

2023-2024 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES

Redwood Coast Regional Center

Measurement Methodology for Public Policy and Compliance Measures

DRAFT 2023-2024 Public Policy Performance Measures

No.	Measures	RCRC Baseline June 2022	State Average June 2022	Activities Regional Center will Employ to Achieve Outcomes
1.	Number and percent of minors residing with families	1,902 Clients or 99.42% of Clients Served by RCRC	99.60%	<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. Expand early intervention parent training to Lake and Mendocino Counties 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. • Support inclusive schooling Recover from COVID delay w/ schools relationships. Engage new IDEA position. • Provide information regarding respite services to families in multiple formats (hard copy, digital). • Continue to support families to develop Co-ops to build natural supports through empowerment groups.
2.	Number and percent of adults residing in Home settings (independent living)	476 Clients or 20.51% of Clients Served by RCRC	9.48%	<ul style="list-style-type: none"> • Continue to offer self-advocacy supports to interested adults through Client Connect and Rise. • 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 in Lake and Mendocino Counties. • 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

2023-2024 Public Policy Performance Measures Continued:

No.	Measures	RCRC Baseline June 2022	State Average June 2022	Activities Regional Center will Employ to Achieve Outcomes
3.	Number and percent of adults residing in supported living	528 Clients or 22.75% of Clients Served by RCRC	5.02%	<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. Maintain focus on the two additional projects that have been proposed in Lake County. • Maintain RCRC's Increased 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 as this has not been met and was heavily impacted by COVID. • 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. RCRC's a new Emergency Preparedness Manager is providing trainings with staff as well as providing outreach bags for clients/families. • Maintain and 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
4.	Number and percent of adults residing in Adult Family Home Agency Homes.	65 Clients or 2.80% of Clients Served by RCRC	0.82%	<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 2022-23 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.
5.	Number and percent of adults residing in family homes (home of parent or guardian).	1,098 Clients or 47.31% of Clients Served by RCRC	67.43%	<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

2023-2024 Public Policy Performance Measures Continued:

No.	Measures	RCRC Baseline June 2022	State Average June 2022	Activities Regional Center will Employ to Achieve Outcomes
6.	Number and percent of adults residing in home settings.	2,167 Clients or 93.36% of Clients Served by RCRC	82.75%	Expand housing choice: <ul style="list-style-type: none"> • Independent Living • Supported Living • Adult Family Home Agency homes • Family homes
7.	Number and percent of minors who live in facilities serving greater than 6 people (Desired outcome = fewer)	1 Client or 0.05% of Clients Under Age 18	0.03%	<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.
8.	Number and percent of adults who live in facilities serving greater than 6 people. (Desired outcome = fewer)	20 Clients or 0.86% of Clients 18 Years or Older	1.71%	<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. • Continue support for medical model SLS Pilot

2023-2024 Public Policy Outcomes: Measures Related to Employment
Redwood Coast Regional Center

No.	Measures	State Average CY 2020	RCRC CY 2020	Planned Activities	Outcome
1.	Number and percentage of Clients age 16-64 with earned income.	18.86%	24.18%	<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.	\$9,733	\$7,132	EDD data – average annual wages as reported to EDD for consumers ages 16-64	Annually
3.	Annual earnings of clients ages 16-64 compared to people with all disabilities in California.	\$26,794		EDD data – consumer wage data compared to people with all disabilities as reported to EDD	Annually

2023-2024 Public Policy Outcomes: Measures Related to Employment Continued:

No.	Measures	CA State Average 2020-21	RCRC 2020-21	Planned Activities	Outcome
4.	Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program.	6	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.	14%	22%	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.	17 hr. \$14.25	14 hr. \$13.93	Data collected manually from service providers by regional centers and Paid Internship Program Survey	Annually
7.	Average wages and hours worked for adults engaged in competitive, integrated employment on behalf of whom incentive payments have been made.	23hr. \$14.81	22 hr. \$14.26	Data collected manually from service providers by regional centers ad Competitive Integrated Employment Incentive Program Survey.	Annually

2023-2024 Public Policy Outcomes: Measures Related to Employment Continued:

No.	Measures	CA State Average 2020-21	RCRC 2020-21	Planned Activities	Outcome										
8.	<table border="1"> <tr> <td data-bbox="178 196 451 354" rowspan="3">Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.</td> <td data-bbox="451 196 562 266">\$1,500</td> <td data-bbox="562 196 730 266">17</td> <td data-bbox="730 196 884 266">3</td> </tr> <tr> <td data-bbox="451 266 562 310">\$1,250</td> <td data-bbox="562 266 730 310">19</td> <td data-bbox="730 266 884 310">2</td> </tr> <tr> <td data-bbox="451 310 562 354">\$1,000</td> <td data-bbox="562 310 730 354">33</td> <td data-bbox="730 310 884 354">12</td> </tr> </table>	Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	\$1,500	17	3	\$1,250	19	2	\$1,000	33	12			Data collected manually from service providers by regional centers and Competitive Integrated Employment Incentive Program Survey.	Annually
Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	\$1,500		17	3											
	\$1,250		19	2											
	\$1,000	33	12												
9.	Percentage of adults who reported having integrated employment as a goal in their IPP	35%	N/A	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 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 LPA to develop competitive, integrated work opportunities for individuals served. • Meetings will be held at least quarterly to evaluate progress. 	All 4 Counties 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) 													

2023-2024 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 annual 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, FY 18/19, FY 19/20 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, 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.

