

# **COVID-19 Update and Feedback on Activities to Support Our Performance Contract Objectives**

**RCEB COMMUNITY MEETING  
FRIDAY, OCTOBER 16, 2020**

**Lisa Kleinbub, Executive Director**

# COVID UPDATE

Based on reports to Regional Centers - as of 10/14/2020

Statewide: Total Regional Center Population: 354,640

Total (reported) Positive/Confirmed COVID Cases :  
3,040

Deaths: 164 ( 36% in Nursing Facilities)

Regional Center of the East Bay

Total Population 21,388

Total (reported) Positive/Confirmed COVID Cases :  
110

Deaths: 3 ( 2 in Nursing Facilities)

# COVID RELATED Restrictions in Alameda AND CONTRA COSTA COUNTIES

- ▶ Both still under Shelter in Place.
- ▶ Masks/Face Covering, Handwashing, Physical Distancing
- ▶ Alameda County in Orange Zone. Contra Costa in the Red Zone but expected to move to Orange soon.
- ▶ Both counties are making decisions on re-openings but all indoor activities still require social distancing and wearing of face coverings.

# TYPES OF ALTERNATIVE SERVICES

Supports related to minimizing the exposure to or impact of COVID-19

Completion of an individualized service plan  
Completion of an individual assessment/

Services delivered to the consumer via telephone, video or other electronic communication

Delivery of meaningful supplies or other items  
to the consumer's home

Use of self-guided training and educational materials supplied by the provider  
to support the service

Skills training to individuals within the  
household to support the consumer

Service provided in-person, modified to comply with the most  
restrictive state or local guidelines in effect

Supports for transition to the Self-Determination  
Program

Training provided to vendor staff

Other alternative services

# AN INDIVIDUAL PERSPECTIVE OF ALTERNATIVE SERVICE DELIVERY

- ▶ The Consumer's needs are the driver for the services and supports delivered.
- ▶ Consumers and Providers engage in discussions about service options.
- ▶ Alternative Service Delivery offers the flexibility to tailor services to meet people where they are.
- ▶ Consumers electing to receive alternative services work with the service provider and regional center.
- ▶ The Individual Program Plan (IPP) continues to drive the implementation of needed services and supports
- ▶ Alternative services are provided, consumers provide feedback, services are adapted as needed
- ▶ New services and new providers can be identified

# Details

- ▶ Notify regional centers on behalf of each individual
- ▶ Providers submit one-time certification to regional centers
- ▶ October 2020 Providers finalize ISP for each consumer and provide alternative services
- ▶ For these months only, reimbursement claims utilizing existing rate and each consumer's prior average attendance. Claims only for consumers who received services during the month
- ▶ Monthly rate and backup documentation to providers for review in October 2020
- ▶ Beginning in November 2020, reimbursement based on monthly rate
- ▶ DDS establishes reporting tools -requirements identified in directive
- ▶ First two months' reports are due November 30, 2020 and include provider verification of completed consumer engagement and individual service plans

# WHAT IS THE PERFORMANCE CONTRACT ?

- ▶ Welfare & Institutions (W&I) Code section 4629(c) requires the contracts with regional centers to include annual performance objectives. Performance objectives must be developed through a public process as described in the Department of Developmental Services' (Department) guidelines.
- ▶ Most of the objectives are required for all regional centers.
- ▶ Regional Centers can select objectives from a limited list in the area of disparities
- ▶ While Regional Centers can develop local objectives, RCEB did not develop any local objectives in 2019 .
- ▶ In areas where in previous years we saw a need for improvement, we created activities to focus on change

# Goals

- ▶ The Department reviews the baseline and year-end information to evaluate performance.

