PERFORMANCE MEASURES AND DATA SOURCES

Performance Measures in this attachment include measure details, data sources and descriptions. The measures have been realigned into the focus areas below. Each focus area has Performance Measures set by the Department in accordance with Welfare & Institutions Code (WIC) 4629, 4620.5 or both.

Community Integration

Measures	RCEB's Data Source	RCEB Activities
Number and percent of adults living independently with or without supports.	FY 2023–24 Year-End Report: RCEB reported 80.44% of adults living in home settings as of June 2024. The report defines home settings as independent living, supported living, Adult Family Home Agency homes, and family homes.	• Development of affordable housing i.e., Section 8 vouchers, affordable housing set- asides. Housing specialist to focus on addressing 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.
Number and percent of adults residing in adult Family Home Agency homes.	FY 2023–24 Year-End Report: AFHA homes are included within the report's 80.44% adult home-setting measure; the summary report does not separately provide the AFHA percentage.	• 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 2026 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.
Number and percent of adults residing in family homes (home of parent or guardian) Ages: • 18 to 35 years • 36 to 50 years • 51+ years	FY 2023–24 Year-End Report: Family-home residence is included within the 80.44% adult home-setting measure. The summary report does not provide the requested 18–35, 36–50, and 51+ breakdown.	• Provide families with information regarding caregiver support, in-home support services, 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 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

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Community Integration

Measures	RCEB's Data Source	RCEB Activities
Number and percent of adults residing in home settings.	FY 2023–24 Year-End Report: 80.44% of RCEB adults lived in home settings in June 2024, compared with 83.86% statewide.	• Development of affordable housing i.e., Section 8 vouchers, affordable housing set- asides. Housing specialist to focus on addressing 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.
Number and percent of minors living in facilities serving > 6.	FY 2023–24 Year-End Report: 0.00% of RCEB children lived in large facilities, compared with 0.02% statewide.	• 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 ensure 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.
Number and percent of adults living in facilities serving > 6.	FY 2023–24 Year-End Report: 1.44% of RCEB adults lived in large facilities, compared with 1.46% statewide.	• 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, encourage larger providers to reduce the number of people residing in homes.

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Early Start - Childhood

Measures	RCEB's Data Source	RCEB Activities
Timely Access to Early Start Services • Percent of Individualized Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral for all children under the age of three.	The biannual DDS site monitoring visits final report shows RCEB meeting the required 45 day timeframe 92.5% in FY 22/23, and 95% for FY 24/25.	• RCEB assigns a Service Coordinator (SC) before Early Start eligibility is even determined in order to allow for the initial IFSP to be developed at the same time as the eligibility determination evaluation, or tentatively scheduled between the time of the evaluation(s) and the 45 day timeline date – pending eligibility. • RCEB SC receives the intake packet when assigned a new case that clearly notes the 45 day timeline • All SCs are trained to schedule and conduct the initial IFSP meeting along with assessors, by the IFSP date and document any exceptional family circumstances that result in the IFSP meeting happening more than 45 days from the referral date
Provisional Eligibility • Number of children who turn age 5 and continue regional center services through provisional eligibility.	FY 2023–24 Year-End Report: No separate numerical result for this measure is provided in the 9-page summary report.	• The redetermination process begins at the initial IPP meeting, when the SC explains in detail what Provisional eligibility means and what needs to happen before age 5 in order to determine whether the child will continue to be eligible for Lanterman services. Additional informational materials (flowchart, visual timeline, etc.) are also being developed for training purposes and to provide to families and community partners. • As soon as a child receives a qualifying diagnosis, the SC refers to the eligibility team for Lanterman review. • Updated medical/school/therapy records are requested from providers/parents at age 4. • If there is no diagnosis at age 4 ½, the SC refers for testing via RCEB (unless the family has indicated that they do not wish to pursue Lanterman eligibility beyond age 5). • Referral for Lanterman review must happen by age 4 years 9 months.
Submission of Completed Early Start Report (ESR): • Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.	FY 2023–24 Year-End Report: The combined CDER/ESR currency measure was 99.33% for RCEB, compared with 92.26% in the prior reporting period.	• Early Start (ES) Supervisors are required to confirm that the ESR has been created before they review and approve the initial IFSP for distribution. • ES Supervisors are also required to confirm that the ESR has been closed whenever a Status 1 case is closed or when a Status U or 2 case is transferred to Children's or Young Children. • Managers in Early Start receive and review monthly ESR data reports from DDS to identify and address missing or incomplete ESRs.

