



Program Development Grant Cycle 42 Awardee

Name:	California Supported Living Network (CSLN)
Title:	“Quality Services Through Outcomes-Based Measures”
Description:	Create a blueprint for an outcomes-based service system, training for professionals, and ways to measure these data outcomes.
State Plan Goal:	Formal and Informal Community Supports

Project Summary

CSLN notes that in its letter regarding the rate study, SCDD wrote, “It is inconclusive as to whether this rate study when implemented would lead to a better quality of life. It is unclear if this rate study would lead to better outcomes or people with IDD. Also related to the rate study, the Legislative Analyst’s Office wrote, “When it comes to effectiveness goals, such as improving access and quality of services, assessing potential outcomes from rate reform is somewhat difficult. DDS and RCs do not currently collect data in a way that allows the state to systematically quantify gaps in access to services or unmet consumer need.”

This project will (1) identify key service-level outcomes for support services, (2) outline direct support professional (DSP) training structure to support these outcomes, and (3) develop a plan for collecting, analyzing, and reporting data outcomes. At the conclusion of this project, SCDD will have a blueprint for moving California to an outcomes-based system that will impact the lives of all individuals with IDD and their families.

To create this blueprint, CSLN will identify and convene a standing advisory group (AG) that will meet at least 8 times during the project period. The group will be comprised of approximately 20-25 members including service providers, representing multiple service lines and

geographical areas, individuals with IDD, family advocates, DDS, Regional Center staff, and SCDD staff. Half of the members will be people with IDD or family members.

CSLN will create initial metrics that measure the efficacy of the advisory group's identified outcomes. This metric design will be used to form a Request for Proposal for Total Quality Management consultants to design the surveys in accordance with TQM methodology. The surveys and data collection software development will not occur during this project year.

The outputs that will result from this project are:

- Project Advisory Group (AG)
- Work Paper: Proposed Outcomes and Outcome Definitions
- Work Paper: Outcome-Based Training Plan, DSP Credentialing, and Integration with Rates
- Final report

CSLN will be partnering with Community Bridges Consulting Group, LLC. They will serve as a subject matter expert and provide report drafting.

Budget

\$155,327

Timeline

October 2019 – September 2020

Background

Formed in 1996, CSLN is an association representing 110 agency members ranging from small to large in both revenues and number of individuals supported. The CSLN network is comprised of agencies supporting individuals with I/DD utilizing Personal Support Services (i. e. Independent Living, Supported Living, Respite, Supported Employment and Personal Assistance) which makes up roughly 55% of service recipients in California.

Community Bridges Consulting Group works across the nation with government agencies, large health plans, provider organizations, and provider associations to analyze and develop person-centered and outcome-based policies.