



# REGIONAL CENTER OF THE EAST BAY (RCEB)

2024/2025 PERFORMANCE CONTRACT  
COMMUNITY INPUT MEETING

MAY 16, 2024

3:00 PM VIA ZOOM

# PERFORMANCE CONTRACT : FISCAL YEAR JULY 2024 2023 THROUGH JUNE 30, 2025

Welfare & Institutions (W&I) Code section 4629(c) requires the contracts with regional centers to include annual performance objectives. Performance objectives must be developed through a public process as described in the Department of Developmental Services' (Department) guidelines. The Department is transitioned from a calendar year (CY) to a fiscal year (FY) format for the annual performance contract starting in 2023. This is the first performance contract being submitted for a 12 month fiscal year. It covers the 2024 /2025 fiscal year. Our last performance contract was for 18 months and covers January 2023 through June 2024.

# COMMUNITY INVOLVEMENT

- **Community Involvement:** Regional centers shall develop annual performance objectives through meaningful participation with their local communities. The regional center shall conduct at least one public meeting, with ten (10) calendar days advance notice, where participants can provide input on the performance objectives and shall use focus groups or surveys to collect information from the community.



## \*NEW\* REGIONAL CENTER PERFORMANCE MEASURES

During fiscal year 2021-22, the Department, with stakeholder input, developed Regional Center Performance Measures (RCPM), pursuant to W&I Code section 4620.5. These measures were designed to identify priority areas for performance improvement indicators and benchmarks to incentivize high-quality regional centers operations. Benchmarks have been established to create comparisons and understanding within and between regional centers. The RCPM will be implemented in several phases with measures evolving over time as the Department and regional centers gain more experience in reporting and performance improvement. We will share outcomes on these measures when we report on our performance contract outcomes.

# FOCUS AREAS FOR RC PERFORMANCE MEASURES

- EARLY START
- EMPLOYMENT
- EQUITY AND CULTURAL COMPETENCY
- INDIVIDUAL AND FAMILY EXPERIENCE AND SATISFACTION
- PERSON CENTERED SERVICES PLANNING
- SERVICE COORDINATION AND REGIONAL CENTER OPERATIONS

# PUBLIC POLICY AND COMPLIANCE MEASURES

- Activities developed with input from the local community that address each of the required public policy measures .
- Compliance measures as indicated in the Department's guidelines. The inclusion of activities is optional.



# EMPLOYMENT MEASURES

In 2017, W&I Code section 4629 was amended, requiring regional centers to include annual performance objectives that measure progress in implementing the Employment First Policy, pursuant to W&I Code section 4869. These performance objectives may include, but are not limited to, measures addressing both of the following:

- Establishment of local partnership agreements between regional centers, local educational agencies, and the Department of Rehabilitation districts. The provision of information to individuals regarding the Employment First Policy, opportunities for employment, and available supports to achieve integrated competitive employment.
- Regional center performance contracts must include all nine measures, as well as activities developed with input from the local community.

# DISPARITY MEASURES

Regional centers' annual performance objectives must measure progress in reducing disparities and improving equity in purchase of service expenditures consistent with W&I Code section 4519.5. To address these efforts, for CY 2019, the Department required regional centers to choose two measures from the list provided in Enclosure A, Page 4. These measures rely on purchase of service data for the measurement methodology. For continuity in measuring progress, regional centers' Fiscal Year 2024/2025 performance contracts must contain the same two disparity measures used in their CY 2019 performance contracts.



# LOCALLY DEVELOPED PUBLIC POLICY MEASURES

- Regional centers should also engage their local communities in the consideration and development of any optional locally-developed public policy measures. If the regional center decides to include a locally-developed public policy measure, a description of the baseline information or how it will be obtained must be included, as well as a description of how progress will be evaluated to ensure a positive impact on individuals and/or their families.
- RCEB has not had locally developed public policy measures in several years. Both equity measures and employment measures were local policy measures before DDS required these measures.
- RCEB is also working on a strategic plan which includes 5 areas of focus which were developed from community feedback

# EVALUATION CRITERIA FOR REGIONAL CENTER PERFORMANCE

- The Department will review each regional center's baseline and year-end performance data for the statewide public policy and compliance measures. There are two categories for assessing regional center performance: statewide indicators applicable to all regional centers, and local indicators developed by a regional center that are unique to that regional center.
- A regional center is considered to have successfully achieved a performance objective upon demonstrating the following:
  - **Statewide Indicator:** When any one of the following three criteria is met for the respective objective:
    - The performance objective has improved over the prior year's baseline;
    - The performance objective exceeds the statewide average; or,
    - The performance objective equals a standard that has been defined by the Department.
  - **Local Indicator:**
    - When the locally-developed public policy objective has improved over the prior year's baseline.