2023-2024 Public Policy Outcomes: Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures:

No.	Measures	CA State Average 2019-20	RCRC 2019-20	Planned Activities
6.	Number and percent of individuals, by race/ethnicity, who's IPP/IFSP includes all of the services and supports needed.	86%	85%	NCI data: Child Family Survey: FY 12/13, FY 15/16, FY 18/19, FY 19/20 Adult Family Survey: 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
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.	N/A	N/A	NCI data: Child Family Survey: FY 10/11, FY 16/17, 18/19 and FY 19/20 Adult Family Survey: FY 15/16, FY 18/19 and FY 19/20

2023-2024 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES Redwood Coast Regional Center

Compliance Measures

	Measures	RCRC CY 2021	Planned Activities
1	Timeliness unqualified independent audit with no material finding(s)	Met	Yes: Based on regional center independent audit findings.
2	Substantial compliance with Department 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 operations (OPS) budget	Met	Yes: Actual expenditures plus last bills do not exceed OPS budget.
5	Certified to participate in Home and Community-Based Waiver	Met	Yes: Based on most recent waiver monitoring report.
6	CDER/ESR Current	94.50%	Yes: Based on Status 1 and 2 on CMF with current CDER or ESR
7	Intake/Assessment and IFSP Timelines (age 0-2)	Met	Early Start Report
8	Intake/assessment time lines for consumers ages 3 and above	74.19%	CMF – calculated by subtracting the status date from the CMF date.
9	IPP Development (WIC requirements)	97%	Biennial DDS review per WIC section 4646.5(c)(3).
10	IFSP Development (Title 17 requirements)	88.9%	Early Start Report.

Attachment A
Redwood Coast Regional Center
Percent of Total Annual Authorized Services
And Expenditures
By Individuals Residence Type
Fiscal Year 2020-2021

Resident Type	Number of clients	Total Expenditures	Total Authorized Services
Out-of-State	1	\$11,213	\$25,419
Home of Parent or Guardian	3,358	\$35,865,015	\$93,680,797
Independent Living or Supported Living	1,047	\$73,311,180	\$114,479,710
Developmental Center/State Hospital	4	\$9,659	\$16,752
Correctional Institution	11	\$45,122	\$199,060
Community Care Facility (CCF)	100	\$9,928,102	\$13,781,173
ICF Facility & Continuous Nursing	12	\$680,143	\$1,265,764
Skilled Nursing Facility (SNF)	18	\$209,727	\$574,070
Foster Home, Children	84	\$644,921	\$1,578,715
Family Home, Adults	74	\$6,240,647	\$11,347,748
Psychiatric Treatment Facility	3	\$72,524	\$98,313
Rehabilitation Center	0		
Acute General Hospital	0		
Sub-Acute	0		
Community Treatment Facility	4	\$28,379	\$70,095
Hospice	0		
Transient/Homeless	29	\$164,199	\$475,524
Other	21	\$1,224,706	\$1,713,276
Totals	4,666	\$128,435,538	\$239,307,082

Attachment B
Redwood Coast Regional Center
Percent of Total Annual Purchase of Services Expenditures
By Individuals Ethnicity or Race
Fiscal Year 2020-2021

For Birth to age 2 years, inclusive				
Ethnicity	Number Of Clients	Total Expenditures	Per Capita Expenditures	Percentage Utilized
American Indian or Alaska Native	26	\$195,879	\$7,534	32.1%
Asian	3	\$35,840	\$11,947	69.0%
Black/African American	5	\$11,819	\$2,364	37.2%
Hispanic	97	\$478,471	\$4,933	47.9%
Native Hawaiian or Other Pacific Islander	0			
Other Ethnicity or Race or Multi-Cultural	138	\$1,035,117	\$7,501	45.9%
White	321	\$1,980,225	\$6,169	41.2%
Totals	590	\$3,737,351	\$6,334	42.7%

