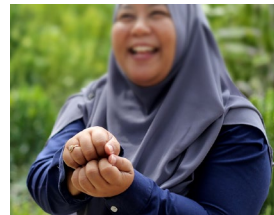


# REGIONAL CENTER PERFORMANCE MEASURES (RCPM) WORKGROUP MEETING

June 26, 2025



# HOUSEKEEPING



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active

- Raise hand, say first name and **speak slowly**



This meeting is being recorded

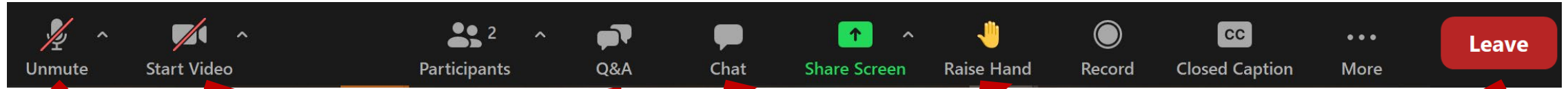


Materials are available at: <https://www.dds.ca.gov/initiatives/stakeholder-events/>



Submit written comment via email to: [RCMeasures@dds.ca.gov](mailto:RCMeasures@dds.ca.gov)

# ZOOM TIPS



Unmute mic only when it's your turn to speak



Turn your webcam on/off

The Department is monitoring Q&A and will respond to questions/comments

Chat is available for all attendees, but will not be monitored during the meeting

Workgroup members can raise your hand when you want to speak

Leave the webinar at the end of the meeting



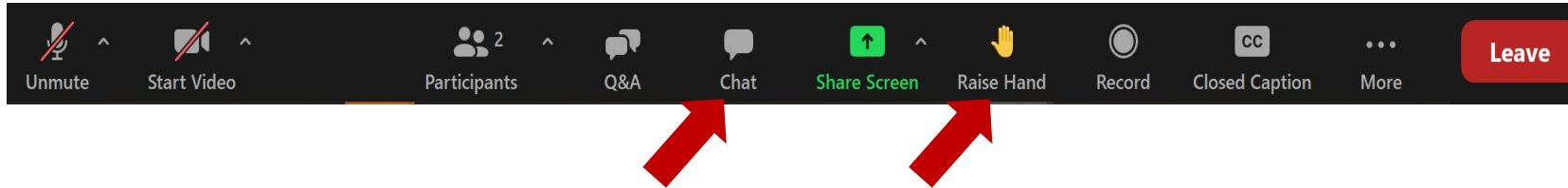
- For attendees, your video and microphone will not be available
- You will only see/hear workgroup members, Department staff and presenters



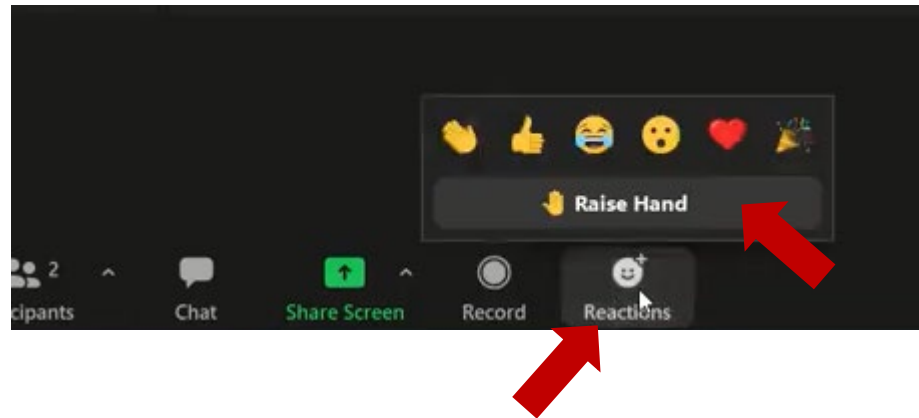
- Features will vary based on the version of Zoom and device you are using
- Some Zoom features are not available for telephone-only participants

# PROVIDING COMMENTS

**Workgroup Members:** Please use the “Chat” or “Raise Hand” to comment



You may need to click on “Reactions” and a new window will open where you can “Raise Hand”



# AGENDA

## **Welcome**

## **Alignment of Initiatives**

## **Potential New Measures Discussion**

- Early Start
- Employment
- Person-Centered Services Planning
- Service Coordination and Regional Center Operations

## **Existing Measures Update**

## **Closing Comments**

# ALIGNMENT OF INITIATIVES





# ALIGNING DEPARTMENT VISION AND MEASURE AREAS OF FOCUS

With input from individuals and the community, the Department has defined a vision and six measurement priorities for both RCs and providers to guide the development of measures for FY 2022-2025:

## California Department of Developmental Services Vision

*People with intellectual and developmental disabilities experience **respect** for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a **person-centered** service system made up of a network of community agencies that provide **high quality, outcome-based** and **equitable services**.*

