

2019 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES

Redwood Coast Regional Center

Public Policy Performance Measures

Measures	Activities Regional Center will Employ to Achieve Outcomes
Number and percent of RC caseload in DC	<ul style="list-style-type: none"> • Continue to assist individuals who reside in State Developmental Centers and community institutions (16 beds or larger) to move into the community through the Community Placement Plan. • Continue to assist individuals who currently live in Skilled Nursing Facilities (SNF's) to move into community living arrangements of not more than six. • Advocate for community based/jail based competency training for RCRC clients who have been arrested, in place of DC placement for such training.
Number and percent of minors residing with families	<ul style="list-style-type: none"> • Increase the variety and number of training options for families receiving behavioral support services in all four counties. • Partner with Family Support Agencies and other CBO's to provide family support groups in all four counties. • Provide respite and childcare to families attending parent support groups, public meetings and educational events sponsored by RCRC. • Develop additional respite services and improve the quality of services available, including services to Hispanic and Native American communities. • Provide information regarding respite services to families in multiple formats (hard copy, digital).
Number and percent of adults residing in independent living	<ul style="list-style-type: none"> • Continue to offer self-advocacy supports to interested adults. • Advocate for transition plans in IEP's to include comprehensive ILS training. • Provide/sponsor workshops in each of our 4 counties on Transition Planning for parents and transition aged youth. • Continue to offer workshops to support staff that teach skills training toward independence for persons served. • Provide information and training to transition age clients and their families on transition, adult services and the self-determination program.

**2019 Public Policy Performance Measures
Continued:**

Measures	Activities Regional Center will Employ to Achieve Outcomes
<p>Number and percent of adults residing in supported living</p>	<ul style="list-style-type: none"> • Continue to work with community non-profit housing agencies to develop affordable housing options in Del Norte, Lake, Mendocino and Humboldt Counties. • Provide information to individuals and families about access to affordable housing including application for vouchers, and other affordable housing resources and supports. • Continue to work with SLS Agencies in all four counties to increase capacity to serve adults who require behavioral supports. • Incorporate information and planning regarding emergency preparedness into IPP planning, and offer printed information on this topic, and post timely information on RCRC webpage and Facebook page..
<p>Number and percent of adults residing in Adult Family Home Agency Homes</p>	<ul style="list-style-type: none"> • Continue to develop more Family Homes in Lake, Del Norte, Southern Humboldt, and Mendocino Counties, as indicated through area-wide needs assessment. • Continue monitoring and technical assistance to Family Home Agencies throughout 2018 in support of quality assurance activities. • Provide information to individuals and families about AFHA options available, and the importance of the match between the person and AFHA supports and services.
<p>Number and percent of adults residing in family homes</p>	<ul style="list-style-type: none"> • Continue to revise and update information to individuals and families about generic and community resources, and post on RCRC website and Facebook page. • Provide clear information, in multiple formats, about supports available to families caring for adult clients (respite, personal attendants, behavioral health services, etc.)

2019 Public Policy Performance Measures
Continued:

Measures	Activities Regional Center will Employ to Achieve Outcomes
Number and percent of children who live in licensed homes will live in homes serving six or less (Desired outcome = fewer)	<ul style="list-style-type: none"> • Continue to offer training in specialized services to foster families and group homes based on a positive behavioral supports model.
Number and percent of adults living in facilities serving >6 (Desired outcome = fewer)	<ul style="list-style-type: none"> • Develop smaller licensed residential homes that meet new requirements of CMS (Center for Medicare and Medicaid Services), and assist existing homes to also meet these requirements.