Success is demonstrated when:

- ▶ The outcome has improved over the prior year's baseline, or
- ▶ The performance exceeds the statewide average, or
- ▶ The performance equals a standard that has been defined by the Department



# Compliance Measures

Measure	Measure Methodology
Unqualified independent audit with no material finding(s)	RCEB will have an unqualified independent audit with no material findings.
Substantial compliance with DDS fiscal audit	Based on DDS internal document criteria RCEB will be in compliance with the DDS fiscal audit.
Operates within OPS budget	Actual expenditures plus late bills will not exceed OPS budget
Certified to participate in waiver	Based on most recent waiver monitoring report in January 2019, RCEB will continue to be certified to participate in the waiver
Compliance with Vendor Audit Requirements per contract, Article III, Section 10	RCEB will continue to be in compliance with vendor audit requirements per contract, Article III, Section 10.
CDER/ESR Currency	RCEB will maintain CDER/ESR currency for status 1 and 2 consumers
Intake/assessment and IFSP time lines (0-2)	RCEB will meet timelines for intake/assessment and IFSP for 0-2, measured through the ESR data.
Intake/assessment time lines for consumers ages 3 and above	Intake/assessment time lines will be met for consumers age 3 and above and tracked through CMF-calculated by subtracting the status date from the CMF date
IPP Development (WIC requirements)	RCEB will meet timelines for IPP development and review per Welf. & Inst. Code section 4646.5 (c)(3).
IFSP Development (Title 17 requirements)	RCEB will meet timelines for IFSP development and review per Title 17 requirements and measured through ESR data.

# Public Policy Performance Measures

- ▶ Fewer consumers live in developmental centers
- ▶ More children live with families
- ▶ More adults live in home settings
- ▶ Fewer children live in large facilities (more than 6 people)
- ▶ Fewer adults live in large facilities (more than 6 people)

# Looking at Each of these Outcomes

- Questions to think about as we review the outcomes

Are there any activities you would suggest to support a positive trend on these outcomes?

What supports might be offered to see progress?

Are there any previous activities that s

# Minors Living With Family

## Outcomes

- Increase number and percent of minors residing with families

## Activities

- Provide ongoing case management support to families and consumers.
- Support access to an array of family supports through referral and advocacy with generic services.
- Develop updated materials and processes to support families in accessing Medi-Cal through institutional deeming
- Provide support to families through RCEB funding.
- Provide crisis intervention services through RCEB's mobile crisis team and the Children's Crisis Home and work with the Department of Developmental Services(DDS) in the use of intensive wrap around services including CAST as part of the DDS Safety Net

# Adults In Independent Living

## Outcome

- Increase number and percent of adults residing in independent living

## Activities

- Continue to meet with ILS vendors.
- Provide two living options workshops a year for families and consumers.
- Continue to train case management staff on ILS Services and availability of this services for all individuals over age 18.
- Support access to generic community resources such as medical and dental care, IHSS services, mental health services etc
- Continue to work closely with local housing agencies to increase accessible and affordable housing.
- Continue to provide information on living options at 3 Transition Fairs annually.

# Adults in Supported Living

## Outcome

- Increase number and percent of adults residing in supported living

## Activities

- Continue to meet with SLS providers and facilitate best practice discussions with SLS providers
- Provide two living options workshops a year for families and consumers.
- Continue to train new case management staff on SLS.
- Support access to generic community resources such as medical and dental care, IHSS services, mental health services etc
- Continue to work closely with local housing agencies and other partners to increase accessible and affordable housing.
- Continue to provide information on living options including SLS at 3 Transition Fairs annually.

# Adults Living in Family Homes

## Outcome

- ▶ Increase number and percent of adults residing in family homes (home of parent or guardian)

## Activities

- Support access to generic community resources such as medical and dental care, IHSS services, mental health services etc.
- Continue to provide funding for services and supports that assist families in keeping their adult son/daughter at home

# People Living in Smaller Facilities

## Outcome

- ▶ Decrease number and percent of minors living in facilities serving > 6
- ▶ Decrease number and percent of adults living in facilities serving > 6

## Activities

- ▶ Almost all children in facilities larger than six beds are adolescents that are receiving treatment in mental health facilities. RCEB will work with families/guardians of children who are ready to move to other housing options such as returning to the family home or moving into more natural living environments.
- ▶ Collaborate with local counties to support transitions of our mutual children in foster care residing in large facilities.
- ▶ Through new vendor training emphasize the need for homes that provide services to fewer than six residents. With the establishment of a new rate structure for 4 bed models in July 2016, encourage the conversion of six-bed homes to 4-bed homes.
- ▶ Consistent with the CMS final setting rule, support larger providers to apply for HCBS funding to come into compliance.



