



Reunion de la Junta Directiva
martes, 23 de mayo de 2023
6:00 – 7:30 p.m.

Centro Regional de Kern, 3200 N. Sillect Ave., Bakersfield CA 93308
Sala de conferencias Malibu

<u>Negocios generales</u>			
1. Apertura de la sesion e Introducciones		Kevin Gosselin	6:00 – 6:05 p.m.
2. Aprobación/Adiciones a la agenda	Accion	Kevin Gosselin	6:05 – 6:07 p.m.
3. Revision y aprobacion de la minuta de la reunion del 25 de abril de 2023 (Adjunto 1)	Accion	Kevin Gosselin	6:07 – 6:10 p.m.
4. Medidas de desempeno del Centro Regional (Adjunto 2)	Info.	Dr. Michi Gates, Directora Ejecutiva de KRC Celia Pinal, Director de Servicios al Cliente de KRC Enrique Roman, Director de Servicios Comunitarios de KRC	6:10 – 6:40 p.m.
5. Opinion del Publico	Info.		6:40 – 6:45 p.m.
<u>Reportes</u>			
6. Informe del Presidente de la Junta	Info.	Kevin Gosselin	7:00 – 7:05 p.m.
7. Informe del Director Ejecutivo	Info.	Dr. Michi Gates	7:05 – 7:20 p.m.
8. Informe Financiero a. Informe POS de marzo de 2023 (Adjunto 3) b. Informe de Operaciones de marzo 2023 (Adjunto 4)	Info	Tom Wolfgram	7:20 – 7:25 p.m.
9. Informe del Comité Asesor de Proveedores	Info.	Tamerla Prince	7:25 – 7:30 p.m.

Haga clic en el siguiente enlace para unirse al seminario web

<https://us02web.zoom.us/j/84787923204?pwd=QzNsZHZvVzR1RjQvZmpvdi9MZE9qdz09>

ID del seminario web: 876 9766 3898 Codigo de acceso: 655708
Numero de acceso telefonico: (206) 337-9723

No hay reunión pública de la Junta en junio

Retiro de Educación para Miembros de la Junta Directiva
junio 27, 2023, 6:00 – 7:30 PM

Centro Regional Kern, 3200 N. Sillect Ave., Bakersfield CA 93308
Sala de conferencias Malibú

Centro Regional de Kern
Reunión de la Junta Directiva
23 de Mayo de 2023, 6:00 – 7:30 p.m.
3200 N. Sillect Avenue ∞ Bakersfield, CA 93308 ∞ 661-327-8531

MINUTA

**MIEMBROS DE LA JUNTA DIRECTIVA DE KRC
PRESENTES:**

Kevin Gosselin, Presidente
Ryan Jones, Miembro de la Junta Directiva
Tracey Mensch, Vice Presidente/Delegado de ARCA
Tamerla Prince, VAC Representative
Donald Tobias, Miembro de la Junta Directiva
Mark Tolentino, Miembro de la Junta Directiva
Martin Vasquez, Secretario
Simon Verdugo, Miembro de la Junta Directiva

FACILITADORES:

John Noriega, Defensor de Simon Verdugo

PERSONAL DE KRC PRESENTE:

Michi Gates, Dra., Directora Ejecutiva
Kristine Khuu, Subdirectora de Servicios al Cliente
Yesenia Mackie, Subdirectora de Servicios al Cliente
Celia Pinal, Directora de Servicios al Cliente
Enrique Roman, Director de Servicios Comunitarios
Jose Santana, IT
Tom Wolfgram, Director Financiero

**MIEMBROS DE LA JUNTA DIRECTIVA DE KRC
AUSENTES:**

Oscar Axume
Carlos Isidoro
Ruth Watterson

INVITADOS:

Ana Alonso
Edwin Pineda, DDS
Samantha Pinto
Jonathan Torres
Norma Tuiasosopo
Yesenia Velasquez

INTERPRETES:

Kimberly Cantwell, ASL
Mark Robinson, ASL
Nidya Madrigal-Navia, Español

APERTURA DE LA SESSION

El presidente Kevin Gosselin convocó la reunión de la Junta Directiva de KRC a las 6:10 p.m. Se hicieron introducciones de los miembros de la junta y el personal de KRC.

APROBACIÓN DE LA AGENDA

La Junta Directiva había recibido previamente la agenda para su revisión.

No se solicitaron adiciones ni ediciones. Presidente Gosselin pidió una moción para aprobar la agenda del 23 Mayo de 2023.

M/S/C: (Prince, Mensch)

Sí: 8

Moción Aprobada

REVISIÓN DE LA MINUTA

The Board of Directors had previously received the minutes of the Board Meeting held on April 25, 2023, for review.

No edits were requested. President Gosselin asked for a motion to approve the minutes of April 25, 2023.

M/S/C: (Mensch, Prince)

Si: 8

Moción Aprobada

MEDIDAS DE DESEMPEÑO DEL CENTRO REGIONAL

Michi Gates, Dra., Directora Ejecutiva

La Dra. Gates presentó las Medidas de Desempeño del Centro Regional (RC) desarrolladas por el Departamento de Servicios de Desarrollo (DDS) y el Grupo de Trabajo de Partes Interesadas de la Medida de Desempeño del Centro Regional DDS. Este informe describe las medidas de desempeño requeridas de los centros regionales. La Dra. Gates presentó las diferentes medidas por áreas de enfoque, razones y resultados deseados.