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Early Start - Childhood

Measures	RCEB's Data Source	RCEB Activities
Planning for Services After Early Start 1.Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday. 2.Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility, who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday.	FY 2023–24 Year-End Report: No separate numerical result for this measure is provided in the summary report.	**1.** • ES SCs receive a list each month of the children on their caseload who will reach age 30 months in the following month. The list comes with a reminder to send transition planning notification letters to all of those families. • ES SCs are required to maintain a tracker for all of their IFSP review meetings – including transition meeting deadlines. • RCEB meets regularly with SELPAs to build working relationships with district transition coordinators and ensure timely LEA notification and participation in transition meetings. • Early Start families and service providers are all made aware of the transition process and timeline in order to start planning proactively and collectively to meet the timeline **2.** • ES SCs are required to submit Status U and Status 2 cases for transfer within a max of 2 weeks from the 3rd birthday or ongoing eligibility determination (whichever happens last). • Case Assignment Meetings occur on a weekly basis to reassign transfer cases from Early Start. • RCEB's goal is to expedite transfer to ongoing case management once eligibility is determined.

Employment

Measures	RCEB's Data Source	RCEB Activities
Number and percentage of individuals ages 16-64 with earned income.	FY 2023–24 Year-End Report: 2,326 RCEB individuals had earned income; 17.53% of RCEB individuals ages 16–64 had earned income.	• 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 • Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made will increase.

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Employment

Measures	RCEB's Data Source	RCEB Activities
Average annual wages for individuals ages 16-64.	FY 2023–24 Year-End Report: RCEB average annual wages were $17,120.	• 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 • Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made will increase.
Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.	FY 2023–24 Year-End Report: 117 RCEB adults entered competitive, integrated employment following PIP during 2022–23.	• 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 within two years of exiting secondary education to achieve Competitive Integrated Employment.
Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.	FY 2023–24 Year-End Report: 9% of RCEB adults entered competitive, integrated employment following PIP during 2022–23.	• Employment Specialist will host ongoing trainings for providers and case management, collaborate with Department of Rehabilitation (DOR) and maintain 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 within two years of exiting secondary education to achieve Competitive Integrated Employment.

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Employment

Measures	RCEB's Data Source	RCEB Activities
Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	FY 2023–24 Year-End Report: RCEB average wage was $16.55/hour **and** RCEB average was 16 hours/week.	• Employment Specialist will collaborate with DOR and maintain LPA, continue employment task force. • RCEB developed an Employment Plan for Fiscal Year 26/27 aligned with the various employment metrics from DDS and will be implemented throughout the year.
Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.	FY 2023–24 Year-End Report: RCEB average was $17.35/hour **and** 22 hours/week	• Employment Specialist will partner with the community to develop resources that support training and placement for jobs that pay above minimum wage.
Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	FY 2023–24 Year-End Report: 41 payments at $3,000; 6 at $2,500; 52 at $2,000	• Employment Specialist will collaborate with DOR and maintain LPA, continue employment task force, conduct outreach to transition age and secondary education.
Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.	FY 2023–24 Year-End Report: 20% of RCEB adults had integrated employment as an IPP goal for July 2020–June 2021.	• Employment Specialist will implement RCEB's Employment Plan for Fiscal Year 26/27. • Employment Specialist will periodically capture and track the percentage of adults having competitive integrated employment goal/outcome in their IPP and have jobs with reportable wages.

