Focus Area	Measure and Desired Outcome	Incentive Type By Phase	Current Status
Early Start	**Child Find and Identification** • Children who are eligible for Early Start are identified and enrolled in a timely manner.	**Phase I-IV:** • Recognition	• Child Find plans developed and Phase II will determine success in identification of children
Early Start	**Timely Access to Early Start Services** • Children and families have timely access to Early Start services to minimize the impact of developmental delays.	**Phase I:** • Data collection **Phase II:** • Pay-for-Performance **Phase III-IV:** • TBD	• Phase II to incentivize completion of IFSP significantly ahead of the 45-day timeframe (31-35 days and 36-40 days)
Employment	**Participation in Competitive Integrated Employment (CIE)** • People who want a job, have a job, and employment services help people get and keep jobs that maximize their skills and interests.	**Phase I:** • Pay-for-Performance **Phase II-IV:** • TBD	• In process of collecting data from FY 22/23
Employment	**Data Points and Reporting for CIE** • People who want a job, have a job, and employment services help people get and keep jobs that maximize their skills and interests.	**Phase I-II:** • Establish data points and reporting **Phase III-IV:** • Pay-for-Performance	• Under development – consensus needed on data points • Consider data collection by service providers & RC
Equity and Cultural Competency	**Linguistic Diversity** • Regional Center (RC) staff communicate with individuals they support in the individual's preferred spoken language.	**Phase I:** • Pay-for-Reporting • Pay-for-Performance **Phase II-IV:** • Recognition	• Phase I resulted in information shared on bilingual SCs and Intake Staff

Focus Area	Measure and Desired Outcome	Incentive Type By Phase	Current Status
Equity and Cultural Competency	**Language Access** • RC staff communicate with individuals they support in the individual's preferred spoken language.	**Phase I:** • Data collection **Phase II-IV:** • Pay-for-performance	• Data collection completed in Phase I • Proposed changes to SANDIS to adapt to current reporting requirements • Suggest moving Pay for Performance incentive to a pay for reporting incentive in Phase II
Equity and Cultural Competency	**Service Coordinator (SC) Competency in Cultural & Ethnic Diversity** • All individuals and families supported by RCs experience service coordination that respects their culture	**Phase I:** • Data collection **Phase II-III** • Recognition **Phase IV:** • TBD	• Phase I RCs submitted competency-based training on cultural, ethnic and linguistic diversity • Phase II % of SCs demonstrating competency in cultural and linguistic diversity
Individual & Family Experience and Satisfaction	**Consumer/Family Satisfaction with RC Services** • Individuals served by RCs, including families, are listened to by the RC and are satisfied with services delivered by RC staff.	**Phase I:** • Establish feedback collection and common components **Phase II:** • Pay-for-Reporting **Phase III-IV:** • Pay-for-Performance	• Individual and Family Experience survey questions drafted; guidance for RC's in process; • On track to meet Phase 2 measures

Focus Area	Measure and Desired Outcome	Incentive Type By Phase	Current Status
Person-Centered Services Planning	**Service Plans Demonstrate Person-Centered Criteria** • People served by RCs have person-centered service plans.	**Phase I-III:** • Develop document **Phase IV:** • Pay-for-Performance	• RCs agreed to utilize one plan • Draft document reviewed by multiple groups • Phase II on track for completion of document components
Person-Centered Services Planning	**Service Coordinator Facilitation Skills** • RC SC demonstrate person-centered planning skills	**Phase I:** • Pay-for-Performance **Phase II-III:** • Pay-for-Reporting • Pay-for-Performance **Phase IV:** • Pay-for-Performance	• On track to meet Phase 2 measures.
Service Coordination and Regional Center Operations	**Choice of Services within RCs** • People served by the RC have choice of service vendors to meet their needs and preferences.	**Phase I:** • Data collection **Phase II-III:** • Pay-for-Reporting **Phase IV:** • Pay-for-Performance	• Statewide Vendor Directory Under development • Suggest changing incentive for Phase II to baseline data collection
Service Coordination and Regional Center Operations	**Timely Service Authorizations** • Individuals and families served by RCs receive service authorization in a timely manner.	**Phase I-III:** • Data collection **Phase IV:** • Pay-for-Performance	• Identifying existing data elements and new data field needed in SANDIS;

Focus Area	Measure and Desired Outcome	Incentive Type By Phase	Current Status
Service Coordination and Regional Center Operations	**Service Coordinator Competency** • SCs demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by RCs.	**Phase I:** • Establish data and reporting **Phase II:** • Recognition **Phase III-IV:** • Pay-for-Performance	• Finalize and approve training standards and database for reporting of data elements related to SC training
Service Coordination and Regional Center Operations	**Intake Process** • Individuals and families who apply to the RC for services are treated with respect and RC Intake procedures are equitable.	**Phase I:** • Establish process and core elements **Phase II-IV:** • Recognition	• Intake procedures compared across RCs;