

2022 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES

Redwood Coast Regional Center

Measurement Methodology for Public Policy and Compliance Measures

2022 Public Policy Performance Measures

No.	Measures	RCRC Baseline December 2020	State Average December 2020	Activities Regional Center will Employ to Achieve Outcomes
1.	Number and percent of regional center caseload in Developmental Center	0.07%	0.07%	<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.
2.	Number and percent of minors residing with families	99.65%	99.51%	<ul style="list-style-type: none"> • Increase the variety and number of training options for families receiving behavioral support services in all four counties. • Continue to provide family support groups in all four counties. Maintain early intervention parent training in Humboldt County using Incredible Years curriculum. • 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/promote more social skills development activities for children that allow them to interact with same aged peers • Provide information regarding respite services to families in multiple formats (hard copy, digital). • Support families to develop Coops to build natural supports through empowerment groups.
3,	Number and percent of adults residing in independent living.	92.70%	81.71%	<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. • Provide information and training to transition age clients and their families to include abuse prevention safety and informed decision making.

Measurement Methodology for Public Policy and Compliance Measures

2022 Public Policy Performance Measures Continued:

No.	Measures	RCRC Baseline December 2020	State Average December 2020	Activities Regional Center will Employ to Achieve Outcomes
4.	Number and percent of adults residing in supported living	23.62%	No Data	<ul style="list-style-type: none"> • Continue to work with community non-profit housing agencies to develop additional affordable housing options in Del Norte, Lake, Mendocino and Humboldt Counties. • Increase RCRC representation at community housing forums. • Support the continued process of the 10 units of affordable housing dedicated to RCRC clients under development. • 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 website and Facebook page. • Expand training to clients, family members, service providers and law enforcement in prevention of abuse and effective response to abuse. • Work with law enforcement and the courts to ensure timely and appropriate investigation of abuse and to ensure due process for RCRC clients who have been victims of abuse/crime
5.	Number and percent of adults residing in Adult Family Home Agency Homes.	3.21%	No Data	<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 2021 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.
6.	Number and percent of adults residing in family homes (home of parent or guardian).	45.33%	No Data	<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. Maintain social media (Facebook, Twitter, Instagram) and leverage other social media outlets that may be used to improve timely, accessible communication. • Provide clear information, in multiple formats, about supports available to families caring for adult clients (respite, personal attendants, behavioral health services, etc.).

Measurement Methodology for Public Policy and Compliance Measures

2022 Public Policy Performance Measures Continued:

No.	Measures	RCRC Baseline December 2020	State Average December 2020	Activities Regional Center will Employ to Achieve Outcomes
7.	Number and percent of adults residing in home settings.	20.45%	No Data	<ul style="list-style-type: none"> • Independent Living • Supported Living • Adult Family Home Agency homes • Family homes
8.	Number and percent of minors who living in facilities serving >6. (Desired outcome = fewer)	0.06%	0.04%	<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. • Develop 4 bed Residential Facility for children/youth with complex needs.
9.	Number and percent of adults living in facilities serving >6. (Desired outcome = fewer)	1.92%	1.35%	<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. • Develop 4 bed home designed for individuals with complex medical support needs

2022 Public Policy Outcomes: Measures Related to Employment
Redwood Coast Regional Center

No.	Measures	State Average CY 2019	RCRC CY 2019	Planned Activities	Frequency
1.	Number and percentage of Clients age 16-64 with earned income.	16%	21%	<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
2.	Average annual wages for Clients ages 16-64.	\$11,327	\$7,935	EDD data – average annual wages as reported to EDD for consumers ages 16-64	Annually
3.	Annual earnings of individuals ages 16-64 compared to people with all disabilities in California.	Data Not Available	Data not available	EDD data – consumer wage data compared to people with all disabilities as reported to EDD	Annually

2022 Public Policy Outcomes: Measures Related to Employment

Continued:

No.	Measures	CA State Average CY 2019	RCRC CY 2019	Planned Activities	Frequency
4.	Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program.	8	4	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. Data collected manually from service providers by regional centers and Paid Internship Program Survey	Annually
5.	Percentage of adults who were entered in competitive integrated employment following participation in the Paid Internship Program.	9%	11%	Data collected manually from service providers by regional centers and Paid Internship Program Survey	Annually
6.	Average hourly or salaried wages and hours worked per week for Adults who participated in a Paid Internship Program during the prior fiscal year.	16 hr. \$13.31	10 hr. \$13.04	Data collected manually from service providers by regional centers and Paid Internship Program Survey	Annually
7.	Average hourly or salaried wages and hours worked per week for adults engaged in competitive, integrated employment on behalf of whom incentive payments have been made.	21hr. \$13.72	16hr. \$13.09	Data collected manually from service providers by regional centers ad Competitive Integrated Employment Incentive Program Survey.	Annually

2022 Public Policy Outcomes: Measures Related to Employment

Continued:

No.	Measures	CA State Average CY 2019	RCRC CY 2019	Planned Activities	Frequency
8.	Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	\$1,500 22	13	Data collected manually from service providers by regional centers ad Competitive Integrated Employment Incentive Program Survey.	Annually
	\$1,250	28	10		
	\$1,000	34	9		
9.	Percentage of adults who reported having integrated employment as a goal in their IPP	29%	29%	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
10.	Local partnership agreements are established between regional centers, local educational agencies and the Department of Rehabilitation districts.	<ul style="list-style-type: none"> • RCRC Employment Specialists will continue to work with LPA'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 LPA to develop competitive, integrated work opportunities for individuals served. • Meetings will be held at least quarterly to evaluate progress. • All 4 counties will have LPA's Completed in 2022 			
11.	Individuals and families are provided with information regarding the Employment First Policy, opportunities for employment and available supports to achieve integrated, competitive employment.			<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 and Instagram page. • Disseminate the RCRC Employment First Policy in multiple formats (hard copy, website and FB page) 	

2022 Public Policy Outcomes: Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures:

No.	Measures	Baseline	Planned Activities
1.	Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and ethnicity.	See Attachment A	Prior fiscal year FY 2019-2020 purchase of service data and Client Master File (CMF) Regional Center generated data:
2.	Percent of total purchase of services 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 	See Attachment B	Prior fiscal year FY 2019-2020 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.
3.	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 three to 21, inclusive • Twenty two and older 	See Attachment C	Prior FY 2019-2020 purchase of services data and regional center caseload data: <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.
4.	Per capita purchase of service expenditures by individual's primary language (for primary languages chosen by 30 or more clients only)	See Attachment D	Prior 2019-2020 purchase of service data and CMF:
5.	Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	See Attachment E	NCI data: Child Family Survey FY 12/13, 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. • Develop more interpreter services. • Provide childcare for parent support groups and trainings.

2022 Public Policy Outcomes: Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures:

No.	Measures	Planned Activities
6.	Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	NCI data: Child Family Survey: FY 12/13, FY 15/16, and FY 18/19 Adult Family Survey: FY 13/14, FY 16/17, and FY 19/20 Family Guardian Survey: FY 10/11, FY 13/14, FY 16/1,7 and FY 19/20
7.	Number and percent of families, by race-ethnicity, who report that services have made a difference in helping keep their family member at home.	NCI data: Child Family Survey: FY 10/11, FY 16/17 and FY 19/20 Adult Family Survey: FY 15/16, FY 18/19 and FY 21/22

2022 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES Redwood Coast Regional Center

Compliance Measures

	Measures	RCRC CY 2020	Planned Activities
1	Unqualified independent audit with no material finding(s)	Met	Yes: Based on regional center independent audit findings.
2	Substantial compliance with DDS fiscal audit	Met	Yes: Based on DDS internal document criteria.
3	Compliance with Vendor Audit Requirements	Met	Yes: Based on documentation regional center forwards to DDS
4	Operates within OPS budget	Met	Yes: Actual expenditures plus last bills do not exceed OPS budget.
5	Certified to participate in Waiver	Met	Yes: Based on most recent waiver monitoring report.
6	CDER/ESR Currency	95.38%	Yes: Based on Status 1 and 2 on CMF with current CDER or ESR
7	Intake/assessment time lines for consumers ages 3 and above	96.39%	CMF – calculated by subtracting the status date from the CMF date.
8	IPP Development (WIC requirements)	97.20%	Biennial DDS review per WIC section 4646.5(c)(3).
9	IFSP Development (Title 17 requirements)	88.6%	Early Start Report.