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Employment

Measures	RCEB's Data Source	RCEB Activities
Data Updates and Reporting • Percentage of individuals ages 16 and older who have updated employment-related information documented in the Client Development Evaluation Report (CDER). • Percentage of individuals ages 16-64 who have an IPP completed in FY 2026-27 and have completed information in the SANDIS Employment Module, inclusive of all fields.	This data was not previously collected. Baselines will be established moving forward.	• During onboarding, SCs are assigned and complete Employment training via LMS. The Employment Specialist also provides supplemental guides and information to support the learning on employment services including Paid Internship Program (PIP) and Competitive Integrated Employment (CIE). • The Talent Development team (training team) in collaboration with the Employment Specialist will develop training content on how to use the SANDIS Employment Module as this training was shared with regional centers in May 2026. • Service Coordinators will receive training on the Employment Module, inclusive of all fields.
Development and Outreach • Implementation of the Employment and Outreach Plan to increase employment opportunities and outcomes for individuals.	This data was not previously collected. Baselines will be established moving forward.	• RCEB developed an Employment Plan for Fiscal Year 26/27 aligned with the various employment metrics from DDS and will be implemented throughout the year. • Increase awareness of employment options and benefits among individuals, families, and the broader community by providing employment outreach materials at community engagements including Transition Fairs, Career Fairs and other workshops. • Create an employment section on the RCEB website to provide current information on employment opportunities and access. • Conduct trainings to strengthen service coordinator (SC) knowledge, tools, and consistency related to employment services. • Provide training and technical assistance to vendors to build provider capacity and collaborate to enhance competitive integrated employment support. • Improve coordination with employers, schools, and cross-system partners, including the local Chambers of Commerce and employers. • Develop training to support vendor/provider education on job development and coaching with the goal of improving conversion rates from Paid Internship Programs (PIP) to Competitive Integrated Employment (CIE).

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Equity and Cultural Competency

Measures	RCEB's Data Source	RCEB Activities
Expenditures: In-Home Purchase of Services (POS) Comparison of the POS expenditure amounts for individuals living at home to identify any differences across race, ethnicity and/or language when compared to the per capita average.	FY 2023–24: **Birth–2:** • Asian 16% individuals/16% expenditures; • Black/African American 36%/32%; • Hispanic 10%/12%; • White 12%/12%; • Other 25%/27%. **Ages 3–21:** • Asian 21%/21%; • Black/African American 30%/20%; • Hispanic 12%/17%; • White 16%/21%; • Other 21%/21%. **Ages 22+:** • Asian 16%/13%; • Black/African American 17%/12%; • Hispanic 21%/21%; • White 35%/46%; • Other 10%/9%. The report also includes American Indian/Alaska Native and Native Hawaiian/Other Pacific Islander categories, each reported at 0%	RCEB will complete the following: • Conduct an analysis of services provided in-home for individuals living in the family home (residence codes 11, 78, 80), by race, ethnicity and preferred language. This will serve as a baseline. • Compare each group's per-capita expenditures to the overall average. • Identify significant variances and/or differences and disparities. • Assess potential contributing factors or barriers that may be contributing to differences in service access. • The Language Access & Community Engagement team will implement targeted engagement with the various language and cultural groups to educate, inform and better understand the needs. • Monitor expenditure patterns over time to evaluate whether variances change and disparities are reduced over time.
Expenditures: In-Home Respite POS Comparison of POS expenditure amounts for all respite services delivered to people living in family homes, across race, ethnicity and language, when compared to the per capita average.	FY 2023–24 RCEB per-capita POS expenditures were: • English $29,518; • Spanish $10,997; • Cantonese Chinese $30,197; • All Other Languages $13,324; • Mandarin Chinese $28,856; • Vietnamese $12,437; • Tagalog $25,611; • American Sign Language $67,850; • Arabic $7,112; • Farsi/Persian $27,199;	RCEB will complete the following: • Conduct an analysis of the amount of respite services delivered to individuals living in family homes (residence codes 11, 78, 80), by race, ethnicity and preferred language. • Compare how much average spending differs by race, ethnicity and language compared to RCEB's overall average. • Assess potential contributing factors or barriers to service access. • The Language Access & Community Engagement team will implement targeted engagement with the various language and cultural groups to educate, inform and better understand the needs. • Monitor expenditure patterns over time to evaluate whether