## Supporting Regional Center Performance Measurement Priorities to Advance Vision

Early Start

Employment

Equity and  
Cultural  
Competency

Individual and  
Family  
Experience and  
Satisfaction

Person-  
Centered  
Services  
Planning

Service  
Coordination  
and Regional  
Center  
Operations

## Supporting Provider Quality Incentive Program Measurement Priorities to Advance Vision

Early  
Intervention

Employment

Informed  
Choice and  
Satisfaction

Satisfaction

Service Access

Workforce

# ALIGNMENT WITH MASTER PLAN AND STATUTE CHANGES (1 of 2)

Initiative	Focus Area	Focus Area	Focus Area
<b>Regional Center Performance Measures (RCPM)</b>	<b>Early Start</b> <ul style="list-style-type: none"><li>• Child Find and Identification</li><li>• Timely Access to Early Start Services</li></ul>	<b>Employment</b> <ul style="list-style-type: none"><li>• Participation in Competitive Integrated Employment (CIE)</li><li>• Data Points and Reporting for CIE</li></ul>	<b>Equity and Cultural Competency</b> <ul style="list-style-type: none"><li>• Linguistic Diversity</li><li>• Language Access</li><li>• Service Coordinator Competency in Cultural &amp; Ethnic Diversity</li></ul>
<b>Master Plan for Developmental Services</b>	<ul style="list-style-type: none"><li>• <i>People With I/DD Getting Services They Need and Choose – Transition Supports</i></li></ul>	<ul style="list-style-type: none"><li>• <i>People With I/DD Getting Services They Need and Choose – Transitions from High School to Work, Connect to Jobs</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Systems Serving People with I/DD Are Centered in Equity</i></li></ul>
<b>Changes in Statute</b>			<ul style="list-style-type: none"><li>• Individual Program Plan Language Access</li></ul>



# ALIGNMENT WITH MASTER PLAN AND STATUTE CHANGES (2 of 2)

Initiative	Focus Area	Focus Area	Focus Area
<b>Regional Center Performance Measures (RCPM)</b>	<b>Individual and Family Experience and Satisfaction</b> <ul style="list-style-type: none"> <li>Individual/Family Satisfaction with Regional Center Services</li> </ul>	<b>Person-Centered Services</b> <ul style="list-style-type: none"> <li>Service Plans Demonstrate Person-Centered Criteria</li> <li>Service Coordinator Facilitation Skills</li> </ul>	<b>Service Coordination and Regional Center Operations</b> <ul style="list-style-type: none"> <li>Choice of Services within Regional Centers</li> <li>Timely Service Authorizations</li> <li>Service Coordinator Competency</li> <li>Intake Process</li> </ul>
<b>Master Plan for Developmental Services</b>	<ul style="list-style-type: none"> <li>Accountability and Transparency in All Systems That Serve People With I/DD</li> </ul>	<ul style="list-style-type: none"> <li>Making Choices in Regional Center Services – Using a Person-Centered Approach to the IPP</li> </ul>	<ul style="list-style-type: none"> <li>People With I/DD Living in Inclusive Communities With the Resources They Need to Thrive</li> </ul>
<b>Changes in Statute</b>		<ul style="list-style-type: none"> <li>Standardized Individual Program Plan</li> </ul>	<ul style="list-style-type: none"> <li>Standardized Intake</li> <li>Standardized Vendorization</li> </ul>

# POTENTIAL NEW MEASURES

## FISCAL YEAR 2025-26



**Focus Area:** Early Start  
**Measure:** Accuracy of Early Start Reporting

**Desired Outcome:** Complete and accurate data about children's Early Start experience demonstrates the impact of early intervention services.

Measure Description	Regional centers will complete the Early Start Report (ESR) for each child including the following fields: initial referral date, initial IFSP date, exit date, initial and final outcomes scores, as well as their corresponding dates.
Data Source	ESR
Target Population	Children who are exiting Early Start
Incentive Type	Baseline/Recognition
Performance Target and Incentive Methodology	Percent of children that have an accurate and complete ESR within 30 to 90 days after exiting Early Start. Performance Target is 85 percent minimum, with higher performance levels identified in baseline.

**Focus Area:** Early Start  
**Measure:** Planning for Services After Early Start

**Desired Outcome:** Children have timely transitions when exiting Early Start.

Measure Description	<div>1. Regional centers will complete a timely transition meeting at least 90 days prior to their third birthday.</div> <div>2. Regional centers will complete an IPP for children who are transitioning from Early Start to Lanterman Act Services for ongoing supports and services tailored to their unique needs, within 60 days of their third birthday.</div>
Data Source	Client Master File (CMF), ESR and electronic record system
Target Population	All children who are enrolled in Early Start within 90 days of their third birthday
Incentive Type	Baseline
Performance Target and Incentive Methodology	<div>1. % of children who have a transition meeting completed no later than 90 days prior to their third birthday</div> <div>2. % of children with a completed IPP no later than 60 days prior to their third birthday.</div>

**Focus Area:** Employment  
**Measure:** Employment Outreach and Retention

**Desired Outcome:** Individuals who want to work are identified and provided opportunities to apply for and maintain Competitive Integrated Employment (CIE)