Attachment A
Redwood Coast Regional Center
Percent of Total Annual Authorized Services
And Expenditures
By Individuals Residence Type
Fiscal Year 2019-2020

Resident Type	Number of clients	Total Expenditures	Authorized Services
Out-of-State	0		
Home of Parent or Guardian	3,137	\$37,082,592	\$81,761,105
Independent Living or Supported Living	1,060	\$66,189,478	\$94,538,245
Developmental Center/State Hospital	2	\$1,304	\$1,304
Correctional Institution	11	\$43,855	\$144,097
Community Care Facility (CCF)	100	\$9,918,953	\$11,371,043
ICF Facility & Continuous Nursing	12	\$412,690	\$656,004
Skilled Nursing Facility (SNF)	22	\$687,723	\$1,407,660
Foster Home, Children	77	\$567,916	\$1,497,848
Family Home, Adults	77	\$6,100,099	\$8,110,125
Psychiatric Treatment Facility	2	\$111,667	\$244,127
Rehabilitation Center	1	\$410	\$410
Acute General Hospital	0		
Sub-Acute	0		
Community Treatment Facility	2	\$14,846	\$42,961
Hospice	0		
Transient/Homeless	32	\$183,574	\$434,035
Other	18	\$819,011	\$1,147,477
Totals	4,553	\$122,134,116	\$201,354,441

Attachment B
Redwood Coast Regional Center
Percent of Total Annual Purchase of Services Expenditures
By Individuals Ethnicity or Race
Fiscal Year 2019-2020

For Birth to age 2 years, inclusive				
Ethnicity	Number Of Clients	Total Expenditures	Per Capita Expenditures	Percentage Utilized
American Indian or Alaska Native	28	\$220,689	\$7,882	36.4%
Asian	7	\$108,160	\$15,451	50.3%
Black/African	5	\$36,604	\$7,321	40.3%
Hispanic	123	\$974,276	\$7,921	38.4%
Native Hawaiian or Other Pacific Islander	2	\$12,785	\$6,392	31.8%
Other Ethnicity or Race or Multi-Cultural	134	984,559	\$7,347	46.0%
White	261	1,837,220	\$7,039	43.6%
Totals	560	4,174,294	\$7,454	42.4%

For age 3 years to 21 years, inclusive				
Ethnicity	Number Of Clients	Total Expenditures	Per Capita Expenditures	Percentage Utilized
American Indian or Alaska Native	118	\$1,259,974	\$10,678	46.0%
Asian	39	\$266,302	\$6,828	40.3%
Black/African	47	\$250,560	\$5,331	38.0%
Hispanic	361	\$2,782,241	\$7,707	39.7%
Native Hawaiian or Other Pacific Islander	5	\$19,256	\$3,851	74.5%
Other Ethnicity or Race or Multi-Cultural	150	\$1,521,214	\$10,141	52.6%
White	1,235	\$12,626,171	\$10,224	42.4%
Totals	1955	\$18,725,720	\$9,578	42.8%

For age 22 years and older				
Ethnicity	Number Of Clients	Total Expenditures	Per Capita Expenditures	Percentage Utilized
American Indian or Alaska Native	90	\$3,882,832	\$43,143	72.1%
Asian	23	\$805,803	\$35,035	57.8%
Black/African	42	\$1,327,173	\$31,599	60.6%
Hispanic	155	\$5,221,122	\$33,685	60.3%
Native Hawaiian or Other Pacific Islander	2	\$18,192	\$9,096	45.4%
Other Ethnicity or Race or Multi-Cultural	71	\$2,714,226	\$38,229	69.0%
White	1,655	\$85,264,754	\$51,519	67.6%
Totals	2038	\$99,234,103	\$48,692	67.2%

Attachment C
Redwood Coast Regional Center
Clients with No Purchase of Services Expenditures
Fiscal Year 2019-2020

For Birth to age 2 years, inclusive				
Ethnicity	Total Clients	Clients Receiving Purchased Svcs	Clients with NO Purchased Svcs.	Percent of Clients with NO Purchased Svcs.
American Indian or Alaska Native	28	24	4	14.3%
Asian	7	7	0	0.0%
Black/African	5	4	1	20.0%
Hispanic	123	122	1	0.8%
Native Hawaiian or Other Pacific Islander	2	2	0	0.0%
Other Ethnicity or Race or Multi-Cultural	134	130	4	3.0%
White	261	246	15	5.7%
Totals	560	535	25	4.5%

