural Competency	Number of requests for translated IPP document and length of time to complete request	Baseline: data collection	Page 7
	Percentage of Service Coordinators including intake staff and first line supervisors participating in training related to cultural and linguistic competency	Baseline: data collection	Page 8
Individual & Family Experience and Satisfaction	RCs will work with DDS to establish annual feedback from individuals receiving RC services and family members, with eight or more common components agreed upon across all 21 RCs	Baseline: establish feedback collection and common components	Page 9

Summary of Phase I Capacity Building Measures, Cont.

Focus Area	Phase I Measure Description	Incentive Type(s)	Handout Reference
Person-Centered Services Planning	RCs commit to the development and use of a consistent person-centered service plan document	Baseline: develop document	Page 11
Service Coordination and Regional Center Operations	Number of vendors for each service type within the RC catchment area, reported by zip code	Baseline: data collection	Page 13
	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range	Baseline: data collection	Page 14
	Develop set of Service Coordination training standards, competencies, and data elements for reporting	Baseline: establish data and reporting	Page 15
	RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service*	Baseline: establish process and core elements	Page 16

*DDS will collaborate with RCs to develop core elements based on existing RC best practices (e.g., a standardized intake form). RCs are asked to agree to core elements.

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.

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.

Focus Area: Equity and Cultural Competency

Measure: Language Access

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language*.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of requests for translated IPP documents and length of time to complete request	Rate of translated IPP document requests that are completed under the legal standard of 45 days		
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Pay-for-performance		
Performance Target and Incentive Methodology	No incentive; data collection	Incentive given to RC for the percentage of translated IPP documents completed within 31-35 days and 36-40 days		

*This refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages; it does not preclude the legal requirement for written documents to be in the primary language.

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

Quality Incentive Program (QIP) Workgroup Meeting

July 27, 2022



Reminder: DDS Vision and Measure Areas of Focus

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- **DDS convened multiple small group meetings with service providers** to further refine measures in targeted areas, including in employment
- **DDS finalized the Phase 1 measures** with a focus on:
 - Incorporating stakeholder feedback on measure and incentive structures, when possible
 - Ensuring that measures satisfy the development criteria outlined at the start of the process (e.g., reliable, useful, feasible)
 - Documenting areas of opportunity for future phases of quality measurement as DDS and providers gain more experience and infrastructure further develops.
- **DDS released the final Phase 1 measures** to the stakeholder community
 - 📌 Focus of today's discussion

Summary of Phase I Measures and Incentives

Priority Area	Phase I Measure	Incentive Type(s)	Incentive Amount Range
Prevention and Wellness	Access to Preventive Services in Adult Residential Facilities	Pay for Reporting and Pay for Performance	\$5,000 per ARFPSHN for reporting for all consumers and \$1,000 per ARFPSHN when preventative health screenings are at or above pre-COVID levels
Employment	Access to Competitive Integrated Employment (CIE)	Pay for Performance	\$500 – \$3,500 per CIE placement
	CIE Placement Capacity		\$300 – \$1,900 per provider who receives ACRE or CESP certification
Service Access	Direct Service Professional (DSP) Vacancy Rate	Pay for Reporting	Single incentive for completion of the Provider DSP Workforce Data Collection survey
	DSP Language Fluency		
Workforce Capacity	DSP Turnover Rate		
	DSP Average Tenure		

Note: Additional incentives for employment, early intervention and informed choice/satisfaction will be addressed in future phases.

Focus Area: Prevention and Wellness

Measure: Access to Preventive Services in Adult Residential Facilities

Desired Outcome: Individuals supported in Adult Residential Facilities for Persons with Special Health Needs (ARFPSHNs)** receive preventative health services at medically recommended frequency.

