



**Board of Directors Meeting Agenda
Tuesday, April 23, 2024
6:00 – 7:30 p.m.**

Kern Regional Center, 3200 N. Sillect Ave., Bakersfield CA 93308
Malibu Room

General Business			
1. Call to Order and Introductions		Tracey Mensch, President	6:00 – 6:05 p.m.
2. Approval of Agenda	Action	Tracey Mensch, President	6:05 – 6:07 p.m.
3. Approval of March 26, 2024 Board Minutes (Attachment 1)	Action	Tracey Mensch, President	6:07 – 6:10 p.m.
4. Department of Developmental Services Regional Center Performance Measures	Action	Ernie Cruz, Deputy Director, Community Services Division, Department of Developmental Services	6:10 – 6:40 p.m.
5. Public Input	Info.	Tracey Mensch, President	6:40 – 6:45 p.m.
Reports			
6. Board President Report	Info.	Tracey Mensch, President	6:45 – 6:55 p.m.
7. Executive Director Report	Info.	Dr. Michi Gates, Executive Director	6:55 – 7:15 p.m.
8. Financial Report a. POS Report for February 2024 (Attachment 2) b. Operations Report for February 2024 (Attachment 3)	Info.	Tom Wolfram, CFO	7:15 – 7:20 p.m.
9. Vendor Advisory Committee Report	Info.	Tamerla Prince, VAC Representative	7:20 – 7:25 p.m.

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/89833310469?pwd=dk5zeERwekdmaXZldVBmbFdHbHpwUT09>

Webinar ID: 898 3331 0469 Passcode: 106717

Dial-In Number: (213) 338-8477

Next Board Meeting is May 28, 2024, 6:00 – 7:30 PM
Kern Regional Center, 3200 N. Sillect Ave., Bakersfield CA 93308
Malibu Room

3200 N. Sillect Avenue · Bakersfield, California 93308 (661) 327-8531 · Fax (661) 324-5060 · TDD (661) 327-1251
www.Kernrc.org



**Kern Regional Center
Board of Directors Meeting
April 23, 2024**

This meeting was conducted as a hybrid meeting at Kern Regional Center, 3300 N. Sillect Ave., Bakersfield, California in the Malibu Room and using remote teleconferencing technology provided by Zoom.

Board of Directors Present:

Fernando Fermin, Treasurer; Carlos Isidoro, Board Member; Ryan Jones, Board Member; Tracey Mensch, President; Tamerla Prince, Vendor Advisory Representative; Donald Tobias, Board Member; Mark Tolentino, Board Member; Martin Vasquez, Secretary; and Simon Verdugo, Board Member. A quorum was established.

Board of Directors Absent:

Ana Alonso, Vice-President; Ruth Watterson, Board Member

Kern Regional Center Staff Present:

Lulu Calvillo, Assistant Director, Early Childhood; Tomas Cubias, Assistant Director, Service Access & Equity; Ky Duyen, IT Department; Michi Gates, Executive Director; Kristine Khuu, Assistant Director, Intake; Yesenia Mackie, Assistant Director, Client Services; Cindy Martinez, Service Coordinator; Darlene Pankey, Executive Assistant; Celia Pinal, Director of Client Services; Roy Rocha, Client Representative; Enrique Roman, Director, Community Services; Jose Santana, IT; Eduardo Soriano, IT; Tom Wolfram, CFO

Attendees:

Cindy Cox, Support for Donald Tobias; Ernie Cruz, DDS; Adeyinka Glover, OCRA; Jill Green; John Noriega, Support for Simon Verdugo; Edwin Pineda, DDS; Sandra Van Scotter, SDP Advisory Committee; Mitzi Villalon.

Interpreters: Nidya Madrigal-Navia, Spanish; Kayelle Morgan, ASL; Sophia Aguirre, ASL

CALL TO ORDER: Tracey Mensch, President, called the meeting to order at 6:04 p.m. and introductions were made.

AGENDA APPROVAL: President Mensch asked for a motion to approve the agenda.

Moved by Verdugo and seconded by Prince to:

Accept the agenda for the meeting of April 23, 2024.