Measure Description	<div>1. RC submits an Employment Plan and will work with DDS to establish a reporting structure that will be used by all RCs to report on the types and frequency of outreach and activities supported or funded by RC to increase employment opportunities in their catchment area</div> <div>2. RC will increase the number of individuals who are employed in CIE</div>
Data Source	RC-reported data, Employment Development Department (EDD) and CMF
Target Population	Transition age individuals and adults who want to work or are currently working
Incentive Type	Recognition/Baseline
Performance Target and Incentive Methodology	<div>1. Recognition given to RC that complete and submit a plan based on the description above</div> <div>2. Number of individuals employed in CIE compared to the previous calendar year</div>

**Focus Area:** Employment  
**Measure:** Data Updates and Reporting

**Desired Outcome:** Information about individuals is current and accurately reflects their capabilities, support needs, and employment desires.

Measure Description	Regional centers will update the employment-related information documented in the Client Development Evaluation Report (CDER). The CDER must reflect the individual's most recent employment status, interests, and support needs. This should happen during the development or update of the Individual Program Plan (IPP) or when there is a significant change in the person's capabilities.
Data Source	CDER
Target Population	Transition age individuals and adults
Incentive Type	Baseline
Performance Target and Incentive Methodology	100% of transition age individuals and adults in the DDS system will have up-to-date employment-related information in their CDER.

**Focus Area:** Person-Centered Services Planning  
**Measure:** Informational Outreach to Individuals and Families

**Desired Outcome:** Individuals and their families have the information necessary to participate in their services planning discussions.

Measure Description	Regional centers will provide a variety of methods for distributing information for individuals served and their families. The information will focus on person-centered thinking principles, what to expect in service planning discussions and what to prepare for, as well as different resources that are offered by regional centers.
Data Source	RC Reported
Target Population	All Individuals and their families
Incentive Type	Baseline
Performance Target and Incentive Methodology	Regional centers will report on the number of informational outreach activities completed and the number of individuals and family members who accessed the information.



**Focus Area:** Service Coordination and Regional Center Operations  
**Measure:** Website Accessibility

**Desired Outcome:** Individuals and families can easily use RC websites.

Measure Description	Regional centers will bring their webpages up to WCAG 2.0 standards with either an A, AA, or AAA rating based on the current recommended Web Content Accessibility Guidelines (WCAG) assessment.
Data Source	Department review
Target Population	All Individuals served and their families
Incentive Type	Baseline
Performance Target and Incentive Methodology	Regional centers website meets the <a href="#">WCAG assessment results</a> achieving either the A, AA, or AAA rating.

# EXISTING MEASURES UPDATE



# STATUS OF EXISTING MEASURES FOR RCPM (1 of 2)

Focus Area	Measure	Status for 2025-2026
Early Start	Child Find and Identification	Sunsetting <ul style="list-style-type: none"><li>Data will be collected for 2024-2025</li></ul>
Early Start	Timely Access to Early Start Services	In development
Employment	Participation in Competitive Integrated Employment	Sunsetting <ul style="list-style-type: none"><li>Data will be collected for 2024-2025</li></ul>
Employment	Data Points and Reporting for Competitive Integrated Employment	In development
Equity and Cultural Competency	Linguistic Diversity	Continuing
Equity and Cultural Competency	Language Access	Sunsetting <ul style="list-style-type: none"><li>Statutory change</li></ul>
Equity and Cultural Competency	Service Coordinator Competency in Cultural & Ethnic Diversity	Sunsetting <ul style="list-style-type: none"><li>Data will be collected for 2024-2025</li></ul>

# STATUS OF EXISTING MEASURES FOR RCPM (2 of 2)

Focus Area	Measure	Status for 2025-2026
Individual & Family Experience and Satisfaction	Individual/Family Satisfaction with Regional Center Services	In development
Person-Centered Services Planning	Service Plans Demonstrate Person-Centered Criteria	Sunsetting <ul style="list-style-type: none"> <li>• Statutory change</li> </ul>
Person-Centered Services Planning	Service Coordinator Facilitation Skills	Continuing
Service Coordination and Regional Center Operations	Choice of Services within Regional Centers	In Development
Service Coordination and Regional Center Operations	Timely Service Authorizations	In Development
Service Coordination and Regional Center Operations	Service Coordinator Competency	In Development
Service Coordination and Regional Center Operations	Intake Process	Sunsetting <ul style="list-style-type: none"> <li>• Statutory change</li> </ul>
Service Coordination and Regional Center Operations	Self-Determination Program	Sunsetting <ul style="list-style-type: none"> <li>• One-time data collection</li> </ul>

# CLOSING COMMENTS



# RCPM TENTATIVE QUARTERLY MEETING SCHEDULE FOR 2025

- October 28, 2025 – 1:00-3:00 pm



# QUESTIONS?

Email input and/or questions to  
[RCMeasures@dds.ca.gov](mailto:RCMeasures@dds.ca.gov)