**2019 Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditure
Redwood Coast Regional Center**

Measures	Activities Regional Center will Employ to Achieve Outcomes
Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.	Prior fiscal year (FY) purchase of service data and Client Master File (CMF) Regional Center generated data
Number and percent of individuals receiving only case management services by age and ethnicity: <ul style="list-style-type: none"> • Birth to age two, inclusive • Age 3 to 21, inclusive • Twenty two and older 	Prior FY purchase of services data and regional center caseload date: <ul style="list-style-type: none"> • RCRC will contract with individual Parent Mentors to conduct community outreach, communicate with community members about RCRC services, and improve access to RCRC services with the intent of decreasing the number of Clients receiving only case management services.
Percent of total annual purchase date expenditures by individual's ethnicity and age: <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21, inclusive • Twenty two and older 	Prior fiscal year (FY) purchase of service data and Client Master File (CMF) Regional Center generated data: <ul style="list-style-type: none"> • RCRC will use local media and social media to communicate with individuals and families about RCRC services. • RCRC will collaborate with existing generic service providers to make space available for RCRC Service Coordinators and service providers to provide culturally appropriate services in remote, difficult to serve communities.
Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	NCI data: Child family survey FY 12/14, FY 15/16 and FY 18/19 Adult Family Survey FY 10/11, FY 13/14, FY 16/17, and FY 19/20 Family Guardian Survey FY 10/11, FY 13/14, FY 16/17, and FY 19/20 <ul style="list-style-type: none"> • RCRC will develop more culturally appropriate services to address access to purchase and utilization of RCRC services.

**2019 Public Policy Outcomes: Measures Related to Employment
Redwood Coast Regional Center**

Measures	Activities Regional Center will Employ to Achieve Outcomes
<p>Local partnership agreements are established between regional centers, local educational agencies and the Department of Rehabilitation districts.</p>	<ul style="list-style-type: none"> • RCRC Employment Specialists will work with SELPA’s in each of our 4 counties and Department of Rehabilitation districts, to develop collaborative relationships and agreements that conform with the CIE Blueprint. • RCRC will increase the number of Local Partnership Agreements (LPA). • RCRC will hold regular, quarterly meetings with Department of Rehabilitation and SELPA to develop competitive, integrated work opportunities for individuals served. • Meetings will be held at least quarterly to evaluate progress.
<p>Individuals and families are provided with information regarding the Employment First Policy, opportunities for employment and available supports to achieve integrated, competitive employment.</p>	<ul style="list-style-type: none"> • RCRC will develop tools for Service Coordinators to use during IEP and IPP meetings to guide discussions and development of person centered employment goals and objectives • Information and resources regarding employment opportunities and supports to achieve integrated, competitive employment will be available on the RCRC website and Facebook page.. • Disseminate the RCRC Employment First Policy in multiple formats (hard copy, website and FB page)

Measurement Methodology for Public Policy and Compliance Measures

2019 Public Policy Outcomes: Measures Related to Employment Continued:

Measures	Activities that Regional Center will Employ/Measurement Methodology	Frequency
Number and percentage of consumers, age 16-64 with earned income	<ul style="list-style-type: none"> • RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment. RCRC has employed two highly qualified Employment Specialists. These staff will work with local partners and area businesses to support and develop competitive employment opportunities. • Develop informational materials for clients and families explaining employment options and support available including internships, competitive and integrated employment, supported employment and customized employment. • Develop and disseminate informational materials describing the impact of paid employment on the income (SSI) and health insurance benefits clients receive. • Provide information to school age youth (by age 14) about employment/career options, and pre-employment activities. 	Annually
Average annual wages for consumers ages 16-64	EDD data – average annual wages as reported to EDD for consumers ages 16-64	Annually
Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA	EDD data – consumer wage data compared to people with all disabilities as reported to EDD	Annually

2019 Public Policy Outcomes: Measures Related to Employment

Continued:

Measures	Activities that Regional Center will Employ/Measurement Methodology	Frequency
Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program	Incentive payments will be made to a service provider who assists in the placement and retention in a competitive integrated employment setting that is either full or part time. Date collected manually from service providers by regional centers.	Annually
Percentage of adults who were placed in competitive, integrated employment following participation in the Paid Internship Program	Data collected manually from service providers by regional centers.	Annually
Average hourly or salaried wages and hours worked per week for Adults who participated in a Paid Internship Program during the prior fiscal year.	Data collected manually from service providers by regional centers.	Annually
Average wages and hours worked for adults engaged in competitive, integrated employment on behalf of who incentive payments have been made.	Data collected manually from service providers by regional centers.	Annually
Total number of \$1000, \$1250 and \$1500 incentives paid for the fiscal year.	Data collected manually from service providers by regional centers.	Annually
Percentage of adults who reported having integrated employment as a goal in their IPP	RCRC Employment Specialists will work with Clients families and service coordinators to develop goals for competitive, integrated employment in the IPP. National Core Indicators (NCI) Survey Review of IPP's to evaluate progress on including employment as an IPP goal (including pre-employment activities).	Three year cycle

