

## Quality Incentive Program ICC Presentations -

Interagency Coordinating Council (ICC) Meeting January 2024

- DDS Quality Incentive Program – Leslie Morrison

Ms. Morrison provided a background summary of the Quality Incentive Program (QIP). From July 1, 2023, through June 30, 2024, through the QIP, regional center vendors receive \$300 incentives for each initial intervention service for children less than three years old and their families that starts within 31 days of the purchase of service (POS) authorization. DDS will instruct regional centers to issue incentive payments for each eligible service every quarter directly to the vendor. LEAs are not included in this program, only vendors in the rate study going through the adjustment process.

Questions:

- Julie Mole asked if this program is just for services with an 805 service code. o Ms. Morrison replied that this program applies to all intervention services provided to children and families under the age of three.
- Pablo Velez asked how to handle regional centers who “lump” services together in a purchase of service (POS). o Ms. Morrison responded that DDS will be starting with each service that was delivered if the authorization meets the requirements – in other words, multiple services on one authorization will be picked up by the data system. When data was tested, 90% of services are starting within 31 days. • Ms. Morrison reviewed the focus area and how success measures were developed. DDS will be providing trainings and developing FAQs for vendored service providers.
- Yvette Baptiste asked how this program can be sustained after the funding ends. o Ms. Morrison stated they hope to continue this program through the implementation of the rate adjustment process and improvement measures

QIP Overview

→ DDS Vision and Areas of Focus → QIP Measures and Statuses →

Next Steps CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES 20 Quality Incentive Program

(QIP): Overview ☞ The QIP is designed to:

θ Improve consumer outcomes,

θ Improve service provider performance, and θ Improve the quality of services.

☞ Participating service providers who are in good standing that meet or exceed quality measures developed by DDS with input from stakeholders are eligible for incentive payments.

☞ The QIP will transition from making incentive payments (FY 23/24) to becoming part of the vendor rate (FY 25/26).

☞ The Early Intervention QIP measure is still being developed.

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES 21 DDS Vision and Measure Areas of Focus 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, outcomebased and equitable services.

California Department of Developmental Services Vision Early Intervention Employment Informed Choices and Satisfaction Service Access Prevention and Wellness Workforce

Supporting Provider Quality Incentive Program Measurement Priorities to Advance Vision Early Intervention Service Coordination and Regional Center Operations Equity and Cultural Competency Individual and Family Experience and Satisfaction PersonCentered Services Planning Employment Supporting Regional Center Performance Measurement Priorities to Advance Vision

Proposed QIP Measures for Fiscal Year 2023 – 2024 Focus Area QIP Measures FY 23/24 FY 24/25 QIP Core Measures –

Greater Provider Eligibility Statewide Service Provider Directory Service provider validates vendor information Evolve the measure

Continue to Implement QIP Measures in Focus Areas Workforce Capacity: Average Tenure Pay for participation in DSP Workforce Survey for 2023

Evolve the measure Workforce Capacity: DSP Turnover Rate Pay for participation DSP Workforce Survey for 2023

Evolve the measure Service Access: DSP Language Fluency Pay for participation DSP Workforce Survey for 2023

Evolve the measure Prevention & Wellness Measure Participants: ARFPSHN, EBSH, RCFEs, and FHAs

Establish incentive approach based on participation: Incentive for reporting foundational data and continue to evolve measure Employment: Access Data collection, validation, and incentive payments Continue data collection, validation, and incentive payments

Employment: Capacity Data collection, validation, and incentive payments Continue data collection, validation, and incentive payments.

Informed Choice and User Satisfaction Engage stakeholders and develop pilot Pilot at 4 regional centers Early Intervention \*In Development\*

\*Pay for early intervention services delivered within 45 days

Evolve measure to pay for services delivered within 31 days

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES 23 Questions & Support

Visit the QIP webpage: Quality Incentive Program (QIP) - CA Department of Developmental Services Email QIP or Incentive Payment questions to: [QIPquestions@DDS.CA.go](mailto:QIPquestions@DDS.CA.go)

[ICC Day 1 Meeting Minutes- January 18, 2024 \(ca.gov\)](#)

## **ICC October 2023 P. 13-14 (July 20,2023 minutes)**

Regional Center Performance Measures Mr. Cruz provided background information for the development of regional center performance indicators and benchmarks, a requirement that was added to the Welfare and Institutions Code with the Budget Act of 2021-22.

The presentation focused on two Early Start performance measures: OCTOBER ICC MEETING PACKET  
Page 15 of 33

- Child Find and Identification: Eligible children to be identified and enrolled in a timely manner.
- Timely Access to Services: Children and families to have timely access to Early Start services to minimize the impact of developmental delays.

Committee members commented on the importance of the 45-day timeline and problems with families waiting 60 or more days for services. Mr. Cruz provided the following link [https://www.dds.ca.gov/wp-content/uploads/2022/12/RCPM\\_handout\\_12132022.pdf](https://www.dds.ca.gov/wp-content/uploads/2022/12/RCPM_handout_12132022.pdf) to the regional center's Performance Measures for additional information

Quality Incentive Program Shirley Chan, with the DDS Office of Quality Assurance, was joined by Josh Sudarma. Ms. Chan provided an overview of the Quality Incentive Program (QIP), which is designed to improve consumer outcomes, provider performance, and quality of services at regional centers. QIP will transition from making incentive payments in the current fiscal year of 23-24 to becoming part of the vendor rate in fiscal year 25-26.

For early intervention, this QIP measure is still being developed. Ms. Chan provided proposed QIP measures for upcoming fiscal years such as workforce capacity, prevention and wellness, employment access and capacity, informed choice and user satisfaction, and services delivered within 45 days (to be 31 days in 2024-2025).

Questions: • Pablo Velez asked how incentive programs will take into consideration equity for under-resourced geographic areas and how the rate study can be updated to reflect soaring costs of living since 2019. o Mr. Sudarma acknowledged that the QIP still needs to be developed for Early Start and code 805 to determine the best way to implement and operationalize measures. The Rates Team is strategizing how to address the concerns raised. An update will be given at the January ICC meeting. o Ms. Acon provides more context on rate models.

- Fran Chasen asked how the “timeliness of service” for quality indicators is defined. o Ms. Acon answered that this is still in development.

[October 2023 Minutes \(ca.gov\)](#)