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Equity and Cultural Competency

Measures	RCEB's Data Source	RCEB Activities
	• Hindi $16,179; • Korean $26,788; • Other Asian $14,850; • Other Indo-Iranian $13,432; • Portuguese $11,791; • Urdu $12,975; • Cambodian $15,186; • Mien $7,580; • Other Latin $9,673. The DDS report describes these as overall per-capita POS expenditures by primary language, not specifically respite expenditures.	variances change and disparities are reduced over time.
Service Utilization: Early Start Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.	FY 2023–24, • Birth–2 individuals represented Asian 16%, • Black/African American 36%, • Hispanic 10%, • White 12%, • Other 25%; Corresponding POS expenditure percentages were Asian 16%, Black/African American 32%, Hispanic 12%, White 12%, Other 27%. **Important:** The DDS report does not provide a separate Early Start per-capita expenditure amount by language. Therefore, the language-specific portion should not be populated using the overall language POS table. A true language-specific Early Start measure would require an RCEB/DDS extract of POS/CMF data limited to the Early Start population.	RCEB will: • Conduct analysis of POS expenditures for Early Start participants (birth to 36 months) by race, ethnicity and preferred language identified. • Compare how much utilization differs by racial and language preference. • Assess possible contributing factors for differences. • The Language Access & Community Engagement team will implement targeted engagement with the various language and cultural groups to educate, inform and better understand the needs. • Monitor expenditure patterns over time to evaluate whether variances change and disparities are reduced over time.
Linguistic Diversity • Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over FY 2025-26 in one of the RC's top 5 languages spoken.	FY 2023–24, the largest reported language populations included English 21,237, Spanish 4,581, Cantonese Chinese 418, Mandarin Chinese 290, Vietnamese 285, and Tagalog 274. RCEB increased bilingual staffing in all five of its top languages. In FY 2025–26, RCEB hired 97 staff into service coordinator, intake, and first-line supervisor positions; 39 (40%) are bilingual in one of RCEB's top 5 languages: Spanish 28, Mandarin 7, Cantonese 5, Vietnamese 1, and Tagalog 1 (4 staff speak both Cantonese and Mandarin).	• RCEB continues to recruit and hire diverse bilingual staff, including service coordinators, intake staff, and first-line supervisors, who bring lived experience and language capacity reflective of the communities within RCEB's catchment area.

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Innovation in Service Availability, Delivery and Technology

Measure	RCEB's Data Source	RCEB Activities
Website Accessibility 1. Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1). 2.Regional center's website meets WCAG 2.2 Guidelines.		• RCEB is convening a website committee comprised of staff who are responsible for website content and are authorized to post. • Conduct ongoing website accessibility audits against WCAG 2.1 and WCAG 2.2 Level AA standards. • Identify, prioritize, and remediate accessibility barriers. • Perform automated and manual testing, including keyboard and assistive-technology testing, • Create a checklist for staff (on the website committee) to be used for checking accessibility. • Train appropriate staff on the checklist. • Establish ongoing monitoring procedures to maintain website accessibility and address new or recurring accessibility issues.

Individual/Family Experience and Satisfaction

Measures	RCEB's Data Source	RCEB Activities
Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	Specific NCI data from the FY 2023–24 RCEB report: **Child Family Survey — FY 2021–22** • Total respondents: 275 RCEB • Race Unknown: 71% • Asian: 63% • Black/African-American: 50% • Native Hawaiian/Pacific Islander: N/A • White: 56% • Other: 38% • Hispanic or Latino: 55% • Mixed Race: 55% • Overall: 56% **Adult Family Survey — FY 2021–22** • Total respondents: 497 RCEB • Race Unknown: 65% • American Indian/Alaska Native: 100% • Asian: 69%	• In addition to hiring SCs (Case Managers) who reflect the cultural and language groups of all individuals served, 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 collaborate 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.