PASSED: 9

APPROVAL OF MINUTES: President Mensch asked for a motion to approve the minutes of the board meeting held on March 26, 2024.

Moved by Prince and seconded by Verdugo to:

Approve the Kern Regional Center Board of Directors Meeting Minutes for March 26, 2024, as written.

PASSED: 9

DEPARTMENT OF DEVELOPMENTAL SERVICES REGIONAL CENTER PERFORMANCE MEASURES

Ernie Cruz, Deputy Director, Community Services Division at DDS presented the Regional Center Performance Measures from the Department of Developmental Services. A copy of this presentation is attached to these minutes.

PUBLIC INPUT

Enrique Roman made some public announcements:

- The KRC Performance Contract for 2024-25 will be posted on the KRC website tomorrow, April 24, and presented in public hybrid meetings during the month of May. The public presentation in English will take place on May 7, 5:00 – 7:00 p.m. The public presentation in Spanish will take place on May 8, 5:00 – 7:00 p.m.
- The Vendor Fair will take place on Tuesday, April 30, 9:00 a.m. – 12:00 p.m. at the Kern County Museum, Batey Garden, 3801 Chester Ave., in Bakersfield. As recommended by the Board of Directors, this year's Vendor Fair will be open to clients, families, and the community as well as vendors and KRC staff.

PRESIDENT'S REPORT

President Mensch shared that she, along with Tomas Cubias, KRC, Celia Pinal, KRC, John Noriega with Kern Adult Services, Shawn White with PathPoint, and Sandra Van Scotter of the SDP Advisory Council attended Grass Roots Day in Sacramento on April 2. They met with several legislators, including Senator Shannon Grove, and Assembly Members Jasmeet Bains, Vince Fong, and Tom Lackey to advocate for our vendors by asking Governor Newsom to not postpone the vendor increase until 2025. John Noriega shared that the letter presented to the legislators was well received and they were able to obtain two more signatures from Senator Grove and Assembly Member Bains, who had not yet signed the letter, adding them to the 60-plus signatures already obtained.

President Mensch shared information about another bill in development -- CA AB2002. This bill would require the California DMV to develop a Blue Envelope Program for people with disabilities. This envelope would contain information regarding a person with disabilities, to be referenced during traffic stops by law enforcement. More information will be shared as this bill develops.

EXECUTIVE DIRECTOR REPORT

Dr. Michi Gates gave a report to the board on the following topics:

- The next step in the California budget is the May revise. This occurs in May after taxes are received and all funds are reviewed so that the State can have a more definite idea of its available revenues.
- Dr. Gates recently participated in a DDS Person Centered Planning Video project; the video will be released in June.
- Dr. Gates was part of a small work group that reviewed the current IPP PCP template being developed by DDS. She is very excited and pleased with the template and gave huge kudos to DDS for listening to stakeholders and incorporating the feedback they received into this new

template. KRC continues its 2-day Person Centered Thinking Training for staff on a regular basis.

- Caseload ratio data gathered from ARCA has been received. The data for Kern Regional Center compared to Statewide data is:
 - Medicaid Waiver: KRC -- 1:73 Statewide – 1:75
 - 0-5 Age Group: KRC – 1:40 Statewide – 1:54
 - All Others: KRC – 1:71 Statewide – 1:74
 - Overall: KRC – 1:59 Statewide – 1:67

Although KRC is meeting averages below the statewide level, we are not meeting the required ratios for Medicaid Waiver of 1:62 and the All Other category of 1:66 due to the Core Staffing Formula not being updated. We are hoping that the Core Staffing Formula will eventually be updated so that these ratios can be met. A Plan of Correction will be submitted to DDS after feedback is obtained from the public.

- The committee for the Master Plan for Developmental Services met. This will be a ten year plan, strategizing sustainable growth, quality supports and services, and better partnership and collaboration with other service agencies. The first meeting was held April 10 and the second meeting will be tomorrow on April 24.

FINANCIAL REPORT

Tom Wolfgram, CFO, provided the Financial Report for Purchase of Services and Operations as of February 29, 2024.

