

DEPARTMENT OF DEVELOPMENTAL SERVICES

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February 10, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER PERFORMANCE MEASURES – EQUITY AND CULTURAL COMPETENCY, LINGUISTIC DIVERSITY

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 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 Linguistic Diversity measure in the Equity and Cultural Competency 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 measures addressed in this directive are:

- Measure 1: The number of bilingual service coordinators including intake staff and first-line supervisors for each language.
- Measure 2: Language distribution across people receiving regional center services.

The incentives associated with these measures are pay-for-reporting and pay-for performance, as described below.

Performance Measures and Desired Outcome

The desired outcome of this measure is for individuals and families to be supported by regional center staff who communicate in the individuals' preferred spoken language.

“Building Partnerships, Supporting Choices”

Spoken language refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages.

Performance Measure Data

Measure 1

To meet the requirements of Measure 1, by March 15, 2023, regional centers must submit through an electronic format (Enclosure A) to the Department the following information for each regional center staff:

- Staff identifier and/or position number.
- Staff type (service coordinator, intake, or assessment, first-line supervisor).
- Staff's linguistic status (monolingual, bilingual, or multilingual).
- Staff's primary language.
- Staff's secondary language in which staff meets or exceeds the "bilingual conversational skills" definition provided below.
- If staff is multilingual, additional languages in which the staff meets or exceeds the bilingual conversational skills definition.
- Type and date of language skills assessment used to confirm bilingual conversational skills.
- Certification of total number of bilingual regional center staff. All certifications must meet or exceed the bilingual conversational skills definition.

"Bilingual conversational skills" means: The ability to use the language, with an emphasis on speaking and listening skills, in real world situations in a spontaneous interaction and in a manner acceptable and appropriate to native speakers of the language. Staff possesses the ability to use the language effectively as part of normal professional duties including the appropriate use of terms, concepts, and phrases in the context of their position. The staff can reliably elicit information and informed opinions from others in conversations.

Measure 2

To meet the requirements of Measure 2, by May 31, 2023, regional centers must verify and update the Client Master File (CMF) for 100% of individuals served. The following data fields in the CMF will be used to document preferred language of all individuals served and the preferred language of individuals' primary caregiver(s):

- Field 35: Primary Language
- Field 55: Caretaker Language
- Field 68: Mother's Primary Language
- Field 77: Father's Primary Language

Resources

The following resources are provided to assist regional centers in the development of local policy and procedure describing how bilingual conversational skills are assessed and documented within the agency.

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- Enclosure B is a list of prominent languages and ethnicities among individuals receiving regional center services, by regional center.
- Industry-leaders in the field of language learning and assessment of linguistic skills: [ACTFL Proficiency Guidelines 2012](#)

Incentive

Regional centers must complete both Measure 1 and Measure 2 to receive the incentive payment. For Measure 1, regional centers must collect and report data on the bilingual status and language of all specified regional center staff no later than March 15, 2023. The Department will confirm receipt of data for 100% of specified regional center staff. For Measure 2, regional centers must have the CMF updated for 100% of consumers no later than May 31, 2023.

The Department will issue, by June 30, 2023, a list of regional centers that have met the requirements of Measure 1 and Measure 2. Regional centers that have met all requirements within this timeframe will receive the incentive amount which corresponds to the size of population served. Please refer to Enclosure C for the projected incentive amounts available to each regional center.

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

Enclosures

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
Regional Center Community Services Directors
Association of Regional Center Agencies
Nancy Bargmann, Department of Developmental Services
Carla Castañeda, Department of Developmental Services
Pete Cervinka, Department of Developmental Services
Ernie Cruz, Department of Developmental Services
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