

# Regional Center Performance Measurements – March 2023

## Regional Center Performance Measures

Brief overview of measures and FNRC's status addressing each performance measure – Updates as of 3/14/23.



Rolling out in phases – Phase 1 FY 2022-2023  
 Phase 2 FY 2023-2024  
 Phase 3 FY 2024-2025  
 Phase 4 FY 2025-2026

Incentives: Baseline – no incentive - developing baseline  
 Recognition – Pubic recognition based on performance  
 Pay for reporting – reporting attached to incentive  
 Pay for performance

14 measures identified – DDS guidance received on 5 of the measures.

**Performance measures in bold - DDS Directive with guidance has been released.**

### 1. Early Start

#### Measure: Child Find and Identification

Children who are eligible for Early Start are identified and enrolled in a timely manner. FNRC to submit Child Find Plan. DDS will draw data from Early Start report to determine percentage of children expected to be served looking at Annual Performance Indicators 5 and 6. 2020 figures for FNRC were above the California average. For children 0-3 FNRC was above the Ca goal and for children 0-1 FNRC was 0.02% below the Ca goal. Child Find Plan will focus on 0-1 yo.

API 5: FNRC 0-1 yo 1.07%	Ca Average: 1.05%	Ca goal: 1.09%
API 6: FNRC 0-3 yo 3.73%	Ca Average: 3.3%	Ca goal: 3.47%

Incentive – All phases: Recognition  
 Status: DDS Directive -December 13, 2022  
 Due Dates:

April 1, 2023:	Submit Child Find Plan (Drafted not yet submitted)
June 1, 2023:	Child Find Plan and Early Start Performance Data posted to FNRC website

**Measure: Timely Access to Early Start Services**

**Data to be collected looking at the rate of Individual Family Service Plans completed within the federally required 45 day timeline from receipt of referral. Data is being extracted from the Early Start Report. (2020 figures - FNRC was at 100%)**

**Incentive- Phase 1 – Baseline  
Phase 2 – Pay for Performance  
Phase 3 + - To be determined**

**Status: Directive -December 13, 2022**

**Due Dates:**

**March 16, 2023: Review data and make corrections– 10 records corrected January 26, 2023. Complete.**

2. **Employment:** Goal is for people who want a job to have a job. Employment services help people get and keep jobs that maximize their skills and interest.

**Measure: Participation in Competitive Integrated Employment (CIE)**

Number of consumers who participate in CIE for at least 30 days during the reporting period stratified by students and adults. Future phases will be dependent on results of phase 1 and may be adjusted/modified.

Incentive: Phase 1 Pay-for performance  
Status: DDS directive drafted but not received

**Measure: Data points and reporting for Competitive Integrated Employment (CIE)**

Plan is to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE.

Incentive: Phase 1 and 2: Baseline  
Phase 3+: Pay for performance  
Status: Internal DDS team reviewing SANDIS/CDER fields and other employment data to establish reporting procedure

### 3. Equity and Cultural Competency

#### Measure: Linguistic Diversity

Report number of bilingual service coordinators/intake staff/first-line supervisors for each language. Collect data on language distribution of people receiving RC services.

Incentive: Phase 1: Pay-for Reporting and Pay-for-Performance  
\$60,000

Phase 2+: Recognition

Status: DDS Directive - February 10, 2023

Due Dates:

March 15, 2023: Reporting on bilingual staff - drafted February 22, 2023, submission pending

May 31, 2023: Verify and update all consumers in SANDIS – awaiting clarification from DDS on data entry issues. Planning a staff SANDIS “data update” day.

#### Measure: Language Access

Report number of requests for translated IPP documents and length of time to complete request.

Follow rate of translated IPP requests that are completed within the legal standard of 45 days.

Incentive: Phase 1: Baseline

Phase 2 +: Pay for performance

Status: Workgroup establishing data elements

#### Measure: Service Coordinator Competency in Cultural and Ethnic Diversity

During Phase 1, RC will submit and receive approval for competency-based training on cultural, ethnic, and linguistic diversity and submit the names and positions of staff who participated in training that already met the criteria prior to July 1, 2022. With increased percentage of front line RC staff receiving training, the goal is for families supported by regional centers to feel RC staff respect their family’s culture.