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage of consumers who received select preventative health services at an ARFPSHN based on the medically recommended frequency using standards defined by the American Medical Association, including: <ul style="list-style-type: none">Physical exam in past yearDental visit in past yearPap smear in past two years (if applicable)Mammogram in past two years (if applicable)Colorectal screening		
Target Population	Adult consumers determined eligible for services under the Lanterman Act who receive care in ARFPSHNs		
Incentive Type	Pay for Reporting and Pay for Performance	Pay for Performance	
Performance Target and Incentive Methodology	1) Incentive payment of \$5,000 for an ARFPSHN that reports required data for all consumers 2) An additional incentive payment of \$1,000 when the ARFPSHN's reported data demonstrates consumers have received preventative health screenings matching or exceeding pre-COVID levels based on NCI data	Incentive payment based on meeting a defined percent increase (TBD) in the number of resident consumers who received select preventative health services at an ARFPSHN relative to previous year	Incentive payment based on matching or exceeding the statewide rate of timely provision of select preventative health services to resident consumers who receive care at an ARFPSHN

**Expansion to additional populations will be explored in future measure phases.

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

Focus Area: Employment

Measure: Access to Competitive Integrated Employment (CIE) (all adults)

Desired Outcome: Individuals who want CIE are employed.

	Phase 1	Phase 2	Phase 3
Measure Description	Number of consumers achieving CIE placement accordance with their preferences and needs.	Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives. Future measures for consideration may include tiered incentives for employment placement that scale with: <ul style="list-style-type: none">• The complexity of the consumer's needs (i.e., higher incentives to secure placements for consumers with more complex needs); and/or,• Length of time the consumer remains employed beyond 6 months (e.g., 12 months, 24 months).	
Target Population	All consumers determined eligible for services under the Lanterman Act who want CIE (e.g., consumer identified employment as a goal).		
Incentive Type	Pay for Performance		
Performance Target and Incentive Methodology	1) For each consumer <u>above</u> four consumers achieving CIE placement during the reporting period, an incentive payment of \$500 to the provider agency after CIE for 30 days, and an additional incentive payment of \$1,000 for continued employment for six (6) months. Additionally: <ul style="list-style-type: none">a. For each consumer who exits a Paid Internship Program (PIP) internship, an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months.b. For each consumer who exits sub-minimum wage employment [14(c) certificate], an incentive payment of \$500 to the provider agency after CIE for 30 days, and \$500 for continued employment for six (6) months.		

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

Review of Existing Employment Incentive Payments

COMPETITIVE INTEGRATED EMPLOYMENT (CIE) INCENTIVE PAYMENTS

In 2016 Welfare and Institutions (W&I) Code section 4870 authorized incentive payments to service providers for each individual achieving CIE placement on or after July 1, 2016 as follows:

- \$1,000 if the individual is still engaged in CIE after 30 days
- \$1,250 if the individual is still engaged in CIE after 6 months
- \$1,500 if the individual is still engaged in CIE after 12 months

In 2021 W&I Code section 4870 was amended to further encourage CIE opportunities, authorizing increased incentive payments to service providers for each individual achieving CIE placement July 1, 2021 until June 30, 2025 as follows:

- \$2,000 if the individual is still engaged in CIE after 30 days
- \$2,500 if the individual is still engaged in CIE after 6 months
- \$3,000 if the individual is still engaged in CIE after 12 months

PAID INTERNSHIP PROGRAM (PIP)

In 2016 Welfare and Institutions (W&I) Code section 4870 established the paid internship program, providing funding for payment to consumers placed in internships with the support of service providers.

In 2021 W&I Code section 4870 was amended to further encourage PIP opportunities, revising funding guidelines and authorizing incentive payments to service providers for each individual placed in a paid internship on or after July 1, 2021 as follows:

- \$750 if the individual is still engaged in the paid internship after 30 days
- \$1,000 if the individual is still engaged in the paid internship after 60 days

Summary of Existing & New Employment Incentive Payment Types

Type of Incentive Payment		Minimum Length of Employment		
		30 days	6 months	12 months
Competitive Integrated Employment (CIE) Incentive Payment <small>(W&I Code section 4870)</small>	For each consumer who achieves CIE placement July 1, 2021 until June 30, 2025	\$2,000	\$2,500	\$3,000
New: Quality Incentive Payment	For each consumer <u>above</u> four consumers who achieves CIE placement during the reporting period	\$500	\$1,000	
New: Quality Incentive Payment	For each consumer who exits an internship through the Paid Internship Program and achieves CIE placement during the reporting period	\$500	\$500	
New: Quality Incentive Payment	For each consumer who exits sub-minimum wage employment [14(c) certificate] and achieves CIE placement during the reporting period	\$500	\$500	
Potential Total Per Consumer:		\$3,500	\$4,500	\$3,000

Focus Area: Employment
Measure: Competitive Integrated Employment (CIE) Placement Capacity (all adults)

Desired Outcome: Individuals receive CIE placement support that is in accordance with their preferences and needs.