Purchase of Services

Total spent for month ending February 29, 2024: \$20,406,579

YTD: \$171,530,630

The report reflects an estimated \$26 Million more has been spent this year than at this time last year. Considering there are approximately \$1.5 Million in unbilled services, Mr. Wolfgram anticipates a total expenditure of approximately \$173 Million.

Operations Report

Total expenses for month ending February 29, 2024: \$3,295,618

YTD: \$20,806,455

Mr. Wolfgram expects the balance in operating expenses of \$476,802 will reduce due to furniture and IT purchases for the new workspaces in Bakersfield and Bishop. A copy of the Purchase of Services Report and the Operations Report for the month ending February 29, 2024, are attached to these minutes.

VENDOR ADVISORY COMMITTEE

Tamerla Prince reported that no VAC Meeting was held this month; the next meeting will be held on May 28.

- Ms. Prince has been doing some research on the best ways for vendors to purchase insurance on vehicles used by staff. There are two differences in the way unowned vehicles can be insured. One way is through the umbrella policy under general liability, but individuals can be excluded easily for almost any infraction. Once excluded, it is almost impossible to reinsure.

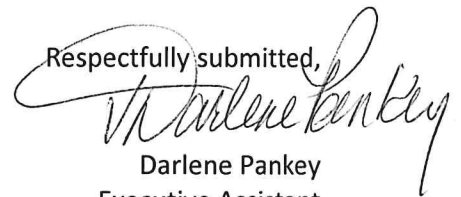
Balance. The second way is to insure through their commercial auto insurance. Tamerla feels it is more simple and safer to insure individuals through the commercial auto insurance, although, if a vendor has insurance through their umbrella policy and it is working well, they might choose to keep it that way. Tamerla will be sharing these insights with the vendor community and collaborate to make the process as effective as possible.

- She is excited about the Vendor Fair next week. It was very hot last year, so she is hoping for better weather and a great time for everyone involved. There are 40 vendors signed up so far.

With nothing else to discuss, President Mensch adjourned the meeting at 7:27 p.m.

The next Board of Directors meeting will be held on May 28, 2024, at 6:00 p.m.

Respectfully submitted,



Darlene Pankey
Executive Assistant

Attachment 1



**Kern Regional Center
Board of Directors Meeting
March 26, 2024**

This meeting was conducted as a hybrid meeting at Kern Regional Center, 3300 N. Sillect Ave., Bakersfield, California in the Malibu Room and using remote teleconferencing technology provided by Zoom.

Board of Directors Present:

Ana Alonso, Board Member; Carlos Isidoro, Board Member; Tracey Mensch, President; Tamerla Prince, Vendor Advisory Representative; Donald Tobias, Board Member; Mark Tolentino, Board Member; Martin Vasquez, Secretary; Simon Verdugo, Board Member; and Ruth Watterson, Board Member. A quorum was established.

Board of Directors Absent:

Ryan Jones, Board Member

Kern Regional Center Staff Present:

Tomas Cubias, Assistant Director, Service Access & Equity; Ky Duyen, IT Department; Michi Gates, Executive Director; Kristine Khuu, Assistant Director, Intake; Yesenia Mackie, Assistant Director, Client Services; Cindy Martinez, Service Coordinator; Darlene Pankey, Executive Assistant; Celia Pinal, Director of Client Services; Enrique Roman, Director, Community Services; Tom Wolfgram, CFO

Attendees:

Cindy Cox, Support for Donald Tobias; Crystal Duran, DSP; Jill Green; Laryn Haynes; Shirlene Hill, DSP; Breeanne Kolster, 24-Hour Care; John Noriega, Support for Simon Verdugo; Edwin Pineda, DDS; Alex Ruiz, DSP, Top Notch; Mindy Surface; Ronald Terrel, Terrel's Residence; Sandra Van Scotter, SDP Advisory Committee; Mary Lou Valdez, DSP; Mitzi Villalon; Kyle Walden, DSP, Terell's Residence; Courtney (no surname).