**2019 Local Policy Outcomes
Redwood Coast Regional Center**

Measures	Activities Regional Center will Employ to Achieve Outcomes
<p>More children in the RCRC four-county area will attend school in inclusive settings (LRE)</p>	<ul style="list-style-type: none"> • Continue to provide information to families of school-aged children and young adults regarding educational rights/advocacy and transition services including independent living and pre-employment activities. • Develop and conduct parent support groups for school aged children beginning with Early Start and continuing across grade levels to include a focus on parents of transition aged students. • Continue to conduct workshops for RCRC Service Coordinators (who work with school aged children) on Special Education Law and the Individual Education Program (IEP)
<p>Individuals/families will receive information regarding RCRC services in multiple formats (print, audio/video) through various media, e.g; brochures, flyers, website and Facebook postings.</p>	<ul style="list-style-type: none"> • Continue to use clear, user-friendly formats when developing informational materials and media. • Continue to provide all materials on RCRC website and Facebook site in English and Spanish • Continue to provide real time translation of RCRC website overview pages in multiple languages • Provide timely information about RCRC services, public meetings and events, and community resources on the RCRC Facebook page. • Develop and disseminate in accessible formats (hardcopy and digital) a “Welcome to RCRC” manual for individuals and families, providing information about services available to persons served across the lifespan (e.g.; diapers, respite, service coordination, advocacy, etc.)

2019 Local Policy Outcomes

Continued:

Measures	Activities Regional Center will Employ to Achieve Outcomes
<p>Children and adults served by RCRC will have access to medical and dental services.</p>	<ul style="list-style-type: none"> • Promote a focus on holistic wellness across the lifespan to include nutrition, exercise, activities, health maintenance, as well as how to effectively use health care services including specialty services (speech, occupational & physical therapies) and mental health services • Continue to advocate a system/state level for increased access to specialty dental services. • Continue to work with area dental services providers to increase access to timely dental care. • Continue to work with behavioral support providers to provide medical/dental desensitization programming for RCRC clients as needed. • Continue to provide training and technical assistance to health care providers (including mental health) in all 4 counties to improve health care services and outcomes
<p>Fewer clients of RCRC will be victims of abuse.</p>	<ul style="list-style-type: none"> • Continue to provide training and information materials to RCRC Service Coordinators regarding recognition of the ways that individuals with developmental disabilities may communicate (verbally and non-verbally) that they have been a victim of abuse. • Provide at least two abuse prevention workshops for service providers, clients and families during 2018 • Provide training for law enforcement in all four counties regarding effective response and investigation of suspected abuse. • Provide training and technical assistance to service provider agencies in all four counties regarding abuse prevention and reporting. • Partner with SELPAs and P-12 schools to provide curriculum and training to staff and students on topics of healthy relationships, abuse prevention (including bullying) and disability awareness

2019 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES

Redwood Coast Regional Center

Compliance Measures

ENCLOSURE

Measures	Measurement Methodology
Unqualified independent audit with no material finding(s)	Yes/No - based on regional center independent audit findings.
Substantial compliance with DDS fiscal audit	Yes/No - based on DDS internal document criteria.
Accuracy percent of POS fiscal projections (based on February SOAR)	Yes/No – Actual expenditures plus late bills as of 1/03 do not exceed ten percent of the high end of the range or fall below ten percent of the low end of the range reported in 2/02, with stipulations and exceptions noted in July 17, 2001, ARCA Administrators’ memo. Year two recommendations contained in July 17, 2001, ARCA Administrators’ memo, agreement number 8
Operates within OPS budget	Yes/No – actual expenditures plus last bills do not exceed OPS budget.
Certified to participate in Waiver	Yes/No – based on most recent waiver monitoring report.
Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Yes/No – based on documentation regional center forwards to DDS.
CDER/ESR Currency	Yes/No – Status 1 and 2 on CMF with current CDER or ESR.
Intake/assessment and IFSP time lines (0-2).	Early State Report
Intake/assessment time lines for consumers ages 3 and above	CMF – calculated by subtracting the status date from the CMF date.
IPP Development (WIC requirements)	Biennial DDS review per WIC section 4646.5(c)(3).
IFSP Development (Title 17 requirements)	Early Start Report.