DEPARTMENT OF DEVELOPMENTAL SERVICES
1215 O Street, MS 9-90
Sacramento, CA 95814
TTY: 711
(833) 421-0061

March 13, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER PERFORMANCE MEASURES – EQUITY AND
             CULTURAL HUMILITY, SERVICE COORDINATOR COMPETENCY IN
             CULTURAL AND ETHNIC 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 Humility, 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 describe the measure related to Service Coordinator Competency in Cultural and Ethnic Diversity in the Equity and Cultural Humility 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 measure addressed in this directive assesses the percentage of service coordinators, including intake staff and first line supervisors, participating in training related to cultural, ethnic, and linguistic competency. The incentive associated with this measure is recognition given to the regional center, as described below.

Performance Measure and Desired Outcome
The desired outcome of this measure is for all individuals and families supported by regional centers to experience service coordination that respects their culture. To meet this outcome, regional centers will deliver competency-based cultural, ethnic, and linguistic diversity training to their service coordinators, intake staff and first line supervisors, at a minimum.

<div align="center">**"Building Partnerships, Supporting Choices"**</div>

Performance Measure Timeline and Training Requirements
The timeline for this measure is as follows:
- July 1, 2022 to June 30, 2023: regional centers submit and receive approval for competency-based training on cultural, ethnic, and linguistic diversity.
- July 1, 2023 to June 30, 2024: regional centers report on the percentage of service coordinators, including intake staff and first line supervisors required to take the training, who successfully completed the competency-based training between the time period of July 1, 2023 to June 30, 2024.
- July 1, 2024 to June 30, 2025: regional centers report on the percentage of service coordinators, including intake staff and first line supervisors required to take the training, who successfully completed the competency-based training between the time period of July 1, 2023 to June 30, 2025.

To receive approval of the curriculum and contents for cultural, ethnic, and linguistic competency-based training, regional centers will submit their curriculum to the Department, including the following information:
1) Description of how the training curriculum development included input from regional center stakeholders and staff, including self-advocates, families, advocates, and community-based organizations.
2) Description of the competency-based training curriculum objectives which demonstrate training in:
   a. The importance of using accessible language as the first step when communicating effectively with focused populations;
   b. An exploration of attitudes, knowledge, and skills that enable staff to effectively serve and support individuals and their families from diverse cultures, groups, and communities;
   c. Understanding various cultural groups which have a high representation in the regional center's catchment area including recognizing the inherent differences of each group and responding to the diverse needs of the groups that span race, ethnicity and language;
   d. Strategies to utilize cultural knowledge to build trusting relationships;
   e. The tools needed to incorporate relevant cultural data to support individual assessment and program planning;
   f. The role of humility and respectful communication to effectively support individuals with diverse values, beliefs, identities, and behaviors, in order to meet social, cultural, ethnic and linguistic needs; and,
   g. Easy-to-understand concepts in training materials that are appropriate for all individuals participating in the training courses.

All curricula and materials should be submitted to RCmeasures@dds.ca.gov.

Performance Measure Data

Regional centers will report the percentage of service coordinators, intake staff and first line supervisors who have completed cultural, ethnic, and linguistic competency training that meets the criteria identified above between the period of July 1 and June 30 each year, starting with Fiscal Year 2023-2024. Regional centers will submit this data to the Department within 30 days of the close of the fiscal year. The Department will create a public facing report delineating the percentage of service coordinators, intake staff and first line supervisors who successfully completed the Department approved training within each regional center.

Beginning in Fiscal Year 2025-26, regional centers will report to the Department the results of feedback collected from individuals served by the regional center and their family members regarding their satisfaction levels with regional center service coordinators', intake staff and first line supervisors' demonstration of competencies in cultural, ethnic, and linguistic diversity.

Fiscal Year 2022-23

For Fiscal Year 2022-23, the Service Coordinator Competency in Cultural and Ethnic Diversity measure will require the following:

- Regional centers to submit and receive approval for competency-based training on cultural, ethnic, and linguistic diversity. Competency-based training must be submitted to the Department by June 1, 2023.
- Regional centers with training curricula in place that meet the above criteria prior to July 1, 2022, may submit the names and positions of staff who participated in the training from January 1, 2021 to July 1, 2023.

Subsequent phases of the implementation of this measure will result in recognition of performance through posting on the Department's website. Regional centers will be required to include the same data on their website, to inform its stakeholder community of the efforts underway to build the skills of regional center staff in demonstrating competencies in cultural, ethnic, and linguistic diversity.

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 or the Equity and Cultural Humility focus area, please email RCMeasures@dds.ca.gov.

Sincerely,

Original Signed by:

BRIAN WINFIELD
Chief Deputy Director

cc: See next page.

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
        Leslie Morrison, Department of Developmental Services
        Jim Knight, Department of Developmental Services