# YEAR-END REPORTS

- Regional centers are responsible for providing any locally-developed public policy measures and associated data, by which progress can be evaluated. The source of data must be identified .
- The DDS provides performance contract year-end reports to each regional center displaying baseline and year-end data for public policy measures and the regional center's status on compliance measures. Draft performance contract year-end reports are provided to regional centers for input prior to finalizing.



# PUBLIC POLICY MEASURES: CHILDREN

The background features a gradient from teal at the top to dark blue at the bottom. It is decorated with various circular and dotted patterns, including a large circular scale on the right side with numerical markings (90, 100, 110, 120, 130, 140, 150, 160, 170, 180, 190, 200) and several smaller circular motifs with arrows, suggesting a technical or data-driven theme.

# PUBLIC POLICY : CHILDREN

- Decrease number and percent of minors living in facilities serving > 6
- Almost all children in facilities larger than six beds are adolescents that are receiving treatment in mental health facilities. RCEB will work with families/guardians of children who are ready to move to other housing options such as returning to the family home or moving into more natural living environments.
- Collaborate with local counties to support transitions of our mutual children in foster care residing in large facilities. Continue our work on Memorandums of Understanding with our two counties to support these efforts.
- Continue our collaborative work with the counties to assure children in foster care receive adequate resources
- Assure that county social workers are aware of new EBSH homes and CCHs for dually served children.
- Hire a fulltime AB 2083 Children and Youth System of Care Coordinator to support children dually served by RCEB and Foster Care.
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# PUBLIC POLICY CHILDREN

• Increase number and percent of minors residing with families

- Provide ongoing case management support to families and consumers. Include training for case managers that focuses on the importance of children residing with families and supports and services available to support them
- Support access to an array of family supports through referral and advocacy with generic services such as school districts, Medi-Cal and In Home Support Services.
- Provide crisis intervention services through RCEB's mobile crisis team, YAI START, and the Children's Crisis Home. Work with the Department of Developmental Services (DDS) in the use of intensive wrap around services including CAST as part of the DDS Safety Net for all children
- Train case managers on new materials including service catalog and web based information to share on services. Provide community trainings on these materials.
- Increase the number of wrap around service providers available to support families



# PUBLIC POLICY MEASURES :ADULTS

The background features a teal-to-blue gradient with a subtle pattern of small white dots. On the right side, there is a large, faint circular gauge or dial with numerical markings from 80 to 210. Several circular arrows and dashed lines are scattered across the background, suggesting a technical or data-related theme.

# ADULTS: ILS

- Increase number and percent of adults residing in independent living
- Continue to meet quarterly with ILS vendors.
- Provide two living options workshops a year for families and consumers.
- Continue to orient case management staff on ILS Services and availability of this service for all individuals over age 18.
- Continue to work closely with local housing agencies to increase accessible and affordable housing. Create a housing specialist position to increase partnerships with housing organizations
- Continue to facilitate opportunities for confidential housemate/ roommate searches
- Continue to provide information on living options including independent living at Transition Fairs throughout the year.
- Share affordable housing resources with individuals and families through social media and with ILS providers
- Create a referral system to ILS providers so individuals are aware of all providers that are available to support them to successfully live in the community.
- Offer an annual opportunity for all ILS providers to meet with case managers

# ADULTS: SLS

- Increase number and percent of adults residing in supported living
- Continue to meet quarterly with SLS providers
- Provide two living options workshops a year for families and consumers.
- Continue to orient case management staff to SLS and availability for those over 18.
- Offer an annual opportunity for all SLS providers to meet with transition age and adult case managers
- Continue to work closely with local housing agencies and other partners to increase accessible and affordable housing. Create a housing specialist position to increase partnerships with housing developers and on housing issues.
- Continue to facilitate opportunities for confidential housemate/ roommate searches.
- Continue to provide information on living options including SLS at Transition Fairs throughout the community annually
- Share affordable housing resources with individuals and families through social media and with SLS providers
- Create a referral system to SLS providers so individuals are aware of all providers that are available to support them to successfully live in the community.



