

Focus Area: Person-Centered Services Planning  
Measure: Informational Outreach to Individuals and Families  
Fiscal Year: 2025-26

### Overview

As part of the ongoing evaluation of Regional Center Performance Measures (RCPM), the Department of Developmental Services (Department) seeks to assure measures are in alignment with the Master Plan for Developmental Services by empowering individuals to make informed choices in Regional Center services through a person-centered Individual Program Plan (IPP) process. To address these goals in Fiscal Year (FY) 2025-26, a set of new measures was presented during the June 26, 2025, RCPM Workgroup meeting. Included below are the details for Informational Outreach to Individuals and Families in the focus area Person-Centered Services Planning.

### Background:

In January 2025, regional centers initiated use of a standard Individual Program Plan (IPP) and process in conformance with Welfare and Institutions Code Section 4435.1(d) and federal requirements under the Home and Community Based Services person-centered service planning final rule (42CFR 441.301(c)1-3). Trainings for regional center staff took place in September 2024, and materials supporting implementation were provided to all regional centers, including guides for families and self-advocates. With the use of the new IPP, regional centers have provided varying levels of information directly to individuals served by regional centers and their families.

### Performance Measure and Desired Outcome

The Informational Outreach to individuals and Families measure addresses the efforts put forth by regional centers to educate and support individuals served and their families about the new IPP and process. The training and information shared by regional centers is expected to focus on principles of person-centered thinking and planning, what to expect in service planning discussions, how to prepare for an IPP meeting, and where to find additional resources offered by regional centers, the Department and local community-based organizations.

The desired outcome of this measure is to increase individual and family awareness and understanding of person-centered practices and individual rights as they apply to individual program planning, so everyone has access to information and an understanding of how to actively participate in services planning discussions.

### Performance Measure Data

To meet the requirements of this measure, regional centers will report on the number of informational outreach activities completed using a report format provided by the Department. Formal training activities will report on the number of individuals and family members who accessed the information(unduplicated). Topics for regional

centers to include in their training and information outreach activities include at minimum:

- Elements of person-centered service planning;
- What to expect at an IPP meeting;
- How to prepare for an IPP meeting;
- How to include person-centered practices in the IPP;
- Rights during the IPP process;
- How to provide feedback on the planning experience;
- Where to find additional information;
- Resources available.

Informational outreach activities can include activities from the list below. Regional centers wishing to do other activities must request the Department's approval.

- Blogs or podcasts;
- Online trainings or webinars;
- In-person workshops or trainings;
- Recorded trainings or videos made available on learning management systems;
- Development and/or distribution of materials to individuals and families;
- Individual consultations completed by the regional center Client Advocate;
- Collaboration with other groups including Family Resource Centers and Community Based Organizations.

Data collected in the Informational Outreach to Individuals and Families may include:

- Number of views of an online training;
- Number of individuals attending events;
- Number of materials distributed;
- Number of listeners;
- Click rates of materials posted on webpages.

#### Incentive

The first year of the Informational Outreach to Individuals and Families measure (FY 2025-26) will establish the baseline for reporting on activities undertaken and focus on data collection to establish baseline data. Subsequent phases may result in recognition and pay-for-reporting incentive based on performance against an established target. These details will be defined and communicated in a future correspondence. Future measurement and incentives will rely on completion of the baseline data collected in the first year.