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Individual/Family Experience and Satisfaction

Measures	RCEB's Data Source	RCEB Activities
	• Black/African-American: 64% • Native Hawaiian/Pacific Islander: 50% • White: 61% • Other: 0% • Hispanic or Latino: 74% • Mixed Race: 43% • Overall: 64% **Family Guardian Survey — FY 2021–22** • Total respondents: 481 RCEB • Race Unknown: 34% • American Indian/Alaska Native: 50% • Asian: 79% • Black/African-American: 70% • Native Hawaiian/Pacific Islander: N/A • White: 85% • Other: 50% • Hispanic or Latino: 71% • Mixed Race: 77% • Overall: 78%	
Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	The FY 2023–24 Year-End Report reports IPP requirements met: 94.41% and IFSP requirements met: 90.1% for the current reporting period ending June 2024. These are compliance measures, not race/ethnicity-specific NCI satisfaction percentages. The report does not provide a race/ethnicity breakdown for whether IPP/IFSP includes all needed services and supports.	• 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.

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Individual/Family Experience and Satisfaction

Measures	RCEB's Data Source	RCEB Activities
Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member.	No corresponding FY 2023–24 RCEB-specific result is reported in the FY 2023–24 Year-End Report. The report contains NCI satisfaction results, but the published RCEB FY 2023–24 Year-End Report does not provide a separate table for this specific measure regarding whether services and supports made a positive difference. The NCI survey results that are included are from FY 2021–22.	• RCEB will continue to send current IPP/IFSP surveys. • RCEB will continue to hire bilingual, bicultural staff. • Continue to support efforts so providers can identify staff who are bilingual and bicultural. As soon as the bilingual stipends for staff of providers are introduced, extend trainings and supports to providers to utilize. • Continue development of support to provide effective communication access for those who use ASL. • RCEB has opened California's first DEAF+ (Deaf Plus) 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
Individual Program Plan experience: • Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed)	The FY 2023–24 RCEB Year-End Report reports an IPP requirements compliance percentage of 94.41%, but it does not report the percentage of IPP surveys received by DDS compared with IPPs locked/distributed. Therefore, the 94.41% should not be used as the IPP survey response rate.	• RCEB case managers will continue to be trained to review with individuals served and families, all areas of the Standardized IPP signature page including the QR Code for the survey. • RCEB is establishing a reminder section of the RCEB Newsletter with a link for individuals served and their families to use the QR Code when they have their IPP meetings.

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Person Centered Planning

Measures	RCEB's Data	RCEB Activities
Person Centered Facilitation Skills • Regional centers have one certified person- centered plan facilitation trainer employed for every 10,000 people enrolled in services.	FY 2023–24 performance measures page identifies Person-Centered Planning Facilitation Trainer(s) as a FY 2023–24 regional-center performance measure and RCEB had added two certified trainers.	• As of FY 2025-26 RCEB has four certified PCT Trainers, two of whom are certified PCT Mentors. • By the end of 2026, PCT trainers will have trained 6 times, and training will continue in 2027.
Informational Outreach to Individuals and Families • Implementation of the informational outreach to individuals and families about person-centered practices.	The FY 2023–24 RCEB could not track this reporting as RCEB had added two certified trainers during this FY and will continue to monitor and anticipate tracking mechanism in the following years.	• Using HCBS funds, RCEB will have an ambassador program of people served to present HCBS and PCT principles at fairs and gatherings. Realizing the term "HCBS" in itself doesn't draw attention, this project will also work at "rebranding" the concepts to generate more interest. In addition to the in-person presentations, the project will create social media clips that can be circulated to a larger audience. • RCEB will have an HCBS/PCT concept training video for families and people served linked on our internet. • RCEB will track the number of in person presentations • RCEB will track the number of views on social media. • RCEB will report these numbers on the HCBS Portal

Service Coordination and Regional Center Operations

Measure	RCEB's Data Source	RCEB Activities
The regional center achieves an unqualified independent audit with no material finding(s).	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: YES. RCEB passed its independent audit for the current reporting period.	• RCEB will continue to maintain strict financial controls per industry standards and have an unqualified independent audit with no material findings.
The regional center achieves substantial compliance with the Department fiscal audit.	DDS – RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: YES. RCEB did not overspend its operations budget during the current reporting period.	• Based on DDS internal document criteria RCEB will be in compliance with the DDS fiscal audit. • RCEB has hired a Compliance Manager
The regional center operates within operations budget.	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: YES. RCEB did not overspend its operations budget during the current reporting period.	• RCEB maintains systems to ensure actual expenditures plus late bills will not exceed OPS budget.

