



# REGIONAL CENTER OF THE EAST BAY (RCEB)

2023 PERFORMANCE CONTRACT  
COMMUNITY INPUT MEETING

OCTOBER 18 ,2022

4:00 PM VIA ZOOM

# PERFORMANCE CONTRACT : CALENDAR YEAR 2023 THROUGH JUNE 30, 2024

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 transitioning from a calendar year (CY) to a fiscal year (FY) format for the annual performance contract starting in 2023. **During this first year of transition from CY to FY, regional centers will be required to submit a performance contract that covers an 18-month period from January 1, 2023 through June 30, 2024.** Following this transition period, performance contracts will return to a 12-month period, based on FY

# 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.

# 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

# 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' CY 2022 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.



# 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.

# 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

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.

Increase number and percent of minors residing with families

- Support access to an array of family supports through referral and advocacy with generic services.
- Provide support to families through RCEB funding.
- Provide crisis intervention services through RCEB's mobile crisis team and the Children's Crisis Home.
- Work with the Department of Developmental Services in the use of intensive wrap around services including CAST as part of the DDS Safety Net
- Continue to conduct specialized clinics for families.

# PUBLIC POLICY MEASURES :ADULTS



## Increase number and percent of adults residing in independent living

- Continue to meet with ILS vendors.
- Provide two living options workshops a year for families and consumers.
- Continue to train case management staff on ILS Services and availability of this services for all individuals over age 18.
- Continue to work closely with local housing agencies to increase accessible and affordable housing.
- Continue to provide information on living options at 3 Transition Fairs annually.

## Increase number and percent of adults residing in supported living

- Continue to meet with SLS providers.
- Provide two living options workshops a year for families and consumers.
- Continue to train new case management staff on SLS.
- Facilitate best practice discussions with SLS providers
- Continue to work closely with local housing agencies and other partners to increase accessible and affordable housing.
- Continue to provide information on living options including SLS at 3 Transition Fairs annually.

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

- Support access to generic community resources such as medical and dental care, IHSS services, mental health services etc.
- Continue to provide funding for services and supports that assist families in keeping their adult son/daughter at home.
- Identify providers and families for the new Family Coordinated Services Model

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.
- Provide information to consumers on affordable housing options as they become available.
- Continue to work with local housing agencies Housing Consortium to develop accessible and affordable housing.

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

- Provide support to new FHA providers
- Provide information on this model of living option at 3 Transition Fairs annually.
- Educate case managers and individuals on this model to increase out of home living options to meet individual needs.

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

- Through new vendor training emphasize the need for homes that provide services to fewer than six residents. With the establishment of a new rate structure for 4 bed models in July 2016, 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 come into compliance.



# COMPLIANCE MEASURES



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 2019, 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 develop Local Partnership Agreements (LPA), continue local employment task force, conduct outreach to transition age, secondary education and adult education.

# 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. Employment Specialist will work with programs offering Subminimum Wage Employment to transition to at least minimum wage.

# 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 develop LPA, continue employment task force, conduct outreach to transition age, secondary education and adult education.



# 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 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 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

- 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.
-

# EMPLOYMENT MEASURES

- Percentage of adults who reported having integrated employment as a goal in their IPP will increase
- Employment Specialist will host ongoing trainings for case management.
- 
- Prompt to include integrated employment goals as appropriate will be added to IPPs.

# 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.
- Informational material distributed by RCEB is being translated into threshold languages in our community. Continue to assess the need for translation into additional languages as population changes.
- 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 continues to hire bilingual, bicultural staff
- Cultural competency training provided for RCEB staff and some vendors.
- RCEB is working with a Family Home Agency(FHA) provider to develop options to serve individuals with a family language of Cantonese or Vietnamese as well as those who use ASL to communicate.
- RCEB is developing supports to provide communication access for those with ASL needs in their homes.

# 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 reviews IFSP/IPP satisfaction surveys to identify areas for improvement .
- RCEB will translate satisfaction surveys into the family/individual language of the individual served
- RCEB will identify new ways for individuals and families to submit survey responses

# 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
- 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)