

Early Start - Childhood

Community Integration			
Measure Type	Measures	Data Source/Description	Activities RCRC will employ to achieve the outcome
Compliance	Timely Access to Early Start Services Percent of Individualized Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral for all children under the age of three.	Early Start Report (ESR) and Biennial DDS Monitoring data: - Date referral was first received, until the date the IFSP is signed and completed, including allowance of exceptional family circumstances. - Number of children under the age of three with completed IFSP within timelines compared to total number of children under the age of three with completed IFSP.	New measure Develop improved Early Start workflows. Identify and vendor additional Early Start providers Strengthen oversight and staff support for these workflows. Partner with key vendors and community partners to increase access to services within the natural environment Systematically provide more information for Early Start parents to learn about the disability community and developmental disabilities
Compliance	Provisional Eligibility Number of children who turn age 5 and continue regional center	Client Master File (CMF), Provisional eligibility (status U) and number of children with status code U beyond age 5.	Prioritize intake assessment referrals for provisionally eligible

	services through provisional eligibility.		clients to be completed at least 6 months prior to their fifth birthday.
Incentive	Submission of Completed Early Start Report (ESR): Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.	CMF and ESR Early Start (Status 1), and Lanterman Eligible (status 2) and U under 36 months.	ESR will be reviewed monthly and any missing data will be added.
Incentive	Planning for Services After Early Start - Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday. - Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility, who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday.	- ESR - Using CMF data for those who are in status 1 transitioning to Lanterman or Provisional eligibility (status 2 or U) at least 90 days prior to a child's third birthday. - Using CMF data Percentage of Individual Program Plan data	Implement a consistent transition process for Early Start to Lanterman Act Services/Provisional Eligibility.

Employment

Community Integration					
Measure Type	Measures	Data Source/Description	RCRC Baseline Dec 2025	State Avg. Dec 2025	Activities RCRC will employ to achieve the outcome
Policy	Number and percentage of individuals ages 16-64 with earned income.	Employment Development Department (EDD) and Client Master File (CMF) data Number and percentage of status 2 individuals ages 16-64 with earned income as reported to EDD.	22.43%	15.29%	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 employs an Employment Specialist who works 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, including benefits counseling.

					Provide information to school age youth (by age 14) about employment/career options, and pre-employment activities. Develop and disseminate regular and routine training for employment services. Create tools for use by case management staff that will aide in navigating the employment process. e.g. provider list,
Policy	Average annual wages for individuals ages 16-64.	EDD data Average annual wages as reported to EDD for status 2 individuals ages 16-64.	\$10,0975	\$15,778	No previous activities listed
Policy	Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.	Data collected through Department survey (Welfare & Institutions Code (WIC) Section 4870(e)) of regional centers.	7%	20	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.
Policy	Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.	Data collected through Department survey (WIC Section 4870(e)) of regional centers.	6%	11%	
Policy	Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship	Data collected through Department survey (WIC Section 4870(e)) of regional centers.	\$16.50	\$18.19	

	Program during the prior fiscal year.				
Policy	Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.	Data collected through Department survey (WIC Section 4870(e)) of regional centers.	13 hours	20 hours	
Policy	Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	Data collected through Department survey (WIC Section 4870(e)) of regional centers.	8	71	
Incentive	Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.	Individual Program Plan (IPP) data (Employment life area) cross walked with data from Employment Development Department (EDD)	No data available	No data available	RCRC Employment Specialist will work with clients, families and service coordinators to develop goals for competitive, integrated employment in the IPP.
Incentive	Data Updates and Reporting Percentage of individuals ages 16 and older who have updated employment-related information documented in the Client Development Evaluation Report (CDER).	CDER Personal Outcomes Element questions 5 through 8.	TBD		New measure
Incentive	Development and Outreach	Regional center survey and Department monitoring of	TBD		New measure

	• Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.	the Employment Development and Outreach Plans. DUE DATE: July 31, 2027			
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Equity and Cultural Competency

