

# 2018 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"> <li>• 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.</li> <li>• Continue to assist individuals who currently live in Skilled Nursing Facilities (SNF's) to move into community living arrangements of not more than six.</li> <li>• Advocate for community based/jail based competency training for RCRC clients who have been arrested, in place of DC placement for such training.</li> </ul>
Number and percent of minors residing with families	<ul style="list-style-type: none"> <li>• Increase the variety and number of training options for families receiving behavioral support services in all four counties.</li> <li>• Partner with Family Support Agencies and other CBO's to provide family support groups in all four counties.</li> </ul>
Number and percent of adults residing in independent living	<ul style="list-style-type: none"> <li>• Continue to offer self advocacy supports to interested adults.</li> <li>• Advocate for transition plans in IEP's to include comprehensive ILS training</li> <li>• Provide/sponsor workshops in each of our 4 counties on Transition Planning for parents and transition aged youth.</li> <li>• Continue to offer workshops to support staff that teach skills training toward independence for persons served.</li> </ul>

**2018 Public Policy Performance Measures Continued**

Measures	Activities Regional Center will Employ to Achieve Outcomes
Number and percent of adults residing in supported living	<ul style="list-style-type: none"> <li>• Continue to work with community non-profit housing agencies to develop affordable housing options in Del Norte, Lake, Mendocino and Humboldt Counties.</li> <li>• Continue to work with SLS Agencies in all four counties to increase capacity to serve adults who require behavioral supports.</li> <li>• 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..</li> </ul>
Number and percent of adults residing in Adult Family Home Agency Homes	<ul style="list-style-type: none"> <li>• Continue to develop more Family Homes in Lake, Del Norte, Southern Humboldt, and Mendocino Counties, as indicated through area-wide needs assessment.</li> <li>• Continue monitoring and technical assistance to Family Home Agencies throughout 2018 in support of quality assurance activities.</li> </ul>
Number and percent of adults residing in family homes	<ul style="list-style-type: none"> <li>• Continue to revise and update information to individuals and families about generic and community resources, and post on RCRC website and Facebook page.</li> </ul>
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"> <li>• Continue to offer training in specialized services to foster families and group homes based on a positive behavioral supports model.</li> </ul>
Number and percent of adults living in facilities serving >6 (Desired outcome = fewer)	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

**Measures Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures  
Redwood Coast Regional Center 2018**

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
<p>Number and percent of individuals receiving only case management services by age and ethnicity:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive</li> <li>• Age 3 to 21, inclusive</li> <li>• Twenty two and older</li> </ul>	<p>Prior FY purchase of services data and regional center caseload date: Pending approval of RCRC's 2017/18 Disparity Funding Application, RCRC will contract with a CBO 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.</p>
<p>Percent of total annual purchase date expenditures by individual's ethnicity and age:</p> <ul style="list-style-type: none"> <li>• Birth to age two, inclusive</li> <li>• Age three to 21, inclusive</li> <li>• Twenty two and older</li> </ul>	<p>Prior fiscal year (FY) purchase of service data and Client Master File (CMF) Regional Center generated data: 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.</p>
<p>Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.</p>	<p>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 RCRC will develop more culturally appropriate services to address access to purchase and utilization of RCRC services.</p>

**Redwood Coast Regional Center  
Public Policy Outcomes: Measures Related to Employment 2018**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
<p>Local partnership agreements are established between regional centers, local educational agencies and the Department of Rehabilitation districts.</p>	<p>This is a new Public policy measure – no baseline data available</p>	<ul style="list-style-type: none"> <li>• RCRC Employment Specialists will work with SELPAs in each of our 4 counties and Depart. of Rehab districts, to develop collaborative relationships and agreements that conform with the CIE Blueprint.</li> <li>• RCRC will have completed one Local Partnership Agreement (LPA).</li> <li>• RCRC will hold regular, quarterly meetings with Department of Rehabilitation and SELPA to develop competitive, integrated work opportunities for individuals served.</li> </ul>	<p>Meetings will be held at least quarterly to evaluate progress</p>
<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>	<p>This is a new public policy measure – no baseline data available</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Information and resources regarding employment opportunities and supports to achieve integrated, competitive employment, will be available on the RCRC website and Facebook page</li> <li>• RCRC will develop an Employment First Policy to be adopted by the RCRC Board of Directors.</li> </ul>	<p>Completed 1/6/18</p>

**Public Policy Outcomes: Measures Related to Employment 2018**  
**Continued:**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
<p>Number and percentage of consumers, ages 16-64 with earned income</p>	<p>RCRC has not previously collected this information</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC has employed two highly qualified Employment Specialists who will work with Community Based Organizations on monthly bases to educate, support and develop competitive employment opportunities for people receiving services.</li> </ul>	<p>Review of IPPs to evaluate progress on including employment as an IPP goal and client earned income</p>

**Public Policy Outcomes: Measures Related to Employment 2018**

**Continued:**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
Average annual wages for consumers ages 16-64	RCRC has not previously collected this information	<ul style="list-style-type: none"> <li>• RCRC will work with the Habilitation providers to develop a plan and discover ways to move individuals out of supported employment groups that pay individuals subminimum wages based on time studies.</li> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC will utilize paid internships and incentive payments to service providers to increase work opportunities.</li> <li>• Develop money management services that will assist individuals in setting up and managing a California based Achieving a Better Life Experience (Cal ABLE) so that they can earn and save wages for their needs and wants.</li> </ul>	<p>Annual survey of RCRC client income</p> <p>EDD data – average annual wages as reported to EDD for consumers ages 16-64</p>