	Phase 1	Phase 2	Phase 3
Measure Description	<div>1) Number of service provider employees who become certified or re-certified as trained employment specialists through the ACRE Basic Employment Services or ACRE Basic Customized Employment Services training during the reporting period.</div> <div>2) Number of service provider employees who become certified or re-certified in Certified Employment Support Professional (CESP) training during the reporting period.</div>	<div>Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives.</div> <div>Future measures may consider incentivizing:</div> <ul style="list-style-type: none">• Attaining certification to train other staff in the Customized Employment Specialist curriculum;• Ensuring that a majority of staff have been certified (e.g., incentive for each group of five staff who are certified);• Attaining advanced levels of certification beyond the Basic level; and,• Retaining trained service providers employees.	
Target Population			
Incentive Type			
Performance Target and Incentive Methodology			

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

Focus Area: Employment

Measure: Consumer Satisfaction with Competitive Integrated Employment (CIE)

Desired Outcome: Individuals are satisfied with their employment supports and CIE placement.

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage of consumers who are satisfied with their employment supports and CIE placement after three months. <i>(Note: Satisfaction survey to be developed in collaboration with the State Council on Developmental Disabilities by Fall 2022, informed by stakeholder input.)</i>	Percentage of consumers who are satisfied with their employment supports and CIE placement.	Percentage of consumers who are satisfied with their employment supports and CIE placement.
Target Population	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2022 and have been employed for at least three months.	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement on or after July 1, 2023 and have been employed for at least three months.	All consumers determined eligible for services under the Lanterman Act who achieve CIE placement and have been employed for at least three months.
Incentive Type	N/A	Pay for Performance	Pay for Performance
Performance Target and Incentive Methodology	N/A	TBD	TBD

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

Focus Area: Service Access
Measure: Direct Service Professional Vacancy Rate

Desired Outcome: Individuals have timely access to services.

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage DSP vacancy rate of provider agency as calculated using standardized formula across all providers (TBD)		Measure updates for Phase 3 and beyond will be based on effectiveness and results of Phase 2 incentives
Target Population	All consumers determined eligible for services under the Lanterman Act		
Incentive Type	Pay for Reporting	Pay for Performance	
Performance Target and Incentive Methodology	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on meeting a defined target (TBD) for the percent reduction in the DSP vacancy rate compared to the prior reporting period	

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

Focus Area: Service Access
Measure: Direct Service Professional Language Fluency

Desired Outcome: Individuals and their families (where applicable) are supported by staff who communicate in individuals' preferred language.

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage of DSPs within a provider agency who are fluent in at least one non-English language, including American Sign Language (ASL)		Percentage of DSPs within a provider agency who are fluent in at least one non-English language (including ASL) of the population served
Target Population	All consumers determined eligible for services under the Lanterman Act		
Incentive Type	Pay for Reporting	Pay for Performance	
Performance Target and Incentive Methodology	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent increase in the number of DSPs who are fluent in at least one non-English language (including ASL) compared to the prior reporting period	Incentive payment based on the provider agency meeting a target (TBD) for percentage of DSPs who are fluent in at least one non-English language (including ASL) of the populations served

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

Focus Area: Workforce Capacity
Measure: Direct Service Professional Turnover Rate

Desired Outcome: Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

	Phase 1	Phase 2	Phase 3
Measure Description	Percentage provider agency turnover rate as calculated using a standardized formula (TBD) across all providers		Percentage of individuals who are satisfied with the continuity of their staff
Target Population	All consumers determined eligible for services under the Lanterman Act		
Incentive Type	Pay for Reporting	Pay for Performance	
Performance Target and Incentive Methodology	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent reduction in provider agency turnover rate	TBD

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

Focus Area: Workforce Capacity
Measure: Direct Service Professional Average Tenure

Desired Outcome: Individuals are satisfied by the continuity of their Direct Service Professional (DSP).