Área de enfoque	Medidas	Resultado Deseado
Inicio Temprano	Búsqueda e identificación de niños	Los niños que son elegibles para Early Start son identificados e inscritos de manera oportuna.
	Acceso oportuno a los servicios de Inicio Temprano (Early Start)	Los niños y las familias tienen acceso oportuno a los servicios de Early Start para minimizar el impacto de los retrasos en el desarrollo.
Empleo	Participación en el Empleo Integrado Competitivo (CIE)	Las personas que quieren un trabajo, tienen trabajo y los servicios de empleo ayudan a las personas a obtener y mantener trabajos que maximizan sus habilidades e intereses.
	Puntos de datos e informes para el empleo integrado competitivo (CIE)	Las personas que quieren un trabajo, tienen trabajo y los servicios de empleo ayudan a las personas a obtener y mantener trabajos que maximizan sus habilidades e intereses.
Equidad y competencia cultural	Diversidad Lingüística	El personal del Centro Regional se comunica con las personas a las que apoyan en el idioma hablado preferido de la persona.
	Acceso lingüístico	El personal del Centro Regional se comunica con las personas a las que apoyan en el idioma hablado preferido de la persona.
	Capacidad del Coordinador de Servicios en Diversidad Cultural y Étnica	Todas las personas y familias apoyadas por los Centros Regionales experimentan una coordinación de servicios que respeta su cultura.
Experiencia y satisfacción individual y familiar	Satisfacción del consumidor/familia con los servicios del Centro Regional	Las personas atendidas por los Centros Regionales, incluidas las familias, son escuchadas por el CR y están satisfechas con los servicios prestados por el personal de RC.
Planificación de servicios centrados en la persona	Los planes de servicio demuestran criterios centrados en la persona	Las personas atendidas por los Centros Regionales tienen planes de servicio centrados en la persona.
	Habilidades de facilitación del coordinador de servicios	Los coordinadores de servicios del Centro Regional demuestran habilidades de planificación centradas en la persona.
Coordinación de Servicios y Operaciones del Centro Regional	Elección de servicios dentro del Centro Regional	Las personas atendidas por el Centro Regional tienen la opción de proveedores de servicios para satisfacer sus necesidades y preferencias.
	Autorizaciones de servicio oportunas	Las personas y familias atendidas por los Centros Regionales reciben autorización de servicio de manera oportuna.

	Compacidad del coordinador de servicios	Los coordinadores de servicios demuestran el conocimiento y las habilidades necesarias para satisfacer con éxito las necesidades de las personas y familias atendidas por RC.
	Proceso de admisión	Las personas y familias que solicitan servicios al Centro Regional son tratadas con respeto y los procedimientos de admisión del Centro Regional son equitativos.

MEDIDAS DE DESEMPEÑO DEL CENTRO REGIONAL (Continuación)

Dr. Michi Gates, KRC Directora Ejecutiva

Estas medidas se implementarán en cuatro fases que se detallan junto con descripciones de medidas, fuentes de datos, población objetivo, tipos de incentivos y metodologías de incentivos y objetivos de desempeño, en el PowerPoint del DDS adjunto a esta minuta.

OPINIÓN PÚBLICA

No hubo aportes públicos en esta reunión de los miembros del público que asistieron.

La vicepresidenta Mensch anunció que había dado una presentación de preparación para emergencias en la reunión del Concejo Municipal de Bakersfield hoy, representando a personas con discapacidades. Alentó al público a ser consciente de las necesidades de las personas con discapacidad durante una emergencia y a tomar medidas para estar preparados.

INFORME DEL PRESIDENTE DE LA JUNTA

Kevin Gosselin, Presidente

1. El presidente Gosselin agradeció a todos los que participaron en la Feria de Vendedores en KRC el 19 de mayo. ¡Fue genial!
2. Nuestra Junta Directiva de Educación está programada para el 27 de junio a las 6:00 p.m. Esta será una sesión de cena y la ubicación, junto con todos los detalles, se anunciará pronto. Realmente espera que los miembros de la junta se reúnan en persona para este evento.
3. Todavía estamos buscando nuevos miembros de la junta. Un posible miembro de la junta fue entrevistado por él presidente y la vicepresidenta Mensch esta semana y anticipa avanzar pronto con este nominado. Preguntó si los miembros de la junta estarían dispuestos a convocar una reunión pública especial en junio para reunirse con el candidato y celebrar una votación. Él hará un seguimiento con los miembros de la junta para ver si esto es posible.

INFORME DE LA DIRECTORA EJECUTIVA

Dra. Michi Gates, Directora Ejecutiva

Dra. Gates expresó su agradecimiento a Tamerla Prince por el excelente trabajo que realizó en la coordinación de la Feria de Vendedores en KRC. Los coordinadores de servicios realmente lo apreciaron y esperan con ansias el próximo.

Gates también expresó su agradecimiento a la vicepresidenta Mensch por sus esfuerzos de defensa en nombre de KRC con nuestros legisladores. Ella y Tracey visitaron recientemente la oficina de la senadora Shannon Grove y hablaron con ella sobre KRC y los clientes a los que servimos.

Tendremos nuestra reunión del grupo asesor local del Programa de Autodeterminación (SDP), en formato híbrido, aquí en la Sala KRC Malibu el lunes 5 de junio, de 5:00 a 7:00 p.m. Se proporcionará interpretación al español. El Dr. Gates alentó a todos a correr la voz al público. DDS se presentará en esta reunión y estará disponible para preguntas y comentarios públicos.