Interpreters: Nidya Madrigal-Navia, Spanish; Kayelle Morgan, ASL; Sophia Aguirre, ASL

CALL TO ORDER: Tracey Mensch, President, called the meeting to order at 6:04 p.m. and introductions were made.

AGENDA APPROVAL: President Mensch asked for a motion to approve the agenda. Mr. Verdugo noted that item 3 on the agenda stated, "Approval of February 27, 2023 Board Minutes." It should say, "Approval of February 27, 2024 minutes."

Moved by Prince and seconded by Verdugo to:

Accept the agenda for the meeting of March 26, 2024, with the board minutes date change of February 27, 2023, to February 27, 2024 on item 3.

PASSED: 9

APPROVAL OF MINUTES: President Mensch asked for a motion to approve the minutes of the board meeting held on February 27, 2024.

Moved by Isidoro and seconded by Prince to:

Approve the Kern Regional Center Board of Directors Meeting Minutes for February 27, 2024, as written.

PASSED: 9

3200 N. Sillect Avenue, Bakersfield CA 93308
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CORRECTION TO NOVEMBER 2024 MEETING DATE – CHANGE FROM NOVEMBER 20 TO NOVEMBER 19, 2024

President Mensch explained that the November 20 date was listed in error on the 2024 Board Meeting Schedule. The correct date is November 19, 2024.

Moved by Watterson and seconded by Prince to:

Approve changing the date on the Board Meeting Schedule from November 20 to November 19.

PASSED: 9

NOMINATION AND VOTING FOR BOARD APPLICANT

President Mensch announced that the Nominating Committee of the Board of Directors, consisting of herself, Ana Alonso, and Tamerla Prince, interviewed Fernando Fermin, who has applied to be a member of the KRC Board of Directors.

Moved by Prince and seconded by Alonso to:

Approve that Fernando Fermin be instated as a board member of the KRC Board of Directors.

PASSED: 9

NOMINATION AND VOTING FOR THE VACANT POSITION OF TREASURER

President Mensch then elaborated that Fernando Fermin was questioned during his interview regarding his qualifications to serve as Treasurer of the KRC Board of Directors. Mr. Fermin presented his education, experience, and current vocation during the interview. He received his license as a CPA in 2012 and has concentrated in providing tax compliance services to small business and not-for-profit entities. Mr. Fermin also shared that he has experience serving as a board member of another board of directors. After hearing Mr. Fermin's presentation, the Nominating Committee was satisfied and confident that he was well qualified to serve as the Treasurer of the KRC Board of Directors and proceeded to nominate him for this position.

Moved by Verdugo and seconded by Watterson to:

Instate Fernando Fermin to serve as Treasurer of the KRC Board of Directors for the term March 26, 2024, through March 26, 2027.

PASSED: 9

KRC SOCIAL RECREATION SERVICES

Celia Pinal, Director, Client Services and Enrique Roman, Director, Community Services presented information about the restored social recreation services at Kern Regional Center. A copy of the PowerPoint presentation is attached to these minutes as attachment 3.

PUBLIC INPUT

Sandra Van Scotter thanked KRC for holding the POS/Disparity meetings. She found the meetings to be informative and she feels motivated to help share information about the services KRC offers with clients and families.

PRESIDENT'S REPORT

President Mensch attended the ARCA Board of Directors and the ARCA Delegates meeting, of which she is the chairperson, this past week in Sacramento. Instead of the regular delegates meeting, the delegates decided to attend a meeting at the State Capitol to petition Governor Newsom to not delay the rate increase for vendors and service providers. There were 80 people from various regional centers and other service organizations who

attended to advocate for our clients and service providers. She felt it was a privilege to attend as it is important to let our voices be heard within the legislature.