Equity and Cultural Competency			
Measure Type	Measures	Data Source/Description	Activities RCRC will employ to achieve the outcome
Policy	Expenditures: In-Home Purchase of Services (POS). Comparison of the POS expenditure amounts for individuals living at home to identify any differences across race, ethnicity and/or language when compared to the per capita average.	Data source: Age-adjusted per-capita POS expenditures by FY from CMF and POS records. Population: Individuals living in family homes (residence codes 11, 78, 80) Definition: How much average spending differs between racial groups and language groups compared to the regional center's overall average.	Enhanced Services unit that works with lower caseload ratios to help clients with low or no purchases of service successfully navigate the service delivery system. Continue ongoing annual cultural competency training for regional center staff.
Policy	Expenditures: In-Home Respite POS Comparison of POS expenditure amounts for all respite services delivered to people living in family homes, across race, ethnicity and language, when compared to the per capita average.	Data source: Age-adjusted per-capita POS expenditures by FY from CMF and POS records. Population: Individuals living in family homes (residence codes 11, 78, 80) who use respite services. Definition: How much average spending differs between racial groups and language groups compared to the regional center's overall average.	New measure Increase training for staff on respite to ensure a fair and equitable process for all families and clients.
Policy	Service Utilization: Early Start	Data source: POS expenditures and authorization amount by FY from CMF and POS records.	New measure

	Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.	Population: Early Start participants age 0 to 36 months Definition: How much utilization differs between racial groups and language groups, compared to the regional center's overall average	
Incentive	Linguistic Diversity Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over FY 2025-26 in one of the RC's top 5 languages spoken.	CMF data for languages spoken most frequently and regional center reports on staff who are bilingual. DUE DATE: July 31, 2027	New measure Continue to recruit for bi-lingual staff and maintain a high prioritization of hiring staff who speak multiple languages. Review language stipend requirements for regional center staff.

Age Group	Measure	American Indian or Alaska Native		Asian		Black/African American		Hispanic		Native Hawaiian or Other Pacific Islander		White		Other Ethnicity or Race	
		23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25	23-24	24-25
Birth to 2	Individuals	6%	5%	2%	2%	1%	2%	30%	31%	0%	0%	48%	46%	14%	14%
	Expenditures	6%	5%	3%	5%	1%	2%	22%	26%	0%	0%	57%	49%	11%	12%
3 to 21	Individuals	6%	7%	2%	2%	2%	2%	22%	23%	0%	0%	56%	55%	11%	10%
	Expenditures	6%	6%	2%	2%	1%	2%	18%	22%	1%	2%	61%	60%	10%	7%
	Individuals	5%	5%	1%	1%	2%	3%	9%	9%	0%	0%	79%	77%	4%	4%

22 and older	Expenditures	5%	6%	1%	1%	2%	2%	7%	7%	0%	0%	82%	81%	3%	3%
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Innovation in Service Availability, Delivery and Technology

Innovation in Service Availability, Delivery and Technology			
Measure Type	Measures	Data Source/Description	Activities RCRC will employ to achieve the outcome
Incentive	Website Accessibility 1. Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1). 2. Regional center's website meets WCAG 2.2 Guidelines.	Checklist and testing result submitted by each regional center which demonstrates the requirements of WCAG 2.1 or 2.2 For measure two, regional centers will need to, at minimum, begin website revisions to meet WCAG 2.2 standards in FY 2025-26 and complete the revisions to fully meet 100% of the WCAG 2.2 standard within FY 2026-27. Regional centers will revise their websites to comply with WCAG 2.1 AA standards. DUE DATE: July 31, 2027	RCRC has contracted with a website developer who will update RCRC's website to WCAG 2.1 and 2.2 standards. Client testing of the website changes to measure accessibility. Community survey to measure accessibility.

Individual/Family Experience and Satisfaction

Individual/Family Experience and Satisfaction					
Measure Type	Measures	Data Source/Description	RCRC Baseline NCI 23/24	State Avg. NCI 23/24	Activities RCRC will employ to achieve the outcome
Policy	Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	Most recent National Core Indicator (NCI) data available: - Child Family Survey - Adult Family Survey - Family Guardian Survey			RCRC will develop more culturally appropriate services to address access to purchase and utilize RCRC services. Develop more interpreter services Develop more parent support groups and trainings Share more information with the community about why/how the NCI surveys are important and shape the work of regional centers.
Policy	Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of	Most recent National Core Indicator (NCI) data available: Child Family Survey	Child: 52%	Child: 50%	

	the services and supports needed.	• Adult Family Survey • Family Guardian Survey	Adult: 64% FG: 71%	Adult: 56% FG: 71%	
Policy	Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member.	Most recent National Core Indicator (NCI) data available: • Child Family Survey • Adult Family Survey • Family Guardian Survey			
Incentive	Individual Program Plan experience: • Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed)	A rate will be established, comparing the number of IPP surveys attributed to each regional center, completed through the IPP Survey link (or through email or by paper and received by the Department in its data system) compared to the number of IPP's attributed to each regional center and identified as locked and distributed in the regional center case management system, each quarter of the fiscal year.			Develop a new workflow to increase the number of IPP surveys completed by RCRC clients/families. Regular review and discussion regarding the feedback obtained from these surveys to identify process improvements or training opportunities.