**Public Policy Outcomes: Measures Related to Employment 2018**  
**Continued:**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
<p>Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA.</p>	<p>RCRC has not previously collected this information</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC will work with local partners to identify areas of support needed in order to prepare transition ages individuals for competitive, integrated employment.</li> </ul>	<p>Annual survey of RCRC client income</p> <p>EDD data – consumer wage data compared to people with all disabilities as reported to EDD</p>
<p>Number of adults who were placed in competitive integrated employment following participation in a Paid Internship Program</p>	<p>This is a new public policy measure – no baseline data available.</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support competitive, integrated employment.</li> <li>• Incentive payments will be made to service providers who assist in the placement and retention of competitive integrated employment setting that is either full or part time.</li> </ul>	<p>Data collected manually from service providers by regional centers.</p> <p>Frequency: Annual</p>

**Public Policy Outcomes: Measures Related to Employment 2018**  
**Continued:**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
<p>Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program</p>	<p>This is a new public policy measure– no baseline data available.</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC utilize paid internships and incentive payments to service providers to increase work opportunities.</li> </ul>	<p>Data collected manually from service providers by regional centers.</p> <p>Frequency: Annual</p>
<p>Average hourly or salaried wages and hours worked per week for Adults who participated in a paid internship program during the prior fiscal year</p>	<p>This is a new public policy measure– no baseline data available.</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC utilize paid internships and incentive payments to service providers to increase work opportunities.</li> </ul>	<p>Data collected manually from service providers by regional centers.</p> <p>Frequency: Annual</p>
<p>Average wages and hours worked for adults engaged in competitive, integrated employment on behalf of whom incentive payments have been made.</p>	<p>This is a new public policy measure– no baseline data available.</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC utilize paid internships and incentive payments to service providers to increase work opportunities.</li> </ul>	<p>Data collected manually from service providers by regional centers.</p> <p>Frequency: Annual</p>



**Public Policy Outcomes: Measures Related to Employment 2018**  
**Continued:**

Public Policy Measure	Baseline	Activities Regional Center will Employ to Achieve Outcomes	Outcome Measures
<p>Total number of \$1000, \$1250 and \$1500 incentives paid for the fiscal year</p>	<p>This is a new public policy measure – no baseline data available</p>	<ul style="list-style-type: none"> <li>• RCRC will develop a timeline and plan in which assistance is provided to service providers to increase the capacity to support integrated, competitive employment.</li> <li>• RCRC will utilize paid internships and incentive payments to service providers to increase work opportunities.</li> </ul>	<p>Data collected manually from service providers by regional centers.</p> <p>Frequency: Annual</p>
<p>Percentage of adults who reported having integrated employment as a goal in their IPP</p>	<p>This is a new public policy measure – no baseline data Available.</p>	<ul style="list-style-type: none"> <li>• RCRC Employment Specialists will work with clients, families and service coordinators to develop goals for competitive, integrated employment in the IPP.</li> <li>• Develop sample IPP goals in which integrated employment is identified.</li> <li>• Develop integrated employment talking points that service coordination can use during IPP meetings.</li> <li>• Provide information to the local People First Chapters on integrated, competitive employment.</li> </ul>	<p>National Core Indicators (NCI) Survey</p> <p>Review of IPPs to evaluate progress on including employment as an IPP goal (including pre-employment activities).</p> <p>Frequency: 3 year cycle</p>

**Local Policy Outcomes –  
Redwood Coast Regional Center 2018**

Measures	RCRC Baseline	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"> <li>• Continue to provide updated information to families of school-aged children and young adults regarding educational advocacy and pre-employment activities.</li> <li>• Continue to conduct workshops for RCRC Service Coordinators (who work with school aged children) on Special Education Law and the Individual Education Program (IEP)</li> </ul>
<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"> <li>• Continue to use clear, user friendly formats when developing informational materials and media.</li> <li>• Continue to provide all materials on RCRC website in English and Spanish</li> <li>• Continue to provide real time translation of RCRC website overview pages in multiple languages</li> <li>• Provide timely information about RCRC services, public meetings and events, and community resources on the RCRC Facebook page.</li> </ul>
<p>Children and adults served by RCRC will have access to medical and dental services.</p>		<ul style="list-style-type: none"> <li>• Continue to advocate a system/state level for increased access to specialty dental services.</li> <li>• Continue to work with area dental services providers to increase access to timely dental care.</li> <li>• Continue to collaborate with UCSF CART program to provide training and technical assistance to health care providers in all 4 counties</li> <li>• Continue to work with behavioral support providers to provide medical/dental desensitization programming for RCRC clients as needed.</li> </ul>

**Local Policy Outcomes –  
Redwood Coast Regional Center 2018 Continued**

Measures	RCRC Baseline	Activities Regional Center will Employ to Achieve Outcomes
Fewer clients of RCRC will be victims of abuse.		<ul style="list-style-type: none"> <li>• 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.</li> <li>• Provide at least two abuse prevention workshops for service providers, clients and families during 2018</li> <li>• Provide training for law enforcement in all four counties regarding effective response and investigation of suspected abuse.</li> <li>• Provide training and technical assistance to service provider agencies in all four counties regarding abuse prevention and reporting.</li> </ul>

# 2018 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.