EXECUTIVE DIRECTOR REPORT

Dr. Michi Gates gave a report to the board covering several topics:

- Assembly and Senate budget hearings.
- HCBS in-person assessments. These are due to be completed by August 2024.
- Regional Centers' must complete work on a provider directory to DDS by June 2024.
- New innovative services being implemented in June: Coordinated Career Pathway Navigator and Customized Employment Specialists. Information will be posted to the website and to our social media pages.
- Improvement efforts continue with SDP. We are hopeful about Senate Bill 1281, Advancing Equity and Access to the Self-Determination Program Act.
- The Taft office, located at the historical fort in Taft, has been closed. This closure will not have a negative impact on KRC services for that area.
- The POS/Disparity Data Report will be given in a in-person presentation on March 28, 6:00 – 7:30 p.m., at 612 Main Street, Delano, CA 93215 during the Crisis Intervention Stakeholder Team meeting.
- We continue to expand outreach to our community. Kristine Khuu, Assistant Director of Intake Services, is working with Bakersfield Memorial Hospital's At-Risk Infant Unit to make Kern Regional's presence known and to educate parents on services offered. A new psychologist has joined the KRC team to provide assessments. This will certainly help speed up the intake process at KRC.
- Kern Regional Center has paid, in full, the monies owed to the State of California that were found in past audits. We were able to come to a compromise agreement with DDS. All monies paid were from the operations budget.

FINANCIAL REPORT

Tom Wolfram, CFO, provided the Financial Report for Purchase of Services and Operations as of January 31, 2024.

Purchase of Services

Total spent for month ending January 31, 2024: \$19,065,509

YTD: \$147,342,999

The report reflects an estimated \$22 Million more has been spent this year than at this time last year. Considering there are approximately \$5 Million in unbilled services, Mr. Wolfram anticipates a total expenditure of approximately \$152 Million.

Operations Report

Total expenses for month ending January 31, 2024: \$2,394,435

YTD: \$17,510,837

A copy of the Purchase of Services Report and the Operations Report for the month ending January 31, 2024, are attached to these minutes.

VENDOR ADVISORY COMMITTEE

Tamerla Prince reported that VAC met this morning (March 26, 2024) and the following was discussed:

- The Vendor Fair will take place on April 30. Up to seventy vendors can participate. Entry fee is \$20.00. Clients and families are also invited.

- The Annual Vendor Luncheon normally takes place on the first Friday of November; however, the 1st of the month is a difficult time to hold an event due to other responsibilities. Because of this, the committee chose November 8, 2024, as the Vendor Luncheon date. More information as the time approaches. Any vendor who is interested in participating on the Vendor Luncheon Task Force is welcome.
- Excited to say that vendors have responded that they would like to participate in a grant proposal directed at ensuring vendors follow HCBS guidelines. More to come.

With nothing else to discuss, President Mensch adjourned the meeting at 7:35 p.m.

The next Board of Directors meeting will be held on April 23, 2024, at 6:00 p.m.