Como sucede cada año, la Dra. Gates está colaborando con sus compañeros para abordar la Revisión de mayo. La revisión de mayo es la propuesta presupuestaria presentada nuevamente después de que se recibieron los impuestos en abril. Los Centros Regionales están teniendo que reagruparse debido a que el Estado de California tiene un gran déficit de fondos. La revisión de mayo trae grandes impactos a nuestro sistema, tales como:

1. Elegibilidad provisional (una barra más baja para permitir la elegibilidad para las edades de 3-4). DDS recibió instrucciones de buscar fondos federales para esto, lo cual hicieron, sin embargo, CMS solo financiará si las edades de 0 a 3 años también están incluidas en la elegibilidad provisional. Es bastante seguro que esto se llevará a cabo, ya que es imperativo recibir fondos federales, pero, a su vez, presenta preocupaciones sobre cómo esto afectará el programa Early Start de los centros regionales. La preocupación es que nuestros coordinadores de servicios de Early Start (que actualmente pueden enfocarse en las regulaciones de Early Start y cómo servir mejor a la población de 0 a 3 años) deberán comprender también las regulaciones de Lanterman bajo elegibilidad provisional. KRC planificará estratégicamente la mejor manera de lidiar con estos requisitos para evitar la reducción involuntaria de la calidad de los servicios y apoyos en la coordinación de casos que brindamos a personas de 0 a 3 años.
2. Modelo de dotación de personal básico: se ha realizado un gran esfuerzo para actualizar el modelo básico de personal para que los centros regionales reciban asignaciones de DDS que coincidan con lo que pagamos a nuestros coordinadores de servicios. Desafortunadamente, esto probablemente tendrá que reducirse porque el Estado de California está considerando un déficit proyectado de \$ 32 mil millones. Aunque decepcionante, cualquier progreso realizado es positivo.
3. Recursos genéricos - DDS ha propuesto un estatuto o un proyecto de ley de remolque que requeriría que los centros regionales financien servicios médicos y dentales si, después de 60 días, los recursos genéricos no han satisfecho esa necesidad o no están proporcionando ese servicio. Esto, por supuesto, tendrá implicaciones de carga de trabajo y puede presentar un desafío para que los centros regionales puedan encontrar personal para brindar servicios a nuestras personas a las tarifas que se nos permite pagar.

Se corregirán los fondos adicionales para corregir el error del DDS el año pasado de no dar al centro regional suficientes fondos para reducir el número de casos de 0 a 5 años a una proporción de 1:40. Deberíamos recibir los fondos adicionales el 1 de julio y KRC planea contratar el personal adicional necesario para que esto suceda. Kern se está posicionando para tener un Departamento de Primera Infancia, moviendo la admisión a un departamento independiente en lugar de combinarse con Early Start. Esto reestructurará Early Start y las edades de 3 a 5 años para que caigan bajo el Departamento de Primera Infancia.

El proyecto de ley 1147 de la Asamblea sigue avanzando. Actualmente está siendo apoyado en la Asamblea y luego irá al Senado. AB1147 tiene algunas características que afectarían a las juntas de centros regionales, es decir, una reducción en la cantidad de años permitidos para servir de siete a seis; Después de completar un período de 6 años, se requeriría una ausencia de 5 años antes de que un miembro pueda regresar para servir en la junta.

Dra. Gates ha estado trabajando con ARCA para colaborar más con nuestros grupos de defensa. Es de suma importancia obtener comentarios de ellos sobre el desempeño del centro regional. En junio se reunirá con ARCA, los líderes de Las Voces de la Discapacidad Unidas, Colaboración Comunitaria Integrada y un pequeño grupo de directores. El objetivo de esta reunión es obtener su opinión sobre los principales cambios que se avecinan en nuestro sistema y las medidas de desempeño del centro regional. Esperamos que estas reuniones sean regulares y coherentes. El Dr. Gates también está trabajando en un Grupo de Trabajo de Necesidades Complejas de DDS. Las personas con necesidades complejas son aquellas personas que son atendidas por nuestros CR y tienen las necesidades más desafiantes. Sus necesidades no siempre se satisfacen, o se pueden satisfacer, a través de nuestro sistema.

INFORME FINANCIERO

Tom Wolfgram, CFO (Director Financiero)

Informe de compra de servicios al 31 de Marzo de 2023

Total, gastado para el mes que finalizó el 31 de Marzo de 2023: \$18,681,571

De este año hasta la fecha: \$171,099,557

Hubo \$ 22,650,000 más gastados en servicios este año que en esta época el año pasado. Este gasto proviene de un aumento de los servicios generales a los clientes y la contratación de nuevos coordinadores de servicios. La Vicepresidenta Mensch preguntó si había un informe que mostrara qué áreas de servicio tienen el mayor gasto. El Sr. Wolfgram presentará este informe en la próxima reunión de agosto.

Informe de Operaciones al 31 de marzo de 2023

Gastos totales para el mes que finaliza el 31 de marzo de 2023: \$ 2,991,430

De este año hasta la fecha: \$20,293,247

El Sr. Wolfgram estima que nos sobrarán aproximadamente \$ 800,000 de sueldos y salarios debido a puestos que no hemos podido cubrir. Hemos gastado en exceso aproximadamente \$ 66,000 en la categoría de equipos debido a la contratación reciente y al personal que trabaja en el hogar; los gastos estimados se ajustarán para permitir esto. Teniendo en cuenta todos los gastos, espera aproximadamente \$ 900,000 sobrantes al final del año fiscal.

El Informe de Compra de Servicios y el Informe de Operaciones que finalizan el 28 de febrero de 2023 se archivan con esta minuta.