For age 3 years to 21 years, inclusive				
Ethnicity	Total Clients	Clients Receiving Purchased Svcs	Clients with NO Purchased Svcs.	Percent of Clients with NO Purchased Svcs.
American Indian or Alaska Native	118	81	37	31.4%
Asian	39	27	12	30.8%
Black/African	47	35	12	25.5%
Hispanic	361	307	54	15.0%
Native Hawaiian or Other Pacific Islander	5	2	3	60.0%
Other Ethnicity or Race or Multi-Cultural	150	94	56	37.3%
White	1,235	878	357	28.9%
Totals	1,955	1,424	531	27.2%

For age 22 years and older				
Ethnicity	Total Clients	Clients Receiving Purchased Svcs	Clients with NO Purchased Svcs.	Percent of Clients with NO Purchased Svcs.
American Indian or Alaska Native	90	84	6	6.7%
Asian	23	21	2	8.7%
Black/African	42	37	5	11.9%
Hispanic	155	142	13	8.4%
Native Hawaiian or Other Pacific Islander	2	2	0	0.0%
Other Ethnicity or Race or Multi-Cultural	71	63	8	11.3%
White	1,655	1,534	121	7.3%
Totals	2,038	1,883	155	7.6%

Attachment D
Redwood Coast Regional Center
Per Capita Purchase of Service
And Expenditures
By Individuals Primary Language
Fiscal Year 2019-2020

Language	Number of clients	Total Expenditures	Per Capita Expenditures
ASL	6	\$544,510	\$90,752
English	4,201	\$117,837,600	\$28,050
Spanish	321	\$3,139,814	\$9,781
Other Latin	1	\$12,912	12,912
Vietnamese	1	\$26,524	\$26,524
Korean	2	\$41,635	\$20,818
Laotian	3	\$11,492	\$3,831
Hmong	7	\$2,301	\$329
Other Germanic	1	\$0	\$0
Tagalog	1	\$14,573	\$14,573
Farsi (Persian)	1	\$4,214	\$4,214
Hindi (Northern India)	1	\$914	\$914
Other Indo-Iranian Language	2	\$0	\$0
Other Languages	5	\$497,628	\$99,526
Totals	4,553	\$122,134,116	\$26,825

Attachment E
Number and Percent of Individuals, by Race/Ethnicity, who are
Satisfied with Services and Supports Received
By the Family and Family Member

(Response: Always/Usual, NCI Child Family Survey 2015-16)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	153	12,696
Missing Race	33.3%	70.5%
American Indian/Alaska Native	100.0%	76.5%
Asian	80.0%	69.9%
Black/African-American	75.0%	70.1%
Native Hawaiian/Pacific Islander	N/A	73.1%
White	73.7%	72.8%
Other/Unknown	100.0%	65.0%
Hispanic/Latino	71.0%	69.7%
Mixed Race	65.5%	71.7%
Other	71.9%	70.8%

(Response: Always/Usually, NCI Adult Family Survey 2016-17)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	159	4,603
Missing Race	66.7%	81.1%
American Indian/Alaska Native	100.0%	76.7%
Asian	83.3%	79.4%
Black/African-American	100.0%	75.7%
Native Hawaiian/Pacific Islander	N/A	87.5%
White	87.7%	80.9%
Other/Unknown	N/A	61.1%
Hispanic/Latino	75.0%	77.6%
Mixed Race	85.0%	81.1%
Other	85.5%	79.1%

Response: Always/Usually, NCI Family Guardian Survey 2016-17)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	70	3,768
Missing Race	N/A	79.5%
American Indian/Alaska Native	100.0%	85.2%
Asian	N/A	90.6%
Black/African-American	N/A	83.1%
Native Hawaiian/Pacific Islander	N/A	78.6%
White	83.9%	89.0%
Other/Unknown	N/A	85.7%
Hispanic/Latino	100.0%	83.0%
Mixed Race	60.0%	82.8%
Other	82.0%	87.5%