Respectfully submitted,

Darlene Pankey
Executive Assistant

Attachment 2

KERN REGIONAL CENTER
PURCHASE OF SERVICE
FY 2023-2024
AS OF FEBRUARY 29, 2024

PURCHASE OF SERVICES	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024	2023-2024	Total
OUT-OF-HOME										
Community Care Facility	5,671,822	5,671,922	5,917,519	6,017,097	6,096,838	5,886,485	5,934,014	5,812,900	47,008,597	
ICF/SNF Facility	269,489	278,831	270,302	284,283	278,943	290,175	581,905	568,570	2,822,498	
TOTAL OUT OF HOME	5,941,311	5,950,753	6,187,821	6,301,380	6,375,781	6,176,660	6,515,919	6,381,470	49,831,095	
DAY PROGRAMS										
Day Care	36,058	44,108	45,075	47,210	41,890	43,228	17,899	7,393	282,861	
Day Training	3,418,472	3,824,922	3,515,405	4,027,440	3,693,663	3,476,650	3,718,611	3,538,169	29,213,332	
Supported Employment	393,647	427,780	397,396	431,470	383,748	402,605	474,718	400,059	3,311,423	
Work Activity Program									-	
SUBTOTAL DAY PROGRAM	3,848,177	4,296,810	3,957,876	4,506,120	4,119,301	3,922,483	4,211,228	3,945,621	32,807,616	
OTHER SERVICES										
Non Medical Services Prof	359,333	352,451	310,881	323,146	278,800	267,458	260,873	260,322	2,413,264	
Non Medical Services Prog	1,643,780	1,819,208	1,790,049	1,994,214	1,758,690	1,678,485	1,872,310	1,923,948	14,480,684	
Home Care Services Prog	19,689	21,146	21,041	26,121	39,444	32,292	22,325	10,172	192,230	
Transportation	442,675	505,491	460,466	514,531	464,036	475,902	518,748	459,953	3,841,802	
Transportation Contracts	590,138	664,108	885,396	962,170	873,783	840,148	597,660	837,863	6,251,266	
Prevention Services	764,097	866,230	774,013	863,503	809,259	753,600	830,495	795,922	6,457,119	
Other Authorized Services	3,756,322	3,946,081	3,973,803	4,084,162	4,046,637	3,889,425	3,916,259	3,845,137	31,457,826	
P & I Expense	9,943	9,775	9,943	10,447	9,775	9,700	10,822	10,822	81,227	
Hospital Care									-	
Medical Equipment	7,915	5,115	10,526	5,126	2,056	4,894	21,174	9,106	65,912	
Medical Services Prof	221,391	233,326	199,112	229,997	235,391	226,239	198,655	211,827	1,755,938	
Medical Services Prog	37,661	37,725	30,611	39,312	41,630	33,928	37,840	38,862	297,569	
Respite Care - In Home	2,563,919	2,655,053	2,656,546	2,729,871	2,789,722	2,812,896	2,799,063	1,550,173	20,557,243	
Respite Care - Out of Home	29,703	22,506	17,340	13,764	27,895	32,077	44,846	20,344	208,475	
									-	
									-	
TOTAL OTHER SERVICES	10,446,566	11,138,215	11,139,727	11,796,364	11,377,118	11,057,044	11,131,070	9,974,451	88,060,555	
TOTAL PURCHASE OF SERVICE	20,236,054	21,385,778	21,285,424	22,603,864	21,872,200	21,156,187	21,858,217	20,301,542	170,699,266	
COMMUNITY PLACEMENT PLAN										
Community Care Facility	96,759	96,759	96,759	96,759	96,759	96,759	96,613	96,613	773,780	
ICF/SNF Facility									-	
Day Training									-	
Non-Medical Services									-	
Non-Medical Services-Program	4,724	5,348	5,170	5,438	8,424	9,805	10,251	8,424	57,584	
Transportation									-	
Other Authorized Services									-	
Other Services									-	
Medical Care - Prof									-	
									-	
TOTAL COMMUNITY PLACEMENT	101,483	102,107	101,929	102,197	105,183	106,564	106,864	105,037	831,364	
TOTAL PURCHASE OF SERVICE	20,337,537	21,487,885	21,387,353	22,706,061	21,977,383	21,262,751	21,965,081	20,406,579	171,530,630	

