**Regional Center of Orange County**
**Vendor Advisory Committee**
**Tuesday, October 8, 2024**
**2:00 p.m. to 3:00 p.m.**
**Videoconference**

**Agenda**

I.   **Call to Order**

II.  **RCOC Update –** *Larry Landauer*

    A.  Vendorization Update – *Liliana Castillo*

    B.  DDS' Provider Directory and associated Incentive Payments – *Aaron Christian & Dana Simon*

III. **Board Report –** *Rick Perez*

IV.  **Peer Advisory Committee (PAC) Report** – *Wayed Kabir*

V.   **Liaison Reports**

    A.  CalOptima – *Liaison Pending*

    B.  OCTA – *Melissa Mungia*

VI.  **Member Reports**

| | |
|---|---|
| A. Adult Behavior Management: | Atrem Behmanesh, Vocational Visions – Chair<br>Ryan Perez, OC Bridges Adult Day Program – Co-Chair |
| B. Adult Day Programs: | Rick Perez, Abilities Unlimited - Chair |
| C. Adult Family Home Agency: | Shari Panganiban, MENTOR - Chair |
| D. Behavior Services: | Cindy Hebert, Sage Behavior Services – Chair<br>Junie Lazo-Pearson, Advanced Behavior Health – Co-Chair |
| E. Community Care Facilities: | *Member Pending* – Chair |
| F. Early Intervention: | Junie Lazo-Pearson, Advanced Behavior Health – Chair<br>Pam Alexander, ICEC – Co-Chair |

G. Habilitation:                          Marina Margaryan, Westview Services - Chair
Jodean Hudson, OC Goodwill – Co-Chair

H. Independent/Supported Living:   Christine Molina, L.I.F.E. – Chair
Ana Sandoval, L.I.F.E. – Co-Chair

I. Intermediate Care Facilities:   Rich Mraule, David's House - Chair

J. Respite and Allied Health:   Kelly Araujo, BHH Respite Services – Chair
Michael Toliver, Unlimited Possibilities - Co-Chair

**VII. Community Forum**

**VIII. Other**

**IX. Adjournment**

*The next scheduled VAC meeting is on **Tuesday, November 12, 2024**.*

# Provider Directory

October 2024

# AGENDA

- Overview of Provider Directory Project
- Data Collection Phase
- Outreach Process
- Regional Center Roles and Responsibilities
- Data Collection Phase Timeline
- QIP Measures

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

# OVERVIEW OF PROVIDER DIRECTORY PROJECT

The Provider Directory is one of many efforts to improve community access to information about developmental services throughout the State.  This furthers our work to modernize the current IT systems and is part of the greater data integrity and transparency efforts.

**The Provider Directory will be a web-accessible vendor portal for service provider records that will:**
- Help to meet federal disclosure requirements
- Provide insight into service provider networks
- Collect information about service provision—availability, qualifications, language capacity
- Standardize vendorizations
- Improve communication between service providers, regional center, and the Department

**When fully developed, the directory will:**
- Be searchable by self-advocates and families to identify service options
- Track development of new resources
- Provide access to information about provider locations, services, qualifications, and demographics
- Store service provider independent CPA audit documentation
- Be used to calculate the Quality Incentive Program

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

# DATA COLLECTION PHASE

**Objectives of the Data Collection Phase:**

Centralize service provider information at the state level

Contacting each service provider to gather and validate their information

Ensure the completeness and accuracy of the service provider information

- What data is being collected?

- How will the data be collected?

- How can Regional Centers help the cleanup effort?

# DATA TO BE COLLECTED

| No. | Data | Considerations |
|---|---|---|
| 1 | **Service Provider Name** | • Ensures accurate identification of the service provider, avoiding confusion with similarly named entities<br>• Assists in cross-referencing with other records to confirm the legitimacy of the provider |
| 2 | **Service Location Address** | • Confirms the physical location of the service provider, ensuring they are operating within the state<br>• Noted multiple instances where a service provider has multiple service location addresses |
| 3 | **Entity Type** | • Ensures the entity is correctly classified for tax purposes<br>• Noted 61 different types of entities recorded in the system |
| 4 | **Parent/Child Relationship** | • Validates relationships between service providers within the organization<br>• Helps in assessing potential risks associated with complex organizational structures and relationships<br>• Need to group associated vendorizations to the provider directory account |
| 5 | **Phone Number** | • Enables direct communication with service providers<br>• Noted multiple instances where a service provider record contains multiple phone numbers |
| 6 | **Email Address** | • Enables direct communication with service providers<br>• Noted multiple instances where a service provider record email address is a blank field |
| 7 | **Tax ID** | • Confirms the legitimacy of the service provider<br>• Noted multiple instances of the same service provider name having multiple tax IDs<br>• Noted multiple instances where a service provider record does not have a valid tax ID (e.g., blank, less than 9 digits)<br>• * Call operators will only see last 4 digits of Tax ID on record<br>• ** For Sole Proprietorships, call operator will direct to DDS website to input SSN |

CALIFORNIA DEPARTMENT OF DEVELOPMENTAL SERVICES

# Status and Development of Current Measures

## QIP Measure: Provider Directory (PD)

### FY 24/25 Summary

- Complete provider directory data submission
- Data validation – Full rate achieved

### FY 25/26 Summary

- Full rate achieved for FY 25/26.

### Next Steps:

- Continue planning for enhancements to provider directory
- Determine other foundational improvements

- Explore survey administration through the Provider Directory.