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Service Coordination and Regional Center Operations

Measure	RCEB's Data Source	RCEB Activities
Compliance with Vendor Audit Requirements per contract, Article III, Section 9. • The number of vendor audits completed compared to the number of vendor audits required per Article III, Section 9 of the Regional Center/Department Contract.	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: MET. RCEB audited vendors as required during the current reporting period.	• RCEB will identify and maintain an annual schedule of all vendor audits required under Article III, Section 9 of the Regional Center/Department contract.
Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: 99.33%. The report states that CDERs and ESRs are updated as required: 99.33%. DDS explains that CDER is the Client Development Evaluation Report and ESR is the Early Start Report. The percentage is a weighted composite based on the regional center's Status 1 and Status 2 caseloads.	• For ages 3 and up, RCEB will maintain a tracking process to capture CDER dates for status 2 and U. • Service Coordinators will be provided with a tickler/tracker to prompt when CDERs are due 30 and 60 days prior to expiration. • Percentage of completion will continue to be tracked on an ongoing basis.

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Service Coordination and Regional Center Operations

Measure	RCEB's Data Source	RCEB Activities
Intake/assessment timelines for individuals ages 3 and older. • The percentage of Intake/assessments completed on time compared to the total number of intake and assessments completed by the regional center within the reporting period.	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: 70.53%. 70.53% of intake/assessment timelines for individuals age 3 or older met the applicable measure during the current reporting period. The report also states that this decreased from 77.67% in the prior reporting period.	• RCEB will maintain an intake and assessment tracking process that identifies required completion dates and monitors the status of all open assessments for individuals of all ages. • Create a dashboard/tracking system to capture the percentage of intake/assessments completion dates for individuals ages 3 and older compared to all other intakes. • Monitor upcoming assessment due dates through routine case reviews, supervisory oversight, and tracking reports to identify assessments at risk of being completed late. • Conduct routine supervisory reviews of pending and overdue assessments and provide follow-up to staff on cases approaching or exceeding required timelines. • Provide ongoing staff training and technical assistance regarding intake/assessment timelines, documentation requirements, and strategies for preventing delays • Review intake/assessment timeliness data at least monthly to monitor performance, identify trends and root causes of untimely assessments, and implement corrective actions as needed. • Track the percentage of intake/assessments completed on time compared with the total number completed during each reporting period and use the results to inform quality improvement activities.
Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: 94.41%. RCEB's IPP requirements met: 94.41% for the current reporting period. This is the DDS-reported IPP compliance measure.	• This data is tracked and followed by the QIDP team on a monthly basis. • QIDP will monitor this progress through a tracking system ongoing.

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Service Coordination and Regional Center Operations

