

DEPARTMENT OF DEVELOPMENTAL SERVICES

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December 28, 2022

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER PERFORMANCE MEASURES – PERSON-CENTERED SERVICES PLANNING, SERVICE COORDINATOR FACILITATION SKILLS

The Department of Developmental Services (Department) worked with the Regional Center Performance Measures (RCPM) Workgroup consisting of representatives from all aspects of the developmental disabilities services system to develop performance incentives and measures to promote improvements in consumer outcomes and regional center performance. This voluntary RCPM program has six focus areas identified by the Workgroup, including: Early Start, Employment, Equity and Cultural Competency, Individual and Family Experience and Satisfaction, Person-Centered Services Planning, and Service Coordination and Regional Center Operations. Each focus area has one or more performance measures tied to specific desired outcomes, with corresponding performance targets and incentives.

Overview

The purpose of this directive is to provide information regarding the Service Coordinator Facilitation Skills measure in the Person-Centered Services Planning focus area of the RCPM program. Full descriptions of the focus areas, measures and incentives can be found [here](#). Each performance measure and incentive is an opportunity for regional centers to demonstrate performance above the minimum expectations established through statute or regulation. While participation in the program is voluntary, all regional centers are encouraged to provide high quality service that is responsive to the priorities established by the statewide stakeholder Workgroup. The performance measure addressed in this directive assesses the number of certified Person-Centered Plan Facilitation Trainers employed by the regional center who are qualified to deliver training. The incentive associated with this measure is a pay-for-performance incentive, as described below.

The Department has provided support and resources for establishing person-centered plan facilitation training to the intellectual/developmental disabilities community for many years. In its effort to expand the capacity for person-centered planning across the state, the Department has invested in person-centered thinking and person-centered planning since 2017. The Department recognizes efforts of many regional centers to establish an organizational culture reflective of the values and principles of person-centered planning. These efforts demonstrate the impact of routinely available training for all staff, and trainers who are employed by the regional center.

“Building Partnerships, Supporting Choices”

Performance Measure and Desired Outcome

The desired outcome of this measure is for regional center service coordinators to demonstrate person-centered planning skills. To meet this outcome, regional centers will first support the development of certified Person-Centered Planning Trainers who are employees of the regional center. In subsequent years, this performance measure will additionally require all regional center service coordinators to successfully complete person-centered plan facilitation training. The time period for developing trainers through the RCPM program is through June 1, 2023. The time period for service coordination staff participation in person-centered plan facilitation training is through June 1, 2024.

To confirm completion of this performance measure and demonstrate eligibility for the performance incentive, regional centers will submit certificates of successful completion of a course designed for Person-Centered Thinking or Planning Trainer Development. Certification must come from organizations that demonstrate expertise in developing recognized models of person-centered planning, such as [The Learning Community for Person Centered Practice](#), [The Inclusion Press](#), [Charting the Lifecourse](#), or by meeting the five core competency standards established through the [National Center on Advancing Person-Centered Practices and Systems \(NCAPPS\)](#). This performance standard requires one certified Person-Centered Planning Trainer for every 10,000 people on the regional center caseload, based on the average monthly caseload in Fiscal Year (FY) 2022-23, (e.g., one certified trainer for a regional center with average monthly caseload of 10,000 or less, two certified trainers for a regional center with average monthly caseload between 10,001 and 20,000, etc.).

Regional centers that exceed these numbers will receive additional incentive payments for every additional certified trainer on staff, up to two additional payments.

Performance Measure Data

To meet the requirements of this measure, regional centers will report on the number of certified Person-Centered Plan Facilitation Trainers as of June 1, 2023, who are employed by the regional center and are qualified to deliver plan facilitation training. Regional centers will submit this data to the Department by June 10th each year.

Incentive

The first year of the Service Coordinator Person-Centered Plan Facilitation Skills measure (FY 2022-2023) includes a performance incentive payment for regional centers that successfully demonstrate meeting the requirements on or before June 1, 2023. Each regional center submitting evidence of one certified Person-Centered Plan Facilitation Trainer for every 10,000 people on the regional center caseload will receive a base payment of \$70,000. Regional centers that exceed the minimum number of certified trainers required will receive an additional incentive payment of \$15,000 for

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each additional certified trainer, up to a maximum \$30,000 additional incentive payment. Phase two of this measure will require reporting by regional centers on the number of certified Person-Centered Plan Facilitation Trainers employed by the regional center and the number of service coordinators, including intake staff and first line supervisors who have completed person-centered plan facilitation training.

Details of incentive types for subsequent phases of this measure will be provided in future directives from the Department. If you have any questions regarding the RCPM program, please email RCMeasures@dds.ca.gov.

Sincerely,

Original Signed by:

BRIAN WINFIELD
Chief Deputy Director

cc: Regional Center Administrators
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