	Phase 1	Phase 2	Phase 3
Measure Description	Average tenure of DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers	Percent increase in the average tenure of the DSPs employed by the provider agency, as calculated by a standardized formula (TBD) across all providers	To be addressed by prior measure Phase 3 (Percentage of individuals who are satisfied with the continuity of their staff)
Target Population	All consumers determined eligible for services under the Lanterman Act		
Incentive Type	Pay for Reporting	Pay for Performance	
Performance Target and Incentive Methodology	One incentive payment for Service Access and Workforce Capacity measures based on provider agency completion of the Provider DSP Workforce Data Collection survey	Incentive payment based on the provider agency meeting a target (TBD) for percent reduction in provider agency turnover rate	

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

Focus Area: Workforce Capacity
Measure: DSP Training

Desired Outcome: DSPs have the skills needed to provide high quality supports Increased core competencies.

	Phase 1	Phase 2	Phase 3
Measure Description	N/A	Percentage of DSPs within a provider agency participating in DSP University in the reporting period	
Target Population		All consumers determined eligible for services under the Lanterman Act	
Incentive Type		Pay for Performance	
Performance Target and Incentive Methodology		Incentive payment based on the provider agency meeting a target (TBD) for the percentage of DSPs participating in DSP University in the reporting period	Incentive payment based on the provider agency meeting a target (TBD) for the increase in the percentage of DSPs participating in DSP University compared to the prior reporting period

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

Focus Area: Early Intervention
Measure: Access to Early Start Services for Children and Families

Desired Outcome: Children and families receive timely access to Early Start services.

	Phase 1	Phase 2	Phase 3
Measure Description	Establish data source to measure point of service from referral by regional center	Percentage of families for whom provision of service begins in less than 31 days from date of RC referral	
Target Population	All child consumers (ages 0-2) who are identified for Early Start assessment		
Incentive Type	N/A	TBD	
Performance Target and Incentive Methodology	N/A	TBD	TBD

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

Focus Area: Informed Choice and Satisfaction
Measure: Individual and Family Satisfaction

Desired Outcomes:

- Individuals make everyday choices, such as how they spend their time, and choices about their life decisions, such as where they live.
- Individuals and families are satisfied with the services and supports received.

	Phase 1	Phase 2	Phase 3
Measure Description	Collaboration with PAVE to establish reliable measures and data	Collaboration with PAVE to establish reliable measures and data	TBD
Target Population			
Incentive Type			
Performance Target and Incentive Methodology			

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

Update on Person-Centered Advocacy, Vision and Education (PAVE) Initiative

DDS is negotiating a scope of work with the California Community Living Network (Contractor) to create a system to measure service outcomes.

- System will be designed to measure priority Quality Incentive Program outcomes (see callout box).
- The system will include a data collection platform and staff training curriculum.
- For the first six months and regularly throughout the contract, CCLN will engage a stakeholder group to:
 - Support planning efforts;
 - Provide input and advisement on draft measures;
 - Identify service lines; and,
 - Review progress.

PAVE Measure Focus Areas

Individuals and families are supported by staff who communicate in their preferred language

Individuals are satisfied with the continuity of their staff

The needs of individuals and families are met by their DSP

Individuals make everyday choices
(e.g., who I spend time with)

Individuals make choices about their life decisions
(e.g., where I live)

Individuals and families are satisfied with their services and support

Near-Term Next Steps for Measure Implementation

- **August:** Issue DDS directives for Phase 1 measures that address:
 - Data collection processes (e.g., frequency, format, submission process)
 - Measure calculation methodologies
 - Incentive amounts and performance targets, where applicable
- **September-October:** Facilitate training and education for providers on implementing the measures

■ Questions