Attachment 3

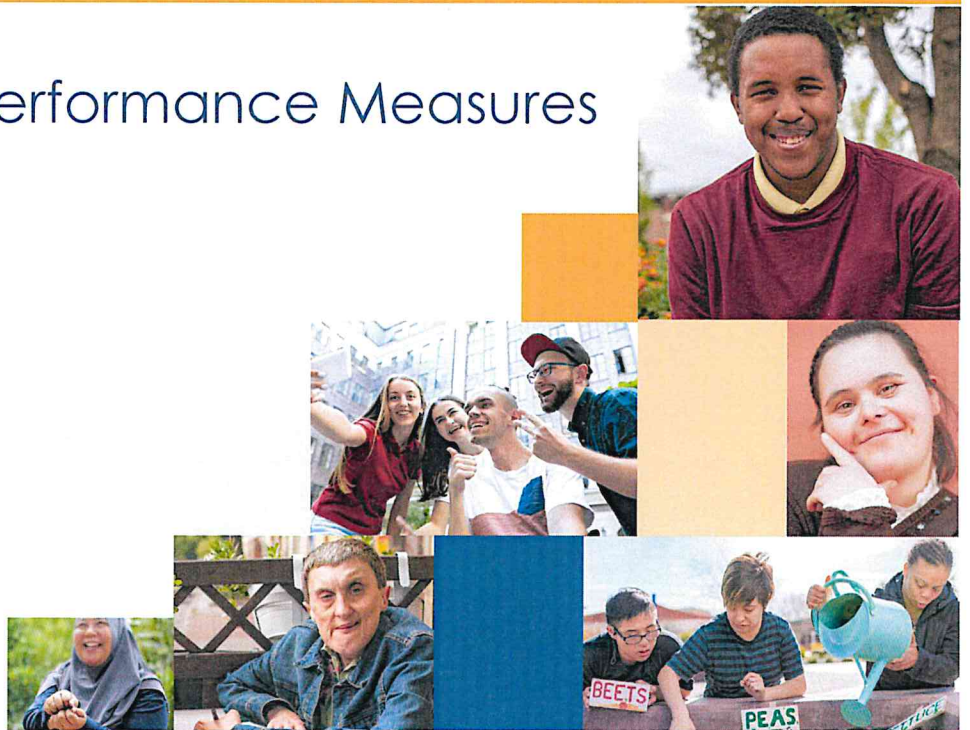
KERN REGIONAL CENTER
 OPERATIONS
 FY 2023/2024
 AS OF FEBRUARY 29, 2024

	PROPOSED EXPENDITUR ES	PROPOSED YEAR TO DATE BUDGET	07/31/23	08/31/23	09/30/23	10/31/23	11/30/23	12/31/23	01/31/24	02/28/24	TOTAL	(OVER)/UNDER
OPERATIONS												
Salaries & Bonofits	27,164,701	17,761,535	1,889,926	2,581,320	1,934,030	1,496,236	1,898,468	1,859,150	1,860,282	2,567,992	16,087,405	1,674,131
Operating Expenses	6,932,500	4,621,667	798,702	195,452	785,089	376,454	481,878	521,215	431,499	554,576	4,144,864	476,802
SUBTOTAL OPS	34,097,201	22,383,202	2,688,628	2,776,772	2,719,119	1,872,690	2,380,345	2,380,365	2,291,781	3,122,568	20,232,269	2,150,933
COMMUNITY PLACEMENT PLAN												
Salarios & Bonofits	1,312,553	858,208						50,890	48,337	66,098	165,325	692,882
Operating Expenses	1,049,203	699,469						75,210	24,119	74,810	174,140	525,329
SUBTOTAL CPP	2,361,756	1,557,676	-	-	-	-	-	126,100	72,457	140,908	339,465	1,218,211
FOSTER GRANDPARENT PROGRAM												
Salarios & Bonofits	95,176	62,230	6,461	8,385	6,974	6,998	7,210	7,053	7,113	9,673	59,888	2,363
Operating Expenses	182,301	121,534	5,976	8,288	11,706	13,782	11,112	10,748	12,884	10,907	85,402	36,132
SUBTOTAL FGP	277,477	183,764	12,437	16,673	18,680	20,780	18,322	17,801	19,997	20,580	145,270	38,495
SENIOR COMMpanion PROGRAM												
Salarios & Bonofits	71,800	46,946	4,308	6,890	5,261	5,281	5,439	5,322	5,368	7,297	45,166	1,780
Operating Expenses	138,797	92,531	4,048	3,304	6,389	7,730	7,658	6,060	4,831	4,265	44,285	48,247
SUBTOTAL SCP	210,597	139,477	8,355	10,194	11,650	13,011	13,097	11,382	10,199	11,562	89,451	50,026
TOTAL OPERATIONS	36,947,031	24,264,120	2,709,421	2,803,640	2,749,450	1,906,480	2,411,765	2,535,648	2,394,435	3,295,618	20,806,455	3,457,665

Regional Center Performance Measures

Ernie Cruz, Deputy Director
Community Services Division

April 23, 2024



Purpose

To make recommendations to DDS on the development of standard regional center performance improvement indicators and benchmarks.