For age 3 years to 21 years, inclusive				
Ethnicity				
American Indian or Alaska Native	119	\$1,187,928	\$9,983	29.4 %
Asian	38	\$266,428	\$7,011	34.3%
Black/African American	40	\$231,106	\$5,778	32.6%
Hispanic	371	\$2,905,604	\$7,832	35.7%
Native Hawaiian or Other Pacific Islander	7	\$105,469	\$15,067	66.1%
Other Ethnicity or Race or Multi-Cultural	163	\$1,387,928	\$8,515	41.1%
White	1,283	\$11,997,251	\$9,351	38.1%
Totals	2021	\$18,081,714	\$8,947	37.2%

For age 22 years and older				
Ethnicity				
American Indian or Alaska Native	89	\$3,871,900	\$43,505	66.6%
Asian	22	\$816,618	\$37,119	49.3%
Black/African American	39	\$1,346,473	\$34,525	49.0%
Hispanic	165	\$5,574,138	\$33,783	53.6%
Native Hawaiian or Other Pacific Islander	3	\$16,198	\$5,399	38.2%
Other Ethnicity or Race or Multi-Cultural	69	\$3,006,307	\$43,570	62.9%
White	1668	\$91,984,838	\$55,147	58.8%
Totals	2055	\$106,616,472	\$51,881	58.6%

Attachment C
Redwood Coast Regional Center
Clients with No Purchase of Services Expenditures by Ethnicity or Race
Fiscal Year 2020-2021

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	26	20	6	23.1%
Asian	3	3	0	0.0%
Black/African American	5	3	2	40.0%
Hispanic	97	85	12	12.4%
Native Hawaiian or Other Pacific Islander	0	0	0	
Other Ethnicity or Race or Multi-Cultural	138	129	9	6.5%
White	321	297	24	7.5%
Totals	590	537	53	9.0%

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	119	70	49	41.2%
Asian	38	25	13	34.2%
Black/African American	40	27	13	32.5%
Hispanic	371	300	71	19.1%
Native Hawaiian or Other Pacific Islander	7	5	2	28.6%
Other Ethnicity or Race or Multi-Cultural	163	94	69	42.3%
White	1,283	851	432	33.7%
Totals	2,021	1,372	649	32.1%

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	89	81	8	9.0%
Asian	22	20	2	9.1%
Black/African American	39	36	3	7.7%
Hispanic	165	150	15	9.1%
Native Hawaiian or Other Pacific Islander	3	2	1	33.3%
Other Ethnicity or Race or Multi-Cultural	69	60	9	13.0%
White	1,668	1,540	128	7.7%
Totals	2,055	1,889	166	8.1%

Attachment D
Redwood Coast Regional Center
Total Annual Expenditures and
Authorized Services by Language
Fiscal Year 2020-2021

Language	Number of clients	Total Expenditures	Per Capita Expenditures
ASL	6	\$343,324	\$57,221
English	4,299	\$124,160,908	\$28,881
Spanish	339	\$3,179,089	\$9,378
Other Latin	1	\$13,367	\$13,367
Vietnamese	1	\$25,206	\$25,206
Korean	2	\$122,723	\$61,362
Laotian	3	\$18,548	\$6,183
Hmong	4	\$2,901	\$725
Other Germanic	1	\$30	\$30
Tagalog	1	\$17,217	\$17,217
Arabic	1	\$23,948	23,948
Farsi (Persian)	1	\$33,960	\$33,960
Hindi (Northern India)	0	\$0	\$0
Other Indo-Iranian Language	1	\$0	\$0
Other Languages	6	\$494,317	\$82,386
Totals	4,666	\$128,435,538	\$27,526

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 2019-2020)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	153	12,696
Missing Race	33.3%	71%
American Indian/Alaska Native	100%	77%
Asian	80%	70%
Black/African-American	75%	70%
Native Hawaiian/Pacific Islander	N/A	73%
White	74%	73%
Other/Unknown	100%	65%
Hispanic/Latino	71%	70%
Mixed Race	66%	72%
Overall	72%	71%

(Response: Always/Usually, NCI Adult Family Survey 2019-2020)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	134	13,780
Missing Race	100%	85%
American Indian/Alaska Native	100%	85%
Asian	N/A	89%
Black/African-American	67%	82%
Native Hawaiian/Pacific Islander	100%	88%
White	84%	82%
Other/Unknown	N/A	93%
Hispanic/Latino	81%	87%
Mixed Race	82%	84%
Overall	82%	85%

Response: Always/Usually, NCI Family Guardian Survey 2019-2020)

Ethnicity/Race	RCRC	All California Regional Centers
Total Respondents	128	4,994
Missing Race	100%	87%
American Indian/Alaska Native	100%	81%
Asian	N/A	87%
Black/African-American	N/A	80%
Native Hawaiian/Pacific Islander	N/A	78%
White	83%	88%
Other/Unknown	N/A	79%
Hispanic/Latino	N/A	82%
Mixed Race	80%	83%
Overall	83%	87%