

**REGIONAL CENTER PERFORMANCE MEASURES FOR FISCAL YEAR  
2023-2024 & 2024-2025**

<b>Focus Area Measure</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>
<b>Early Start</b> Child Find and Identification	1) Number of outreach/child find activities supported by RC staff or funding, reported by type of activity.  Note: RC will update their plan annually.  <i>Due date: August 15, 2024; Incentive: Recognition Data Source: RC reported data</i>	1) Number of outreach/child find activities supported by RC staff or funding, reported by type of activity.  Note: RC will update their plan annually.  <i>Due date: TBD; Incentive: Recognition Data Source: RC reported data</i>
	2) Number of children identified in proportion to the total number of 0-1 or 0-3-year-old children in the county or zip code, reported by language, race and ethnicity.  <i>Due date: August 15, 2024; Incentive: Recognition Data Source: Early Start Report</i>	2) Number of children identified in proportion to the total number of 0-1 or 0-3-year-old children in the county or zip code, reported by language, race and ethnicity.  <i>Due date: TBD; Incentive: Recognition Data Source: Early Start Report</i>
<b>Early Start</b> Timely Access to Early Start Services	Rate of Individual Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral.  <i>Due date: August 15, 2024, Incentive: Baseline Data Source: Early Start Report</i>	Rate of IFSP completion within 31-35 days and 36-40 days timeframe from receipt of referral, stratified by language, race and ethnicity.  <i>Due date: TBD, Incentive: Pay-for-Performance Data Source: Early Start Report</i>
<b>Employment</b> Participation in Competitive Integrated Employment (CIE)	Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period.  <i>Due date: July 15, 2024, Incentive: Pay-for-Performance Data Source: Purchase of Service</i>	Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period.  <i>Due date: TBD, Incentive: Pay-for-Performance Data Source: SANDIS</i>

<b>Focus Area Measure</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>
<b>Employment</b> Data Points and Reporting for CIE	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE.  <i>In development</i>	Percentage of people with an interest in or actively participating in CIE.  <i>Due date: TBD, Incentive: Baseline</i> <i>Data Source: SANDIS</i>
<b>Equity and Cultural Competency</b> Linguistic Diversity	Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred spoken language needs of people served by the RC.  <i>Due date: August 15, 2024, Incentive: Recognition</i> <i>Data Source: RC reported</i>	1) Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred language needs of people served by the RC.  <i>Due date: TBD, Incentive: Recognition</i> <i>Data Source: RC reported and SANDIS</i>
		2) Number of individuals supported by the RC and families who report their SC communicates with them in their preferred spoken language.  <i>Due date: TBD, Incentive: Recognition</i> <i>Data Source: Individual and Family Survey</i>
<b>Equity and Cultural Competency</b> Language Access	Number of requests for translated IPP documents and length of time to complete request.  <i>Due date: August 15, 2024, Incentive: Baseline</i> <i>Data Source: RC reported</i>	Number of requests for translated IPP documents and length of time to complete request.  <i>Due date: TBD, Incentive: Pay-for-Reporting</i> <i>Data Source: RC reported</i>
<b>Equity and Cultural Competency</b> Service Coordinator Competency in Cultural & Ethnic Diversity	Percentage of SCs including intake staff and first line supervisors who completed the approved competency-based training related to cultural and linguistic competency.  <i>Due date: August 15, 2024, Incentive: Baseline</i> <i>Data Source: RC reported</i>	Percentage of SCs including intake staff and first line supervisors demonstrating competency in cultural and linguistic diversity, through participation in and completion of 8 or more training hours in DDS-approved training related to cultural and linguistic competency.  <i>Due date: TBD, Incentive: Recognition</i> <i>Data Source: RC reported</i>

<b>Focus Area Measure</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>
<b>Individual &amp; Family Experience and Satisfaction</b> Consumer/Family Satisfaction with Regional Center Services	<i>Individual and Family Survey in development</i>	Number of individuals and families who indicate that they are satisfied with RC services across the eight or more common components defined in Phase 1.  <i>Due date: TBD, Incentive: TBD</i> <i>Data Source: Individual and Family Survey</i>
<b>Person-Centered Services Planning</b> Service Plans Demonstrate Person-Centered Criteria	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards.  <i>In development; delivery from DDS: June 30, 2024</i>	1) Percentage of consumers who agree their Individual Program Plan (IPP) was focused on them and meets their needs. 2) Percentage of consumers who are satisfied with the quality of their IPP.  <i>Due date: TBD, Incentive: Baseline</i> <i>Data Source: DDS IPP Survey</i>
<b>Person-Centered Services Planning</b> Service Coordinator Facilitation Skills	1) Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and who are qualified to deliver plan facilitation training (Note: RCs must have a minimum of one certified trainer per 10,000 consumers served in the RC service area in each quarter).  <i>Due date: August 15, 2024, Incentive: Pay-for-Reporting</i> <i>Data Source: RC reported</i>	1) Percentage of new SCs who complete training in Person-Centered Plan Facilitation  <i>Due date: Due date: TBD, Incentive: Pay-for-Reporting</i> <i>Data Source: RC reported</i>
	2) Number of existing and new SCs including intake staff and first line supervisors who have completed training in Person-Centered Plan Facilitation.  <i>Due date: August 15, 2024, Incentive: Pay-for-Performance</i> <i>Data Source: RC reported</i>	2) Percentage of consumers and families who agree their SC was skilled in developing their person-centered service plan  <i>Due date: TBD, Incentive: Pay-for-Performance</i> <i>Data Source: RC reported</i>
<b>Service Coordination &amp; Regional Center Operations</b> Choice of Services within Regional Centers	<i>In development (Provider Directory)</i>	Number of vendors for each service type, delivering services within the RC catchment area, reported by zip code.

<b>Focus Area Measure</b>	<b>FY 2023-24</b>	<b>FY 2024-25</b>
		<i>Due date: TBD, Incentive: Baseline Data Source: Provider Directory</i>
<b>Service Coordination &amp; Regional Center Operations</b> Timely Service Authorizations	<i>In development</i>	
<b>Service Coordination &amp; Regional Center Operations</b> Service Coordinator Competency	Adoption of the set of SC training standards and competencies approved by DDS for use statewide.  <i>Adoption by RC completed through ARCA.</i>	Number of SCs who completed all requirements within the standards.  <i>Due Date: TBD, Incentive: Recognition Data Source: RC reported through Learning Management System</i>
<b>Service Coordination &amp; Regional Center Operations</b> Intake Process	<i>In development</i>	1) Percentage of families and individuals who report being treated with respect during intake, sorted by those who are and are not eligible for Lanterman Act services.  <i>Due date: TBD, Incentive: Recognition Data Source: Individual and Family Satisfaction Survey</i>  2) Ratio of individuals determined eligible for Lanterman Act services compared to the number who apply for RC services, sorted by age category.  <i>Due date: TBD, Incentive: Recognition Data Source: RC reported</i>
<b>Service Coordination &amp; Regional Center Operations</b> Self-Determination Program (SDP)	<i>New measure effective FY 2024-25</i>	Update SANDIS with SDP reporting elements for 100 percent of individuals enrolled in the SDP.  <i>Due date: August 31, 2024, Incentive: Pay-for-Accelerated Reporting Data Source: RC reported and SANDIS</i>