Does the plan include all the services and supports your family member needs?
(Response: Yes, **FGS Survey 2023-2024**)

	RCRC	All California Regional Centers
Race/Ethnicity	%	%
Total Number of Respondents	49	3,638
American Indian/Alaska Native	*	89%
Asian	N/A	84%
Black/African-American	N/A	83%
Native Hawaiian/Pacific Islander	*	71%
White	*	81%
Other	63%	78%
Hispanic or Latino	*	76%
All Races/Ethnicities	63%	79%

Do you feel that services and supports have made a positive difference in the life of your family member?

(Response: Yes, **FGS Survey 2023-2024**)

	RCRC	All California Regional Centers
Race/Ethnicity	%	%
Total Number of Respondents	69	5,062
American Indian/Alaska Native	*	93%
Asian	N/A	86%
Black/African-American	N/A	84%
Native Hawaiian/Pacific Islander	*	100%
White	*	84%
Other	88%	90%
Hispanic or Latino	*	84%
All Races/Ethnicities	84%	88%

Person Centered Planning

Person Centered Planning			
Measure Type	Measures	Data Source/Description	Activities RCRC will employ to achieve the outcome
Incentive	Person Centered Facilitation Skills Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services.	Client Master File and regional center reported. Regional centers will report: The names of their employees who are certified to deliver Person Centered Plan Facilitation Training each quarter of the fiscal year. To meet this measure regional centers must have a minimum of one certified trainer per 10,000 individuals served in the regional center service area in each quarter. DUE DATE: July 31, 2027	RCRC has one PCT Mentor and one PCT Trainer who complete quarterly PCT trainings with RCRC staff and vendors. RCRC will identify two additional staff to become certified PCT Trainers. Continue to provide quarterly trainings to RCRC staff, Vendors, and other Community Partners. Develop vendored partners to provide PCT information to families and clients.
Incentive	Informational Outreach to Individuals and Families Implementation of the informational outreach to individuals and families about person-centered practices.	Regional center reported Number of informational outreach activities focused on person centered service practices to individuals and family members completed. DUE DATE: July 31, 2027	RCRC will continue to incorporate sharing PCT information during outreach events and provide examples of PCT tools to share with individuals.

			RCRC will continue to incorporate PCT information in new client orientation.
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Baseline Data FY24/25

Regional Center	PERSON-CENTERED SERVICES PLANNING Service Coordinator Facilitation Skills
	Training Survey
ACRC	★★★★
CVRC	★★
ELARC	★★★
FDLRC	★★
FNRC	★★★★☺
GGRC	★★★
HRC	★★★★☺
IRC	★★★★
KRC	★★★★☺
NBRC	★★★
NLACRC	★★★★
RCEB	★★★★
RCOC	★★★★
RCRC	★★★★
SARC	★★★
SCLARC	★★★★
SDRC	★★★★
SG/PRC	★★★★
TCRC	★★★★
VMRC	★★★★☺
WRC	★★★★
	<i>Achievement based on percentage of staff trained:</i> ★ 10% to 25% ★★ 26% to 50% ★★★ 51% to 75% ★★★★ 76% to 100% <i>High performance target achieved by training 100% of staff</i> See Attachment E <i>RC size and incentive amounts:</i> Low-RC - \$80,000 Mid RC - \$120,000 High RC - \$160,000

Service Coordination and Regional Center Operations

Service Coordination and Regional Center Operations					
Measure Type	Measures	Data Source/Description	RCRC Baseline Dec 2025	State Avg. Dec 2025	Activities RCRC will employ to achieve the outcome
Compliance	The regional center achieves an unqualified independent audit with no material finding(s).	Yes/No—based on regional center independent audit findings submitted to the Department by April 1.	Yes		RCRC will maintain adherence to its fiscal policies and procedures.
Compliance	The regional center achieves substantial compliance with the Department fiscal audit.	Yes/No—based on the Department internal document criteria.	Yes		RCRC will maintain adherence to its fiscal policies and procedures.
Compliance	The regional center operates within operations budget.	Yes/No—actual expenditures plus late bills do not exceed operations budget. Operations and Purchase of Service Claims Data	Yes		RCRC will maintain adherence to its fiscal policies and procedures.
Compliance	Compliance with Vendor Audit Requirements per contract, Article III, Section 9. The number of vendor audits completed compared to the number of vendor audits	Yes/No - met or did not meet the required number of vendor audits per the contract, based on documentation regional center reports to the Department.	Met		RCRC will conduct vendor audits in accordance with its contract.