Measure	RCEB's Data Source	RCEB Activities
Vendorization • Percentage of vendorization that meet the regulatory 45-day timeline in the Decision Stage. • Average number of days from application submissions to final decision on vendorization approval.	No corresponding vendorization 45-day/average-days result is reported in the FY 2023–24 RCEB Year-End Report. • The current Provider Directory vendorization system was launched later, in October 2024, so it should not be retroactively used as the FY 2023–24 source.	• RCEB will gather this information from the portal twice a year. • RCEB will analyze that information and troubleshoot corrections for issues and missed timelines. • RCEB will attend DDS office hours and share problems and issues that are presenting.
Substantial compliance with HCBS Final Settings Rule: Community Settings requirements. • The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules.	RCEB HCBS Waiver Monitoring Review. In FY 23/24 there were 593 reviews completed out of 593 needing to be completed = 100%	• RCEB is using a combination of QA employees and contractors to provide the annual HCBS evaluation at all required settings. • RCEB will report to DDS, via the Portal, the number of locations needing review, the number reviews completed, the tools used to determine compliance, and types of Corrective Action Plans on July 31, 2027, and December 31 2027. • RCEB will offer a 2 day mandatory HCBS training for new homes and day services. The number of participants will be tracked. • RCEB will have a HCBS Implementation Lab where vendors can meet with experts in the field to "brain storm potential solutions to challenges and issues. The number of participants will be tracked and reported in the HCBS portal. • RCEB will have a free 5 and 10 part module on the HCBS for DSPs to enroll in for deeper understanding. Attendance will be tracked and reported in the HCBS portal.
Medicaid Waiver Enrollment • Of the total number of regional center individuals who meet 1915c eligibility, the percentage of those who are enrolled in a federal waiver, separated by waiver type.	RCEB FY 2023–24 Performance Contract Year-End Report, Summer 2024, p. 3. FY 2023–24 result: YES – Participates in the federal waiver. The Year-End Report reports "Participates in the federal waiver – Yes" for the current reporting period. However, it does not provide the percentage enrolled by waiver type requested by this measure.	• RCEB will maintain a process for routine evaluation of all cases to identify possible waiver eligible cases. • RCEB will continue to be trained to alert QIDPs when an individual becomes eligible for MediCal. • QIDP team will maintain a tracking system that includes waiver type. • QIDP team monitors ongoing eligibility of cases who qualify.

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Service Coordination and Regional Center Operations

Measure	RCEB's Data Source	RCEB Activities
Special Incident Reports (SIRs) are submitted within the required timeframes. • The percentage of SIR reports submitted by the vendor and regional center within the required timeframes.	RCEB HCBS Waiver Monitoring Follow-Up Report 2024. The January 2024 DDS follow-up review found that RCEB vendors reported 9 of 10 (90%) sampled special incidents within required timeframes and RCEB reported 8 of 10 (80%) to DDS within required timeframes. These are sample-based HCBS monitoring results, not an annual FY 2023–24 percentage for all SIRs.	• RCEB will monitor these numbers as reported to us by Mission. • RCEB will review these stats at the every other month Risk Management meeting. • RCEB will offer 3 to 4 SIR trainings to vendors. Those who have struggled repeatedly with not meeting the deadline will attend as a part of a CAP.
Choice of Services within Regional Centers • Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code.	No corresponding FY 2023–24 result reported in the RCEB Year-End Report. The report does not provide a vendor-by-service-code-by-ZIP-code table. Therefore, the number of vendors should be pulled directly from the applicable RCEB/SANDIS query rather than inferred from another DDS table.	• RCEB will run a query in SANDIS to gather this information.
Timely Authorizations • Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.	No corresponding FY 2023–24 result reported in the RCEB Year-End Report. The FY 2023–24 report does not provide the average/range of days between IPP review and final service authorization. The correct source would be the underlying IPP and Uniform Fiscal System authorization records.	• Case management will create a tool by team to monitor the timeline between IPP inception and completion of service authorization tasks. • These timelines are monitored by Case Management Supervisors and tied to Case Manager performance.
Service Coordinator Competency • Number of new service coordinators who completed all requirements within the training standards and competencies.	No corresponding FY 2023–24 result reported in the RCEB Year-End Report.	• RCEB has implemented a cohort-based onboarding, which is held on average every couple of months. • RCEB's Talent Development Team tracks the number of new service coordinators who complete all requirements within the training standards and competencies.
Benefits - Medical Insurance Information	No corresponding FY 2023–24 result reported in the RCEB Year-End Report. The FY 2023–24 Year-End Report does not report a percentage for completeness/up-to-date medical insurance information in SANDIS. The appropriate underlying source is the SANDIS ID/Insurance field and Medical tab.	• SCs are required to obtain medical information from each individual on an annual basis. • All information individuals are willing to share gets documented in SANDIS under the Medical tab by the SC within 30 days following the IPP meeting.

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