INFORME DEL COMITÉ ASESOR DE PROVEEDORES

Tamerla Prince, Representante de VAC

La reunión del Comité Asesor de Proveedores (VAC) tuvo lugar hoy y se discutieron los siguientes temas:

1. Feria de proveedores: ¡muchos comentarios positivos! Prince recibió muchos correos electrónicos agradeciéndole y expresando lo bueno que era conocer gente nueva y ver caras familiares nuevamente..
2. Actualización de HCBS – El proyecto fue discutido y, además de algunos desafíos, la falta de participación es un enfoque central. El objetivo del proyecto HCBS es aumentar las voces para ser escuchadas por todos los involucrados. Se están abordando los desafíos, pero en general, hay mejoras. Las reuniones mensuales, la comunidad de práctica y la educación comunitaria continuarán. Se acercan oportunidades de capacitación. Comunidad de Calidad y Liderazgo que educaría a 50 proveedores en el primer año y otros 50 en el segundo año. Del 31 de julio al 3 de agosto, el Dr. Tom Pomeranz, un increíble orador motivacional en el campo de los servicios para personas con discapacidades, realizará pequeños talleres para el proyecto HCBS.
3. Comité de Aplicación de la Ley – La Sra. Prince y el Sr. Noriega asistieron a una reunión de partes interesadas en el centro celebrada el 10 de mayo. El tema fue Servicios de intervención en crisis y cómo

la aplicación de la ley está trabajando para mejorar los procesos. Se llevaron a cabo grupos de trabajo, uno de ellos para personas discapacitadas y con necesidades especiales. Proporcionaron una buena capacitación y hubo una buena interacción con la red de fuerzas del orden y los miembros de la comunidad.

4. Prince está entusiasmada de que, después de una larga pandemia, haya planes en marcha para celebrar un almuerzo del Comité Asesor de Proveedores en noviembre. ¡Más por venir!

APLAZAMIENTO

Sin nada más que discutir, el Presidente Gosselin levantó la sesión a las 7:20 p.m.

El Retiro de Educación para Miembros de la Junta Directiva se llevará a cabo el 27 de junio. Lugar por anunciar.

No hay reunión pública de la junta en junio. La Junta estará en receso en Julio.

La próxima reunión pública tendrá lugar el martes 22 de agosto de 2023 a las 6:00 p.m.

Presentado respetuosamente,



*Darlene Pankey
Asistente Ejecutiva*

Anexo 2

Proposed Regional Center (RC) Performance Measures

December 13, 2022



**Focus Area: Early Start
Measure: Child Find and Identification**

Desired Outcome: Children who are eligible for Early Start are identified* and enrolled in a timely manner.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<p>1) RC submits a Child Find Plan and will work with DDS to establish a reporting structure that will be used by all RCs to report on measures and the types of outreach/child find activities supported by RC staff or funding</p> <p>2) Number of children identified* in proportion to the total number of 0-2 year-old children in the county, or zip code, reported by language, race and ethnicity.</p>	<p>1) Number of outreach/child find activities supported by RC staff or funding, reported by type of activity.</p> <p>2) Number of children identified* in proportion to the total number of 0-2 year-old children in the county or zip code, reported by language, race and ethnicity</p> <p><i>Note: RC will update their plan annually</i></p>	<p>Number of children identified* in proportion to the total number of 0-2 year-old children in the county or zip code, reported by language, race and ethnicity.</p>	
Data Source	RC-reported data			
Target Population	All child consumers (ages 0-2) who are identified for Early Start assessment			
Incentive Type	Recognition			
Performance Target and Incentive Methodology	Recognition given to RC that meets criteria in measure description above	Recognition given to RC that meets criteria above	Recognition given to RC that meets criteria in measure description above	Recognition given to RC for rate of increase in children identified relative to prior reporting period

*Definitions of specific data elements will be established during implementation process (i.e., specific definition of 45-day time period for IFSP development in Early Intervention in compliance with OSEP).

Note: A additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

**Focus Area: Early Start
Measure: Timely Access to Early Start Services**

Desired Outcome: Children and families have timely access to Early Start services to minimize the impact of developmental delays.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Rate of Individual Family Service Plan (IFSPs) completed within the federally required 45-day timeframe from receipt of referral.	Rate of IFSP completion within the federally required 45-day timeframe from receipt of referral, stratified by language, race and ethnicity and reported as an average and a range.		1) TBD based on effectiveness and results of prior phase incentives. 2) Percentage of families who report satisfaction with the length of time to completion of the intake process, stratified by language, race and ethnicity.
Data Source	RC-reported data			1) TBD 2) Individual Satisfaction Survey
Target Population	All child consumers (ages 0-2) determined eligible for Early Start services			
Incentive Type	Baseline	Pay-For-Performance		TBD
Performance Target and Incentive Methodology	No incentive; data collection	Flat rate tiered payment for the percentage of IFSPs completed within 31-35 days and 36-40 days* *eligibility for payment determinant on compliance with the federal 45-day standard		TBD based on effectiveness and results of prior phase incentives.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Employment
Measure: Participation in Competitive Integrated Employment (CIE)

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<p>Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period</p> <ul style="list-style-type: none"> Students enrolled in or attending secondary education Adults who are no longer enrolled in or attending secondary education 			
Data Source	RC-reported data, NCI data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Pay-For-Performance			
Performance Target and Incentive Methodology	<p>Incentive payment given to RC for meeting or exceeding a performance target* for the percentage of students and adults who want to work and who participate in CIE and who have been participating in CIE for 30 days or more during the reporting period.</p> <p>*TBD percentage increase over FY 2021-22</p>			
			<p>Measure updates for Phase 2 and beyond will be based on effectiveness and results of Phase 1 incentives. For example, performance targets for the percentage of consumers who want to work and who participate in CIE may be raised over time or reframed based on improvement relative to the prior performance year.</p> <p>Additional future measures for consideration may include:</p> <ul style="list-style-type: none"> Consumer satisfaction with the support they receive to get and keep their job Length of time that a consumer remains employed Training and accreditation attainment for day services and employment providers (e.g., ACRE accreditation) 	

