



NANCY BARGMANN  
DIRECTOR

State of California—Health and Human Services Agency  
**Department of Developmental Services**  
1215 O Street, Sacramento, CA 95814  
[www.dds.ca.gov](http://www.dds.ca.gov)



GAVIN NEWSOM  
GOVERNOR

June 8, 2023

TO: REGIONAL CENTER EXECUTIVE DIRECTORS

SUBJECT: REGIONAL CENTER PERFORMANCE MEASURES – EQUITY AND CULTURAL HUMILITY, LANGUAGE ACCESS

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 describe the measure related to Language Access 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 are 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 number of instances in which an Individual Program Plan (IPP) is translated and the length of time to complete the translation, in accordance with Welfare and Institutions (W&I) Code section 4519.5(a)(6) and (7).

### **Performance Measure 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 individual's preferred spoken language. Spoken language refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages. To meet this outcome, regional centers will annually report the number of requests for translated IPP documents and the length of time to complete the request.

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### **Performance Measure Data**

To obtain baseline data for this measure, regional centers will report IPP translations for calendar year 2022. Enclosed with this email is a spreadsheet that may be used to report the number of instances in which an IPP was translated into a threshold language and a language other than a threshold language and the number of days it took to provide the translated IPP. If your regional center is compiling this data in another format, be sure to include all data elements provided in the enclosed spreadsheet. Note, the following timelines apply to translation of an IPP document.

- Translation into a threshold language must occur within 45 days [W&I Code section 4646.5(a)(5)].
- Translation into a language other than threshold language as defined by paragraph (3) of subdivision (a) of Section 1810.410 of Title 9 of the California Code of Regulations must occur within 60 days.

### **Fiscal Year 2022-23**

For Fiscal Year 2022-23, the Language Access, IPP Translation measure will establish the baseline for reporting: the percentage of IPPs with translation requested, for which translation time was within the required timelines; and the percentage of IPPs with translation requested, for which translation time exceeded the required timelines. Percentages will be separately reported for threshold and non-threshold languages. Information regarding IPP translations must be submitted to the Department by July 31, 2023, to [RCMeasures@dds.ca.gov](mailto:RCMeasures@dds.ca.gov).

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 or the Equity and Cultural Competency focus area, please email [RCMeasures@dds.ca.gov](mailto:RCMeasures@dds.ca.gov).

Sincerely,

*Original Signed by:*

BRIAN WINFIELD  
Chief Deputy Director

Enclosure

cc: See next page.

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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