

Redwood Coast Regional Center

DRAFT 2025-2026 PERFORMANCE CONTRACT MEASURES AND ACTIVITIES

Measurement Methodology for Public Policy and Compliance Measures

Public Policy Performance Measures (Required)

No.	Measures	RCRC Baseline Dec 2024	State Average Dec 2024	Activities Regional Center will Employ to Achieve Outcomes
1.	Number and percent of minors residing with families	2333 children Or 96.6% of Client Served by RCRC	97.5%	<ul style="list-style-type: none"> • Increase the variety and number of training options for families receiving behavioral support services in all four counties. • Provide quality assurance for insurance funded services. • 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. • Develop more social recreation opportunities, specifically during school holidays. • Encourage and support current providers to expand. • Support inclusive schooling • 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 independent living	574 Clients or 23.0% of Clients Served by RCRC	8.9%	<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. • Encourage and support current providers to expand.

Public Policy Performance Measures (Required) - Continued

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No.	Measures	RCRC Baseline Dec 2024	State Average Dec 2024	Activities Regional Center will Employ to Achieve Outcomes
3.	Number and percent of adults residing in supported living	475 Clients or 19.1% of Clients Served by RCRC	4.7%	<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 RCRC's Increased representation at community housing forums. 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. RCRC's 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	51 Clients or 2.1% of Clients Served by RCRC	0.7%	<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 2023-24 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.

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No.	Measures	RCRC Baseline Dec 2024	State Average Dec 2024	Activities Regional Center will Employ to Achieve Outcomes
5.	Number and percent of adults residing in family homes (home of parent or guardian)	1,228 Clients or 49.35% of Clients Served by RCRC	69.9%	<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, X , 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.).
6.	Number and percent of adults residing in home settings	2,328 Clients or 93.5% of Clients Served by RCRC	84.2%	<p>Expand housing choice:</p> <ul style="list-style-type: none"> Independent Living Supported Living Adult Family Home Agency homes Family homes
7.	Number and percent of minors living in facilities serving greater than 6 people (Desired outcome = fewer)	0 Client or 0.00% of Clients Under Age 18	0.0%	<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 living in facilities serving greater than 6 people. (Desired outcome = fewer)	19 Clients or 0.8% of Clients 18 Years or Older	1.4%	<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

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Public Policy Performance Measures – Employment (Required)

No.	Measures	State Average FY22-23	RCRC FY22-23	Planned Activities	Outcome
1.	Number and percentage of Clients age 16-64 with earned income	15%	20%	<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	\$14,256	\$9,564	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 all people with disabilities in California	\$29,382		EDD data – consumer wage data compared to people with all disabilities as reported to EDD	Annually

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Public Policy Performance Measures – Employment (Required) - Continued

No.	Measures	State Average FY22-23	RCRC FY22-23	Planned Activities	Outcome
4.	Number of adults who entered in competitive integrated employment following participation in a Paid Internship Program	1527	6	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	10%	13%	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	14 hr. \$15.96	10 hr. \$16.07	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	14 hr. \$15.96	18 hr. \$16.69	Data collected manually from service providers by regional centers ad Competitive Integrated Employment Incentive Program Survey.	Annually

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Public Policy Performance Measures – Employment (Required) - Continued

No.	Measures		State Average FY22-23	RCRC FY22-23	Planned Activities	Outcome
8.	Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year	\$3,000	38	7	Data collected manually from service providers by regional centers ad Competitive Integrated Employment Incentive Program Survey.	Annually
		\$2,500	40	13		
		\$2,000	49	18		
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).	Varies

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Public Policy Performance Measures –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 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 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 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 FY 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, 15/16, 18/19, 19/20, 21/22, 23/24 Adult Family Survey FY: 13/14, 16/17, 19/20, 21/22, 23/24 Family Guardian Survey FY: 10/11, 13/14, 16/17, 19/20, 21/22, 23/24 <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.

**Measurement Methodology: NCI data are specific to the FYs in which the surveys were conducted.*

Public Policy Performance Measures –Reducing Disparities and Improving Equity in Purchase of Services Expenditures - Continued

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Measurement Methodology for Public Policy and Compliance Measures

No.	Measures	CA State Average 2023-24	RCRC 2023-24	Planned Activities
6.	Number and percent of individuals, by race/ethnicity, who's IPP/IFSP includes all of the services and supports needed	Child: 50% Adult: 56% FG: 71%	Child: 52% Adult: 64% FG: 59%	NCI data: Child Family Survey FY: 12/13, 15/16, 18/19, 19/20, 21/22, 23/24 Adult Family Survey FY: 13/14, 16/17, 19/20, 21/22, 23/24 Family Guardian Survey FY: 10/11, 13/14, 16/17, 19/20, 21/22, 23/24
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: 12/13, 15/16, 18/19, 19/20, 21/22, 23/24 Adult Family Survey FY: 13/14, 16/17, 19/20, 21/22, 23/24 Family Guardian Survey FY: 10/11, 13/14, 16/17, 19/20, 21/22, 23/24

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Compliance Measures

	Measures	RCRC 2023-24	Planned Activities
1	Unqualified independent audit with no material finding(s)	Met	Yes/No: Based on regional center independent audit findings.
2	Substantial compliance with Department fiscal audit	Met	Yes/No: Based on DDS internal document criteria.
3	Operates within operations (OPS) budget	Met	Yes/No: Actual expenditures plus last bills do not exceed OPS budget.
4	Certified to participate in Home and Community-Based Services Waiver	Met	Yes/No: Based on most recent waiver monitoring report.
5	Compliance with Vendor Audit Requirements per contract, Article III, Section 10	Met	Yes/No: Based on documentation regional center forwards to DDS
6	CDER/ESR Current	TBD	Status 1, 2 and U on CMF with current CDER or ESR
7	Intake/Assessment and IFSP Timelines (age 0-2)	TBD	Early Start Report
8	Intake/assessment timelines for clients ages 3 or older	TBD	CMF – calculated by subtracting the status date from the CMF date.
9	IPP Development (WIC requirements)	TBD	Biennial DDS review per WIC section 4646.5(c)(3).
10	IFSP Development (Title 17 requirements)	TBD	Early Start Report.