## Increase number and percent of adults residing in family homes (home of parent or guardian)

- Provide families with information regarding caregiver support, in-home support services, hospice care and senior resources. Support families with accessing generic community resources.
- Provide funding for services and supports that assist families in keeping their adult son/daughter at home. Adjust services to address the changing needs of the consumer and family.
- Prioritize sharing information on the reintroduction of social recreational services
- Develop providers for and encourage families to consider Coordinated Family Support Services for those living in the family home. Share new vendors with case managers .
- Offer an annual opportunity for all adult respite providers to meet with case managers

## Increase number and percent of adults residing in home settings

- Increase efforts to establish coalitions that will advocate for the development of affordable housing i.e., Section 8 vouchers, affordable housing set asides. Hire a housing specialist to focus on housing issues including those experiencing homelessness
- Provide information to consumers on affordable housing options as they become available.
- Continue to work with local housing agencies to develop inclusive, accessible and affordable housing.
- Share housing resources available with all interested through a list serve

## Increase Number of Adults Residing in Adult Family Home Agency Homes

- Provide support to new FHA providers and encourage the expansion of this service
- Provide information on this living option annually at Transition Fairs and during RCEB's living options workshops.
- Hold a training during the 2024 calendar year for transition and adult case managers focused on FHA supports.
- Offer an annual opportunity for all FHA providers to meet with case managers

## Decrease number and percent of adults living in facilities serving > 6

- In residential services orientation, emphasize the need for homes that provide services to fewer than six residents. Continue to encourage the conversion of six-bed homes to 4-bed homes.
- Consistent with the CMS final setting rule, support larger providers to apply for HCBS funding to reduce the number of people residing in homes

# COMPLIANCE MEASURES

The background features a teal-to-blue gradient with a subtle pattern of small white dots. On the right side, there is a large, semi-transparent circular gauge or dial with numerical markings from 80 to 210. The gauge has several concentric circles and arrows indicating a clockwise direction. In the bottom left corner, there are faint, overlapping circular shapes, some with arrows, suggesting a process or cycle.



Measure	Measure Methodology
Unqualified independent audit with no material finding(s)	RCEB will have an unqualified independent audit with no material findings.
Substantial compliance with DDS fiscal audit	Based on DDS internal document criteria RCEB will be in compliance with the DDS fiscal audit.
Operates within OPS budget	Actual expenditures plus late bills will not exceed OPS budget
Certified to participate in waiver	Based on most recent waiver monitoring report in January 2021, RCEB will continue to be certified to participate in the waiver
Compliance with Vendor Audit Requirements per contract, Article III, Section 10	RCEB will continue to be in compliance with vendor audit requirements per contract, Article III, Section 10.
CDER/ESR Currency	RCEB will maintain CDER/ESR currency for status 1 and 2 consumers
Intake/assessment and IFSP time lines (0-2)	RCEB will meet timelines for intake/assessment and IFSP for 0-2, measured through the ESR data.
Intake/assessment time lines for consumers ages 3 and above	Intake/assessment time lines will be met for consumers age 3 and above and tracked through CMF-calculated by subtracting the status date from the CMF date
IPP Development (WIC requirements)	RCEB will meet timelines for IPP development and review per Welf. & Inst. Code section 4646.5 (c)(3).
IFSP Development (Title 17 requirements)	RCEB will meet timelines for IFSP development and review per Title 17 requirements and measured through ESR data.

# Measures Related to Employment



# EMPLOYMENT MEASURE

- Number and percentage of consumers, ages 16-64 with earned income will increase.
- Employment Specialist will host ongoing trainings for providers and case management, collaborate with Department of Rehabilitation (DOR) and expand Local Partnership Agreements (LPA), continue local employment task force, expand outreach to transition age, secondary education and adult education.
- RCEB will post available staff positions with HireAble and encourage other service agencies and counties to consider hiring people served by RCEB.
- RCEB will promote best practices for successful employment for those with intensive needs with supported employment providers.
- RCEB will set up vendorization for Coordinated Career Pathways (CCP) service providers to plan, coordinate, and provide services to individuals exiting work activity programs, subminimum wage settings, or within two years of exiting secondary education to achieve Competitive Integrated Employment.



# EMPLOYMENT MEASURE

- Average annual wages for consumers ages 16-64 will increase
- Employment Specialist will host ongoing trainings for case management and conduct outreach to transition age and secondary education.
- With the change in state law phasing out all subminimum wages, Employment Specialist will work with any program offering Subminimum Wage Employment in their transitions.

# EMPLOYMENT MEASURE

Annual Earnings of Individuals ages 16-64 will increase compared to wages of all people with disabilities in California

- Employment Specialist will host ongoing trainings for providers and case management, collaborate with DOR and expand LPA, continue employment task force, conduct outreach to transition age, secondary education and adult education. Employment Specialist will actively support development of Coordinated Career Pathways program.
- Employment Specialist will partner with the community to develop resources that support training and placement for jobs that pay above minimum wage.
- RCEB will actively participate in conferences including Vision for the Future and Going to College with a Disability,

# EMPLOYMENT MEASURES

- Number of adults who entered competitive integrated employment following participation in a Paid Internship Program will increase

Employment Specialist will host ongoing trainings for providers and case management collaborate with DOR and develop LPA, continue employment task force, conduct outreach to transition age and secondary education.