Note: A additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Employment
Measure: Data Points and Reporting for Competitive Integrated Employment (CIE)

Desired Outcome: People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE	Percentage of RC reporting data points in SANDIS regarding interest in or actively participating in CIE		Increased percentage of consumers showing interest in or actively participating in CIE as reported in SANDIS
Data Source	None	RC-reported data		
Target Population	All consumers determined eligible for RC services under the Lanterman Act who are eligible for CIE			
Incentive Type	Baseline Pay-for-Performance			
Performance Target and Incentive Methodology	N/A		Incentive payment based on number of people actively participating in CIE	

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Equity and Cultural Competency Measure: Linguistic Diversity

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language*.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<ol style="list-style-type: none"> Number of bilingual Service Coordinators (SCs) including intake staff and first line supervisors for each language Language distribution across people receiving RC services 	<ol style="list-style-type: none"> Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred spoken language needs of people served by the RC 	<ol style="list-style-type: none"> Ratio of SCs including intake staff and first line supervisors who are bilingual compared to the preferred language needs of people served by the RC Number of individuals supported by the RC and families who report their SC communicates with them in their preferred spoken language 	<p>Number of individuals supported by the RC and families who report the RC staff communicates with them in their preferred spoken language</p>
Data Source	RC-reported data		<ol style="list-style-type: none"> RC-reported data Individual Satisfaction Survey 	Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	<ol style="list-style-type: none"> Pay-for-Reporting Pay-for-Performance 	Recognition		
Performance Target and Incentive Methodology	<ol style="list-style-type: none"> Report on the bilingual status of staff Incentive for verifying and updating language in the CDER and ESR for 100% of consumers 	<p>Recognition given to RC that meets or exceeds threshold ratio target (TBD) of SCs and staff who are bilingual, compared to the preferred spoken language of people served by the RC</p>	<p>Recognition given to RC that meets or exceeds threshold ratio target (TBD) of bilingual SCs and staff aligned with spoken language of people supported</p>	

*This refers to the individual's preferred conversational language, including augmented communication or adaptive speech and sign languages; it does not preclude the legal requirement for written documents to be in the primary language.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Equity and Cultural Competency
Measure: Language Access

Desired Outcome: Regional Center staff communicate with individuals they support in the individual's preferred spoken language*.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of requests for translated IPP documents and length of time to complete request			Rate of translated IPP document requests that are completed under the legal standard of 45 days
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline Pay-for-performance			
Performance Target and Incentive Methodology	No incentive; data collection			Incentive given to RC for the percentage of translated IPP documents completed within 31-35 days and 36-40 days

*This refers to the individual's preferred conversational language, including augmented communication or adaptive speech and Sign Languages; it does not preclude the legal requirement for written documents to be in the primary language.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Equity and Cultural Competency
Measure: Service Coordinator Competency in Cultural & Ethnic Diversity

Desired Outcome: All individuals and families supported by Regional Centers experience service coordination that respects their culture.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Percentage of Service Coordinators (SCs) including intake staff and first line supervisors participating in training related to cultural and linguistic competency.	Percentage of SCs including intake staff and first line supervisors demonstrating competency in cultural and linguistic diversity, through participation in and completion of 8 or more training hours in DDS-approved training related to cultural and linguistic competency.	Percentage of SCs including intake staff and first line supervisors demonstrating competency in cultural and linguistic diversity, through participation in and completion of 8 or more training hours in DDS-approved training related to cultural and linguistic competency.	Percentage of families supported by the RC (includes no POS) who agree or strongly agree that their SC including intake staff and first line supervisors respects their family's culture.
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline			Recognition
Performance Target and Incentive Methodology	No incentive; data collection	Recognition for increased percentage of staff in each tier category (meets standards, exceeds standards, exceeds by 50% or more, top tier) for demonstrated competency in cultural and ethnic diversity		
				Individual Satisfaction Survey
				TBD
				TBD

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Individual & Family Experience and Satisfaction
Measure: Consumer/Family Satisfaction with Regional Center Services

Desired Outcome: Individuals served by Regional Centers, including families, are listened to by the RC and are satisfied with services delivered by RC staff.

	Phase 1	Phase 2	Phase 3	Phase 4	Beyond Phase 4
Measure Description	RCs will work with DDS to establish annual feedback from individuals receiving RC services and family members, with eight or more common components agreed upon across all 21 RCs (see next slide)	Number of individuals and families who indicate that they are satisfied with RC services across the eight or more common components defined in Phase 1			Percent improvement* in the number of individuals and families who indicate that they are satisfied with RC services across common components defined in Phase 1 and identified as priorities by the community
Data Source	None	Individual Satisfaction Survey			
Target Population	All consumers determined eligible for RC services under the Lanterman Act				
Incentive Type	Baseline	Pay-for-Reporting	Pay-For-Performance		
Performance Target and Incentive Methodology	N/A	Incentive payment for public reporting of feedback from individuals and families on RC service satisfaction	Incentive payment for public data reporting of improvement* in at least one area addressed in the common components identified in Phase 1 and identified as priorities by the community		Incentive payment for public data reporting of improvement* in more than one area addressed in the common components identified in Phase 1 and identified as priorities by the community

*RCs performing at levels higher than all others in all eight areas would be eligible for incentive payment based on high performance. DDS and Regional Centers will work with stakeholders to prioritize the common components used by all RC's in their feedback instrument. **Page 9**

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Summary of Identified Outcomes of Phases 3 and 4

(may be reported through the Consumer/Family Satisfaction with Regional Center Services measure)

Early Start

- 1) Percentage of families who report satisfaction with the length of time to complete the intake process stratified by language, race and ethnicity

Employment

- 2) Percentage of people who have a job who would like to keep their job.