Incentive: Phase 1: baseline

Phase 2-Phase 3: Recognition

Phase 4+: to be determined

Status: DDS Directive March 13, 2023

Due Dates:

June 30,2023 – submit and receive approval for competency- based training per DDS guidelines.

June 30, 2024 – report percentage of RC staff who successfully completed training July 1, 2023 to June 2024.

June 30, 2025 – report percentage of RC staff who successfully completed training July 1 2023 to June 2025.

#### 4. Individual and Family Experience and Satisfaction

Measure: Consumer/Family Satisfaction with Regional Center Services

During Phase 1, RCs will work with DDS to develop annual feedback from individuals receiving RC services and family members. Feedback will concentrate on 8+ common components across all 21 regional centers. Phase 2 will collect the data and Phase 3+ will focus on improvement in satisfaction in those 8 components and in priorities identified by the community.

Incentive: Phase 1: Baseline  
Phase 2: Pay-for-Reporting  
Phase 3+: Pay-for-Performance  
Status: ARCA/DDS/RC establishing current indicators

#### 5. Person-Centered-Planning

Measure: Service Plans Demonstrate Person-Centered Criteria

RCs commit to development and use of a consistent person-centered service plan document. By phase 3, increasing percentage of consumers who agree their service plan is person-centered and meets their needs as well as they are satisfied with the quality of their Individual Program Plan.

Incentive: Phase 1 – Phase 3: Baseline  
Phase 4: Pay-for-Performance  
Status: ARCA workgroup reviewing measure and providing recommendations to DDS

**Measure: Service Coordination Facilitation Skills**

**Reporting of number of certified person-Centered Plan Facilitation trainers who are qualified to deliver plan facilitation training. Future phases focus on increased training of all RC staff. By phase 4, measures will include satisfaction of consumer and their families indicating their SC was skilled in developing their person-centered service plan.**

<b>Incentive:</b>	<b>Phase 1: Pay-for-Performance</b>	
	First certified trainer per 10,000 individuals receiving RC services	<b>\$70000</b>
	Second certified trainer	<b>\$15000</b>
	Third certified trainer	<b><u>\$15000</u></b>
	Total	<b>\$100000</b>

**Phase 2 – Phase 3: Pay-for-Reporting, Pay-for-Performance**

**Phase 4: Pay-for-Performance**

**Status: DDS Directive - December 28, 2022**

**Due Dates: June 1, 2023: More than 3 certified trainers certifications to be submitted.**

## 6. Service Coordination and Regional Center Operations

### Measure: Choices of Services within Regional Centers

Number of vendors for each service type with in the RC catchment area, reported by zip code.

Focus by phase 4 will focus on number of vendors, vendor capacity and percentage of families who are satisfied with the cultural diversity of the vendors.

Incentive: Phase 1: Baseline  
Phase 2-3: Pay-for-Reporting  
Phase 4: Pay-for-Performance

Status: DDS team discussing vendor directory for UFS and CERM updates

### Measure: Timely service authorizations

Number of days between annual individual program plan review and service authorization

Incentive: Phase 1-Phase 3: Baseline  
Phase 4: Pay-for-Performance

Status: ARCA workgroup reviewing measure and providing recommendations to DDS

### Measure: Service Coordination Competency

Develop Service Coordinator Training standards and competencies approved by DDS statewide. Establish data elements for reporting SCs completing training and train service coordinators.. Phase 4 will report percentage of individuals responding to the satisfaction survey who agree their SC and the knowledge needed to meet their needs.

Incentive: Phase 1: Baseline  
Phase 2: Recognition  
Phase 3+: Pay-for-Performance

Status: Workgroup in process of being developed

Measure: Intake Process

RCs agree to develop and utilize a standard intake process. Ongoing measures will look at the percentage of families who report being treated with respect during the intake process as well as the ratio of individuals determined eligible for services sorted by age, language, race and ethnicity. Currently DDS is assessing the various RC intake policies to determine a statewide uniform process.

Incentive: Phase 1: Baseline  
Phase 2: Recognition

Status: DDS collecting RC intake procedures; ARCA work group to identify core components