# EMPLOYMENT MEASURES



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- ▶ Percentage of adults who reported having integrated employment as a goal in their IPP will increase

National Core Indicators (NCI) Survey - Yes/No/Don't Know  
Individual has community employment as a goal in his/her IPP.

Employment Specialist will host ongoing trainings for case management.

Prompt to include integrated employment goals as appropriate will be added to IPPs.

# EMPLOYMENT MEASURE

- ▶ Number and percentage of consumers, ages 16-64 with earned income will increase.
- ▶ Employment Specialist will host ongoing trainings for providers and case management, collaborate with Department of Rehabilitation(DOR)and develop Local Partnership Agreements (LPA), continue local employment task force, conduct outreach to transition age, secondary education and adult education.

# EMPLOYMENT MEASURE

- ▶ Average annual wages for consumers ages 16-64 will increase
- ▶ Employment Specialist will host ongoing trainings for case management and conduct outreach to transition age and secondary education. Employment Specialist will work with programs offering Subminimum Wage Employment to transition to at least minimum wage.

# EQUITY BY AGE AND ETHNICITY

## OUTCOME:

Individuals of all ethnicities at all ages will have access to RCEB funded services necessary to meet the needs as identified through the IPP/IFSP process.

## MEASURE:

Prior FY purchase of service data and client master file (CMF)

- Birth to age 2 inclusive
  - Age 3 to 21 inclusive
  - Twenty-two and older
- RCEB continues to work with La Familia and the Case Management team that serves our Asian /Pacific Islander communities to identify effective outreach methods in underserved communities.
  - Informational material distributed by RCEB is being translated into threshold languages in our community. Continue to assess the need for translation into additional languages as population changes.
  - Support local community based organizations with participation in events, provision of data, and other needs in their targeted outreach to underserved communities as part of disparity grants.

# DISPARITY MEASURES



# EQUITY BY LANGUAGE

## OUTCOME

- ▶ RCEB funded services for individuals who speak languages other than English will increase.

## MEASURE:

- ▶ Prior FY purchase of service data and client master file (CMF).
- ▶ Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more consumers only).

- RCEB continues to hire bilingual, bicultural staff
- Cultural competency training provided for RCEB staff and some vendors.
- RCEB is working with a Family Home Agency(FHA) provider to develop options to serve individuals with a family language of Cantonese or Vietnamese as well as those who use ASL to communicate.
- RCEB is developing supports to provide communication access for those with ASL needs in their homes.

# Satisfaction By Race/Ethnicity

- ▶ Individuals of all races/ethnicities will be satisfied with the services and supports received by the family and family member.

## NCI data:

- ▶ Child Family Survey: FY 15/16 and FY 18/19
- ▶ Adult Family Survey: FY 16/17 and FY 19/20
- ▶ Family Guardian Survey: FY 16/17 and FY 19/20

- ▶ RCEB will reviews IFSP/IPP satisfaction surveys to identify areas for improvement .
- ▶ RCEB will translate satisfaction surveys into the family/individual language of the individual served
- ▶ RCEB will identify new ways for individuals and families to submit survey responses



Please share your thoughts on what Activities RCEB could be involved in to support these outcomes

► **In the CHAT or Raise Your Hand To Share**

# Materials and Further Comment

- ▶ Previous Performance Contracts, Final Reports are Posted on Our Website under Transparency
- ▶ Our Draft for Calendar Year 2021 will be Posted By October 27<sup>th</sup> 2020.
- ▶ We will have a link for feedback and will announce a public meeting for comment
- ▶ Please join our mailing list through [writetous@rceb.org](mailto:writetous@rceb.org)