Equity and Cultural Competency

- 3) Number of individuals supported by the RC and families who report their SC communicates with them in their preferred spoken language
- 4) Percentage of families supported by the RC (includes no POS) who agree or strongly agree their service coordinator respects their family's culture

Person-Centered Services Planning

- 5) Percentage of people who agree their SC was skilled in developing the person-centered service plan
- 6) Percentage of people who agree their service plan is person-centered and meets their needs**
- 7) Percentage of people who are satisfied with the quality of their IPP**

Service Coordination and Regional Center Operations

- 8) Percentage of families who report they had two or more vendors to choose from
- 9) Percentage of families and individuals agree their SC had the knowledge needed to meet their needs
- 10) Percentage of families who report they were treated with respect during the intake process

**DDS will establish methods for assuring families and self-advocates receive support for understanding and identifying effective person-centered planning. DDS will work closely with regional centers in establishing components of person-centered service plan documents and process consistent with federal Home and Community-Based Services (HCBS)

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Person-Centered Services Planning
Measure: Service Plans Demonstrate Person-Centered Criteria

Desired Outcome: People served by Regional Centers have person-centered service plans.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	RCs commit to the development and use of a consistent person-centered service plan document.	Develop components of a person-centered service plan document and a person-centered planning process that meets federal person-centered service plan standards.	1) Percentage of consumers who agree their service plan is person-centered and meets their needs. 2) Percentage of consumers who are satisfied with the quality of their Individual Program Plan (IPP).	
Data Source	None		Individual Satisfaction Survey	
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline			
Performance Target and Incentive Methodology	N/A			Pay-For-Performance Incentive payment for the percentage of consumers who agree their service plan is person-centered and meets their needs and are satisfied with the quality of their IPP, with increasing incentive based on: 50% or higher agree; 75% or higher agree; 90% or higher agree

DDS will establish methods for assuring families and self-advocates receive support for understanding and identifying effective person-centered planning. **Page 11
 Note: A additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Person-Centered Services Planning
Measure: Service Coordinator Facilitation Skills

Desired Outcome: Regional Center Service Coordinators demonstrate person centered planning skills.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<p>Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training</p>	<p>1) Number of certified Person-Centered Plan Facilitation Trainers employed by the RC and who are qualified to deliver plan facilitation training (Note: RCs must have a minimum of one certified trainer per 10,000 consumers served in the RC service area)</p> <p>2) Number of existing and new SCs including intake staff and first line supervisors who have completed training in Person-Centered Plan Facilitation (Note: In Phases 1-2, DDS will develop operational definitions and standards for person-centered plans.)</p>	<p>1) Percentage of new SCs who complete training in Person-Centered Plan Facilitation</p> <p>2) Percentage of consumers and families who agree their SC was skilled in developing their person-centered service plan</p>	<p>Percentage of consumers and families whose feedback indicates their SC was skilled in developing their person-centered service plan. For example:</p> <ul style="list-style-type: none"> The percentage of people reporting their SC asks what the individual wants in the service plan The SC included in the service plan things that are important to the individual The SC assisted the consumer to chose and invite people to their last service planning meeting Their SC told them how to ask for changes when they want their service plan to be different
Data Source	RC-reported data		1) RC-reported data 2) Individual Satisfaction Survey	Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Pay-for-Performance	1) Pay-for-Reporting 2) Pay-for-Performance		Pay-For-Performance
Performance Target and Incentive Methodology	Incentive payment for the number of certified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training	<p>1) Incentive payment based on the number of certified Person-Centered Plan Facilitation Trainers meeting or exceeding one per 10,000 consumers</p> <p>2) Incentive payment for the reported the number of staff who have completed training in Person-Centered Plan Facilitation</p>		Incentive payment based on the percentage of consumers who agree their SC was skilled in developing the person-centered plan (50% or higher agree; 75% or higher agree; 90% or higher agree)

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Focus Area: Service Coordination and Regional Center Operations
Measure: Choice of Services within Regional Centers

Desired Outcome: People served by the Regional Center have choice of service vendors to meet their needs and preferences.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description				<ol style="list-style-type: none"> Number of vendors and vendor capacity for core services within the RC catchment area, reported by zip code Percentage of families who are served by the RC and report that they are satisfied with the cultural diversity of vendors
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline		Pay-For-Reporting	
Performance Target and Incentive Methodology	No incentive; data collection	Incentive payment for public reporting on the highest utilized services available by vendor	Incentive payment for public reporting on all services available by vendor	<ol style="list-style-type: none"> Incentive payment for RC with two or more vendors for every core service in the catchment area Incentive payment for meeting a performance target (TBD) for the percentage of families who report satisfaction with the cultural diversity of available vendors

Focus Area: Service Coordination and Regional Center Operations
Measure: Timely Service Authorizations