Employment Specialist will work with supported employment and day service agencies to increase paid internship offerings, and provide technical support and outreach for positions not covered by supported employment providers.

RCEB will encourage providers to consider Coordinated Career Pathways and customized employment and use PIP in these explorations.



# EMPLOYMENT MEASURES

Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program will increase

Employment Specialist will host ongoing trainings for providers and case management, collaborate with DOR and develop LPA, continue employment task force, conduct outreach to transition age and secondary education.

# EMPLOYMENT MEASURES

- Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year will increase.
- Employment Specialist will collaborate with DOR and develop LPA, continue employment task force.

# EMPLOYMENT MEASURES

Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made will increase.

- Employment Specialist will work with programs offering Subminimum Wage Employment to transition to at least minimum wage. Will share information about Coordinated Career Pathways.
- Employment Specialist will partner with the community to develop resources that support training and placement for jobs that pay above minimum wage.



# EMPLOYMENT MEASURES

- Total number of 30 day, 6 month, and 12 month incentive payments made for the fiscal year will increase.

Employment Specialist will collaborate with DOR and develop LPA, continue employment task force, conduct outreach to transition age and secondary education.

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# EMPLOYMENT MEASURES

- Percentage of adults who reported having integrated employment as a goal in their IPP will increase
- IPP and CDER prompts explicitly ask about employment as well as including integrated employment goals as appropriate in the IPP.
- All staff are trained on RCEB's Employment First Policy
- Employment Specialist hosts ongoing trainings for case management and collaborates with community partners to provide training to families and providers on benefits planning and other tools to reach CIE.
- RCEB's transition age teams will be focused on assuring employment first is at the top of mind for transition age youth

# DISPARITY MEASURES





# EQUITY BY AGE AND ETHNICITY

Individuals of all ethnicities at all ages will have access to RCEB funded services necessary to meet the needs as identified through the IPP/IFSP process.

- RCEB continues to work with La Familia and the Case Management team that serves our Asian /Pacific Islander communities to identify effective outreach methods in underserved communities.
- Utilize Language Access and Cultural Competency Funds to identify and support community organizations in the Black/African-American community that RCEB can partner with to outreach to and support individuals and families in the community.
- Support local community based organizations with participation in events, provision of data, and other needs in their targeted outreach to underserved communities as part of disparity grants.

# EQUITY BY LANGUAGE

- RCEB funded services for individuals who speak languages other than English will increase.

- RCEB will continue to hire bilingual, bicultural staff.
- Continue to support efforts so providers can identify staff who are bilingual/bicultural. As soon as the bilingual stipends for staff of providers are introduced, extend trainings and supports to providers to utilize.
- Continue development of supports to provide effective communication access for those who use ASL. Finalize the development of a home . specifically designed for those who are Deaf/Hard of Hearing.
- Translate Informational material distributed by RCEB into threshold languages in our community.RCEB will utilize Language Access and Cultural Competency Funds to assess the need for translation into additional languages.
- Provide Spanish translation at all public meetings and individuals and families can request translation and interpretation in other languages with advance notice.
- Support efforts to increase language access within the self determination program through translation, identification of bilingual bicultural independent facilitators and in Financial Management Service agencies

# SATISFACTION BY RACE/ETHNICITY

- **Individuals of all races/ethnicities will be satisfied with the services and supports received by the family and family member. Measured using NCI data**
- RCEB will continue to send current IPP/IFSP surveys.
- RCEB will review and act on issues raised in surveys that are both individual and systemic.
- RCEB will transition to reviewing data from the new satisfaction surveys that DDS will begin to send for areas in which to take action to improve satisfaction.



# LOOKING AT EACH OF THESE OUTCOMES

- Questions to think about as we review the outcomes

Are there any activities you would suggest to support a positive trend on these outcomes?

What supports might be offered to see progress?

PLEASE SHARE YOUR THOUGHTS ON WHAT ACTIVITIES RCEB  
COULD BE INVOLVED IN TO SUPPORT THESE OUTCOMES

- **In the CHAT or Raise Your Hand To Share**

# MATERIALS AND FURTHER COMMENT

- Please use [writetous@rceb.org](mailto:writetous@rceb.org) to provide further comments or complete the survey on our website by June 7, 2024
- Previous Performance Contracts, Final Reports are Posted on Our Website under Transparency
- Please join our mailing list through [writetous@rceb.org](mailto:writetous@rceb.org)