- Identify strategy for improving survey and data management logistics
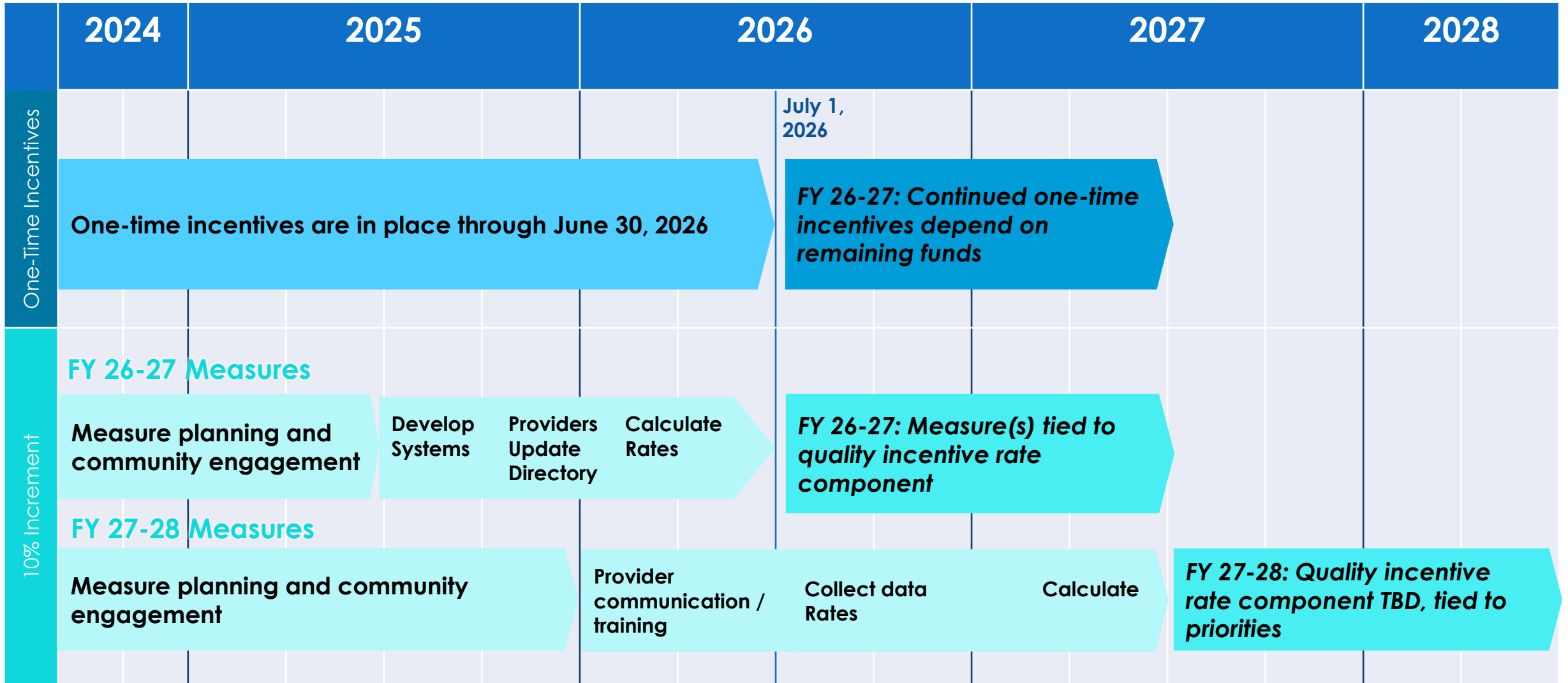
PD data submission [11/2024] → Data validation [11/2024] → Finalize Incentive payments and provider rates for FY 24/25 and 25/26. [12/2024]

# QIP Measure Updates

| Focus Area | Measure | Duration | Monetary Incentive | Participation |
|---|---|---|---|---|
| Provider Directory (PD) | Participation in PD | FY 24/25 – FY 25/26 | Quality incentive rate component and one-time incentives | TBD |
| Prevention and Wellness | Health checks in ARFPSHN, EBSH, RCFE, and FHA | FY 23/24 *(extend to FY 25/26)* | Up to: $1000 (EBSH, RCFE, FHA) $1600 (ARFPSHN) | **CY 2023:** *TBD (ETA: October 2024)* |
| Workforce Capacity (DSP): Average Tenure and DSP Turnover Rate | DSP Survey Participation | | $8000 per provider organization | ***CY 2023 Survey Participation:** (ETA: December 2024)* |
| Service Access (DSP): Language Fluency and Vacancy Rate | | | | |
| Employment: Access | Number of individuals in CIE | | Up to: $1500 (CIE Placement) $1000 (PIP) $2000 (14c) | **FY 23/24:** $800,000 (+/-) |
| Employment: Capacity | Reimburse Providers for Employment Specialist Training | | ACRE: $3000 CESP: $625 or $425 | |
| Early Intervention | Service delivery within 20 days of POS authorization | CY 2024 *(revisit measure after CY 2024)* | $100 (16 – 20 days) $200 (11 – 15 days) $300 (1 – 10 days) | **Q1 CY 2024:** $7.2 m (+/-) |

# Proposed QIP Timeline Overview

| | 2024 | 2025 | 2026 | 2027 | 2028 |
|---|---|---|---|---|---|

**One-Time Incentives**

One-time incentives are in place through June 30, 2026

July 1, 2026

**FY 26-27: Continued one-time incentives depend on remaining funds**

**10% Increment**

**FY 26-27 Measures**

Measure planning and community engagement | Develop Systems | Providers Update Directory | Calculate Rates

**FY 26-27: Measure(s) tied to quality incentive rate component**

**FY 27-28 Measures**

Measure planning and community engagement | Provider communication / training | Collect data Rates | Calculate

**FY 27-28: Quality incentive rate component TBD, tied to priorities**

# Questions and Discussion