Desired Outcome: Individuals and families served by Regional Centers receive service authorization in a timely manner.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range.			
Data Source	RC-reported data			
Target Population	All consumers determined eligible for RC services under the Lanterman Act and have received at least one service during the reporting period			
Incentive Type	Baseline			
Performance Target and Incentive Methodology	No incentive; data collected in Phases 1, 2, and 3 will be used to establish baseline for incentive in Phase 4 and beyond			Pay-For-Performance Incentive payment for meaningful improvement (benchmark threshold TBD) in number of days between service plan meeting and service authorization, reported as an average and range

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document. **Page 14**

Focus Area: Service Coordination and Regional Center Operations
Measure: Service Coordinator Competency

Desired Outcome: Service Coordinators demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by Regional Center.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<ol style="list-style-type: none"> Develop a set of Service Coordinator (SC) training standards and competencies approved by DDS for use statewide Establish data elements for reporting on number of SCs who completed all requirements within the standards 	<ol style="list-style-type: none"> Adoption of the set of SC training standards and competencies approved by DDS for use statewide Number of SCs who completed all requirements within the standards <i>Note: In Phases 2-3, statewide benchmarks will be established for measure description using two years of data.</i> 	Percentage of SCs who completed all requirements within the standards	Percentage of families and individuals responding to the individual satisfaction survey who agree their SC had the knowledge needed to meet their needs
Data Source	None	RC-reported data		Individual Satisfaction Survey
Target Population	All consumers determined eligible for RC services under the Lanterman Act			
Incentive Type	Baseline	Recognition	Pay-for-Performance	
Performance Target and Incentive Methodology	N/A	Recognition given to RC that meets criteria in measure description above	Incentive given to RC exceeding the State's benchmark for the percentage of SCs who completed all requirements within the standards	Incentive given to RC exceeding the State's benchmark for the percentage of families and individuals who are satisfied with their SC's knowledge

Focus Area: Service Coordination and Regional Center Operations
Measure: Intake Process

Desired Outcome: Individuals and families who apply to the Regional Center for services are treated with respect and Regional Center Intake procedures are equitable.

	Phase 1	Phase 2	Phase 3	Phase 4
Measure Description	<p>RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service.</p> <p>Note: DDS will collaborate with RCs to develop core elements based on existing RC best practices (e.g., a standardized intake form). RCs are asked to agree to core elements.</p>	<ol style="list-style-type: none"> Percentage of families and individuals who report being treated with respect during intake, sorted by those who are and are not eligible through the Lanterman Act. Ratio of individuals determined eligible for services through the Lanterman Act compared to the number who apply for RC services, sorted by age category. 	<ol style="list-style-type: none"> Percentage of families and individuals who report being treated with respect during intake, sorted by those who are and are not eligible through the Lanterman Act. Percentage of individuals who apply for services who are determined eligible through the Lanterman Act, sorted by age category, language, race and ethnicity. 	
Data Source	None	<ol style="list-style-type: none"> Individual Satisfaction Survey RC-reported data 		
Target Population	All consumers who request intake from a Regional Center			
Incentive Type	Recognition			
Performance Target and Incentive Methodology	N/A	Recognition of public reporting of intake feedback, sorted by eligibility determination.	Recognition of public reporting of intake feedback, sorted by eligibility determination, age category, language, race and ethnicity.	Recognition for meeting a performance target (TBD) for intake feedback, sorted by eligibility determination, age category, language, race and ethnicity.

Note: Additional measure specifications (e.g., operational definitions, calculation methodologies, reporting periods) will be defined in a detailed implementation plan document.

