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TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER PERFORMANCE MEASURES – PHASE I
RECOGNITION AND INCENTIVE PAYMENT METHODOLOGY

The Department of Developmental Services (Department) worked with the Regional Center Performance Measures (RCPM) workgroup consisting of representatives throughout the developmental disabilities services system to develop performance measures and incentives to promote improvements in consumer outcomes and regional center performance. The RCPM have 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

This correspondence describes the Phase I recognition and incentive payments within the following focus areas: Early Start, Employment, Equity and Cultural Competency and Person-Centered Services Planning measures. Each performance measure and incentive is a voluntary 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 take the opportunity to demonstrate a commitment to providing high quality service that is responsive to the priorities established by the statewide workgroup. Full descriptions of all RCPM focus areas, measures and incentives can be found [here](#).

Performance Measures and Desired Outcomes

The desired outcomes of the Phase I incentives are:

- Early Start – Child Find and Identification: Children who are eligible for Early Start are identified and enrolled in a timely manner;
- 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;
- Equity and Cultural Competency – Linguistic Diversity: Regional center staff communicate with individuals they support in the individual's preferred spoken language; and
- Person-Centered Services Planning – Service Coordinator Facilitation Skills: Regional center Service Coordinators (SC) demonstrate person-centered planning skills.

Recognition and Incentive Payment Methodology

The following information describes the process used by the Department to determine how regional centers earned recognition or how incentive payments were calculated for Phase I.

Early Start – Child Find and Identification

- Measure 1: A regional center that submitted a Child Find Plan and included the required detailed information, as described in the [December 13, 2022 directive](#), will receive recognition on the Department’s website.
- Measure 2: A regional center that met or exceeded the targeted percentage of children expected to be served, compared to the actual number served by the regional center, will receive recognition on the Department’s website:
 - The target percentages are reported through the Annual Performance Indicators 5 and 6 in the [Early Start Local Performance Report](#).
 - Regional centers individually chose to focus on ages 0-1 or ages 0-3.

Employment – Participation in Competitive Integrated Employment (CIE)

- As detailed in the [April 12, 2023 directive](#), a regional center may earn a one-time incentive payment of \$75,000 for meeting one of the following performance targets, whichever is higher for the regional center:
 - Achieved the number of 30-day CIE placements that are equal to or exceed the unique regional center target based on the statewide goal of a 20 percent (20%) increase in CIE placements; or
 - Achieved a five percent (5%) increase in the regional center’s 30-day CIE placements compared to CIE placements in FY 2021-22.
- Regional centers may earn an additional performance incentive of \$50,000 for exceeding their base performance target for FY 2022-23 by 10 percent (10%) or more.

Equity and Cultural Competency – Linguistic Diversity

- Regional centers must complete both Measure 1 and Measure 2 to receive the incentive payment, as stated in the [February 10, 2023 directive](#).
- 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.
- Measure 2: Regional centers must have the Client Master File (CMF) updated for 100 percent of consumers no later than May 31, 2023.
- For regional centers that complete both measures, incentive amounts are based on caseload size of the regional center:
 - The seven regional centers with the lowest caseloads qualify for \$60,000.
 - The seven regional centers with mid-size caseloads qualify for \$90,000.
 - The seven regional centers with the highest caseloads qualify for \$120,000.

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Person-Centered Services Planning – Service Coordinator Facilitation Skills

As specified in the [December 28, 2022 directive](#), Phase I includes a performance incentive payment for regional centers that successfully meet 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 an incentive of \$70,000.
 - Caseloads were based on averages from July 2022 through April 2023.
- Regional centers that exceed the minimum number of certified trainers required will receive an additional incentive payment of \$15,000 for each additional certified trainer, up to a maximum of \$30,000 additional incentive payment.

Enclosed is a summary of the recognition and monetary incentives for each regional center for the Early Start-Child Find and Identification, Equity and Cultural Competency-Linguistic Diversity and the Person-Centered Services Planning-Service Coordinator Facilitation Skills measures. The Employment-Participation in CIE measure is still being determined. More details about allocations is forthcoming.

If you have any questions regarding RCPM, recognition or the incentive payments, please email RCMeasures@dds.ca.gov.

Sincerely,

Original Signed by:

BRIAN WINFIELD
Chief Deputy Director

Enclosure

cc: Regional Center Administrators
Regional Center Directors of Consumer Services
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