	required per Article III, Section 9 of the Regional Center/Department Contract.				
Compliance	Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.	Client Master File (CMF) and CDER Percentage of status 2 and U individuals with current (within 1 year) CDER for ages 3 and above.	93.57%	93.99%	RCRC will monitor CDER completion on a monthly basis.
Compliance	Intake/assessment timelines for individuals ages 3 and older. The percentage of Intake/assessments completed on time compared to the total number of intake and assessments completed by the regional center within the reporting period.	CMF Calculated by first identifying the date of each status 2 (Lanterman Eligible) determination in FY 26-27, compared to the CMF date for intake/assessment (status 0).	61.68%		RCRC will seek to identify additional clinicians to perform intake assessments RCRC will monitor intake completion on a monthly basis
Compliance	Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5	Department Monitoring: Home and Community Based Services (HCBS) Biennial Department review per WIC Section 4646.5 (c)(3). During Biennial monitoring reviews a random sample of IPP's are reviewed for those on the HCBS waiver	94.10%		Review and update, as appropriate, the process for reviewing IPP's to ensure all requirements are documented properly in the IPP. Enhance SC/CSM training on documenting identified needs in the IPP.

		(HCBS 1915c, and 1915i SPA) to ensure compliance with requirements outlined in WIC 4646 and 4646.5. The percentage is the number of IPP's reviewed that meet compliance compared to the total sample.			
Policy	Vendorization - Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage. - Average number of days from application submissions to final decision on vendorization approval.	Provider Directory, Vendorization Portal Total number of vendorization completed divided by the total number that was completed in 45 days or less. Average days from application submission to approval by the regional center.	TBD		Increase Vendor and Rate review committee to meet twice per month.
Compliance	Substantial compliance with HCBS Final Settings Rule: Community Settings requirements. The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules.	Regional center survey: Percentage of HCBS settings reviewed for compliance with final settings rules.	TBD		Review schedule is established that includes direct client participation

Policy	Medicaid Waiver Enrollment Of the total number of regional center individuals who meet 1915c eligibility, the percentage of those who are enrolled in a federal waiver, separated by waiver type.	CMF Status 2 and U; Department data on Medicaid 1915c waiver enrollment for both traditional and SDP waivers.	TBD		RCRC has a position dedicated to waiver enrollments who works with case management staff to actively enroll people onto the Medicaid Waiver who meet eligibility requirements.
Compliance	Special Incident Reports (SIRs) are submitted within the required timeframes. The percentage of SIR reports submitted by the vendor and regional center within the required timeframes.	Department Special Incident Reports (SIR) reports – annual percentage of SIRs reported on time under Title 17 requirements. - Regional center timeliness - Vendor Timeliness	4/25-3/26 RCRC-95% Vendor-90%	4/25-3/26 RC-88.2% Vendor-91.7%	RCRC has a dedicated Special Incident Reports Coordinator who reviews all SIR's quarterly, tracks timelines, coordinates with case management to support timely review and follow-up, and provides ongoing training to vendors and RCRC staff.
Incentive	Choice of Services within Regional Centers Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code.	The number of vendors reporting services delivered under each service code, and within zip codes of the regional center.	TBD		RCRC has a Community Services Department that develops and vendors prospective service providers The Community Services Department conducts an annual needs assessment and creates a development plan. Case Management staff submit Resource Request Forms to inform development priorities.
Incentive	Timely Authorizations	Data will be pulled from the Individual Program Plan (IPP),	TBD		Evaluating current POS workflows and developing updated processes

	Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.	noting the date of the IPP review meeting, and the final date of service authorization from the Uniform Fiscal System.			that will increase timely provision of services and meet all statutory/regulatory requirements for initiating service authorizations.
Incentive	Service Coordinator Competency Number of new service coordinators who completed all requirements within the training standards and competencies.	The number of newly hired service coordinators registered within the Learning Management System (LMS) during the time period of July 1, 2026 to June 30, 2027.	TBD		New LMS and live trainings are being created, and existing trainings are being updated to better reflect the information service coordinators need.
Incentive	Benefits - Medical Insurance Information	Percentage of individuals enrolled in the regional center for whom complete, and up-to date medical insurance information is documented in the regional center case management system. The data on medical insurance must follow the standard format that is available in the SANDIS ID#s/Insurance field.	TBD		Process in place to request SSN and/or MediCal ID numbers.