Anexo 3

KERN REGIONAL CENTER
PURCHASE OF SERVICE
Año fiscal 2022-2023
A PARTIR DEL 30 DE MARZO DE 2023

COMPRA DE SERVICIOS	Julio 2022	Agosto 2022	Septiembre 2022	Octubre 2022	Noviembre 2022	Diciembre 2022	Enero 2023	Febrero 2023	Marzo 2023	Abril 2023	Mayo 2023	Junio 2023	2022-2023 Total
FUERA DE CASA													
Centro de atención comunitaria	5,373,080	5,447,968	5,416,610	5,447,994	5,485,711	5,470,750	5,635,768	5,371,078	5,594,039				49,242,998
Instalación ICF/ISNF	156,123	200,550	239,986	235,778	227,988	226,900	249,954	260,561	320,353				2,120,193
TOTAL FUERA DE CASA	5,531,203	5,648,518	5,656,596	5,683,772	5,713,699	5,697,650	5,885,722	5,631,639	5,914,392				51,363,191
PROGRAMAS DE DÍA													
Guardería infantil	51,627	53,088	49,271	48,662	48,627	49,070	47,803	46,348	33,920				428,616
Entrenamiento diurno	2,787,365	3,244,900	3,096,513	3,069,916	3,098,605	2,880,927	3,053,807	2,997,790	3,422,944				27,811,767
Apoyos para el empleo	419,447	476,591	458,631	426,474	425,068	365,980	452,291	422,148	422,673				3,669,303
Programa de Actividades Laborales	8,562	9,740	10,097	8,755	7,685	7,655	7,740	6,412					68,646
SUBTOTAL DE PROGRAMAS DIURNOS	3,267,001	3,784,319	3,614,512	3,553,007	3,599,985	3,303,632	3,561,641	3,474,698	3,879,537				31,978,332
OTROS SERVICIOS													
Servicios no médicos profesionales	384,327	418,630	408,761	420,101	403,736	370,428	398,138	422,186	398,518				3,625,025
Programa de Servicios No Médicos	1,301,594	1,521,747	1,506,708	1,612,408	1,549,406	1,578,628	1,545,611	1,549,652	1,863,745				14,029,699
Programa de Servicios de Atención Domiciliar	13,804	18,410	20,175	17,768	12,962	11,679	11,890	13,108	7,219				127,015
Transportación	468,895	481,166	479,606	445,959	480,578	471,100	365,602	360,657	412,665				3,966,248
Contratos de transportación	564,787	620,972	663,064	596,931	547,222	605,672	573,144	531,252	613,709				5,346,953
Servicios de Prevención	547,433	651,145	627,205	670,800	664,320	660,802	700,633	577,401	283,238				5,382,977
Otros servicios autorizados	3,547,588	3,694,453	3,618,232	3,665,797	3,612,677	3,509,588	3,591,571	3,493,467	3,554,075				32,307,428
Gastos de P&I	16,418	9,986	11,218	10,602	18,910	10,756	11,682	11,346	11,514				112,432
Atención hospitalaria	7,500												7,500
Equipo médico	2,538	9,562	9,458	7,193	4,393	12,155	1,107	1,722	10,126				58,254
Servicios médicos profesionales	200,220	206,572	235,285	268,815	237,641	268,892	220,827	237,318	221,224				2,086,794
Servicios Médicos Prog	34,005	38,749	36,593	30,134	25,720	26,008	25,774	25,473	24,809				267,265
Cuidado de relevo - En el hogar	2,155,217	2,227,698	2,204,260	2,242,035	2,283,709	2,211,701	2,238,856	2,130,585	1,287,193				18,981,254
Cuidado de relevo - Fuera del hogar	18,656	9,600	9,017	15,768	11,862	21,389	26,439	27,663	20,630				161,044
TOTAL OTROS SERVICIOS	9,292,962	9,908,690	9,829,582	10,024,311	9,653,156	9,748,978	9,711,274	9,382,030	8,708,685				86,459,868
COMPRA TOTAL DE SERVICIOS	18,091,166	19,341,727	19,100,690	19,261,090	19,106,840	18,750,260	19,158,637	18,488,367	18,502,614				169,801,411
PLAN DE COLOCACIÓN COMUNITARIA													
Centro de atención comunitaria	44,362	44,362	100,299	152,418	142,559	142,559	142,446	325,565	173,787				1,268,377
Instalación ICF/ISNF													-
Entrenamiento diurno													-
Servicios no médicos													-
Programas de servicios no médicos		1,550	2,115	5,023	5,640			3,367	5,170				22,865
Transportación													-
Otros servicios autorizados	951	1,313	3,677	963									6,904
Otros servicios													-
Atención médica - Prof.													-
Centro de atención comunitaria													-
TOTAL PLAN DE COLOCACIÓN COMUNITARIA	45,313	47,225	103,976	155,496	147,562	148,199	142,446	328,952	176,957				1,296,146
TOTAL COMPRA DE SERVICIO	18,136,499	19,388,952	19,204,666	19,416,586	19,254,422	18,898,459	19,301,083	18,817,319	18,681,571				171,099,557

Anexo 4

CENTRO REGIONAL KERN
OPERACIONES
Año fiscal 2022/2023
A PARTIR DEL 30 DE MARZO DE 2023

	GASTOS PROPUESTOS	PRESUPUEST O DEL AÑO	07/31/22	08/31/22	09/30/22	10/31/22	11/30/22	12/31/22	01/31/23	02/28/23	03/31/23	04/30/23	05/31/23	06/30/23	TOTAL	(MAS) MENOS
OPERACIONES																
Salarios y beneficios	20,378,826	15,676,020	1,427,790	1,567,602	2,011,650	1,261,290	1,116,049	1,915,921	1,620,048	1,597,623	2,320,501				14,838,473	837,547
Gastos operativos	5,668,000	4,360,000	306,691	363,842	403,645	530,382	629,596	537,121	544,486	596,390	514,461				4,426,594	(66,594)
SUBTOTAL OPS	26,046,826	20,036,020	1,734,481	1,931,444	2,415,295	1,791,651	1,745,645	2,453,042	2,164,534	2,194,013	2,834,962				19,265,068	770,952
PLAN DE COLOCACION COMUNITARIA																
Salarios y beneficios	870,375	669,519				266,852	63,808	48,818	57,638	62,728	78,082				577,926	91,583
Gastos operativos	253,082	189,812			30,170	56,416	47,670	17,708	56,092	3,517	48,874				250,447	(70,635)
	1,123,457	859,331			30,170	323,268	111,478	66,526	113,731	66,245	126,956				838,373	20,957
PROGRAMA DE ABUELOS ADOPTIVOS																
Salarios y beneficios	98,040	75,415	3,823	4,467	6,206	4,467	4,467	4,467	4,573	4,471	6,206				43,147	32,208
Gastos operativos	151,503	113,627	3,444	153	4,221	14,490	11,476	9,033	9,499	7,802	12,582				73,301	40,326
SUBTOTAL FGP	249,543	189,043	7,267	4,620	10,427	18,957	15,943	14,100	14,073	12,273	18,788				116,448	72,595
Programa de acompañantes para personas mayores																
Salarios y beneficios	65,360	50,277	2,557	2,978	4,137	2,978	2,978	2,978	3,049	2,981	4,137				28,773	21,504
Gastos operativos	101,002	75,752	2,565	194	2,921	8,019	6,910	5,947	6,466	4,977	6,588				44,565	31,166
SUBTOTAL SCP	166,362	126,029	5,122	3,172	7,058	10,997	9,888	8,925	9,514	7,958	10,725				73,358	52,670
TOTAL OPERACIONES	27,566,188	21,210,422	1,746,869	1,939,236	2,462,951	2,144,873	1,882,953	2,542,593	2,301,852	2,280,489	2,991,430				20,293,247	917,175