[Welfare and Institutions Code Section 4620.5(a)]



What the Law Requires

The Regional Center Performance Measure (RCPM) Workgroup will develop areas of recommendations which may include:

- Priority areas for performance indicators
- Surveys and other measures to assess consumer and family experience, satisfaction, and recommendations
- Benchmarks, and a method for establishing benchmarks, to create comparisons and understanding within and between regional centers
- Measures from federal funding agencies for long-term services and supports and Home and Community-Based Services
- Additional criteria for demonstrating performance improvement
- The methodology, structure, and types of incentives to be used for payments
- A process to evaluate the success of a quality improvement process



Development of RCPM Focus Areas and Measures

DDS convened...

Multiple focus group meetings

The DDS Consumer Advisory Committee

Focus groups reviewed...

Updated RC performance measures

Proposed simplified measure template

DDS identified...

Feedback that can be incorporated in the current measure set

Areas of opportunity for future consideration

DDS Vision and Measure Areas of Focus

With input from the consumer and stakeholder communities, DDS has defined a vision and six measurement priorities for both RCs and providers to guide the development of measures for FY 2022-2025:

California Department of Developmental Services Vision

People with intellectual and developmental disabilities experience **respect** for their culture and language preferences, their choices, beliefs, values, needs, and goals, from a **person-centered** service system made up of a network of community agencies that provide **high quality, outcome-based and equitable services**.

Supporting Regional Center Performance Measurement Priorities to Advance Vision

Early Start

Employment

Equity and Cultural Competency

Individual and Family Experience and Satisfaction

Person-Centered Services Planning

Service Coordination and Regional Center Operations

Supporting Provider Quality Incentive Program Measurement Priorities to Advance Vision

Early Intervention

Employment

Informed Choice and Satisfaction

Prevention and Wellness

Service Access

Workforce

Regional Center Performance Measures (1 of 2)

Focus Area	Outcome Desired
Early Start	<ul style="list-style-type: none"> • Children and families have timely access to Early Start services to minimize the impact of developmental delays • Children who are eligible for Early Start are identified and enrolled in a timely manner
Employment	<ul style="list-style-type: none"> • People who want a job have a job, and employment services help people get and keep jobs that maximize their skills and interests
Equity and Cultural Competency	<ul style="list-style-type: none"> • Regional Center staff communicate with individuals they support in the individual's preferred spoken language • All individuals and families supported by Regional Centers experience service coordination that respects their culture
Individual and Family Experience and Satisfaction	<ul style="list-style-type: none"> • Individuals served by Regional Centers, including families, are listened to by the RC and are satisfied with services delivered by RC staff

Regional Center Performance Measures (2 of 2)

Focus Area	Outcome Desired
Person-Centered Services Planning	<ul style="list-style-type: none">• People who receive Regional Centers services have person-centered service plans• Regional Center Service Coordinators demonstrate person centered planning skills
Service Coordination and Regional Center operations	<ul style="list-style-type: none">• People who receive Regional Center services have choice of service vendors to meet their needs and preferences.• Individuals and families served by Regional Centers receive service authorization in a timely manner.• Service Coordinators demonstrate the knowledge and skills necessary to successfully meet the needs of individuals and families served by Regional Center.• Individuals and families who apply to the Regional Center for services are treated with respect and Regional Center Intake procedures are equitable.

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		Pay-For-Performance	
Performance Target and Incentive Methodology	N/A		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.

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

Person-Centered Services Planning – Service Plans Demonstrate Person-Centered Criteria

Desired Outcome: People served by regional centers have person-centered service plans.

Phase 1/2 – In Progress:

- ✓ Created a consistent person-centered service plan document template
- ✓ All RCs agreed to use this tool
- **Finalize guidance/instructions document (current activity)**
- Complete regulatory review

Baseline Activity

Phase 3:

- Collect data and analyze for incentive
- Confirm baseline data for each RC
- Transition data collection to individual satisfaction survey

Baseline Activity

Phase 4 & Beyond:

- Establish benchmark targets for each RC
- Analysis of RC performance compared to benchmark targets for incentive

Pay-for-Performance

RCPM Phase One Accomplishments (1 of 3)

Early Start:

- Child Find Plans submitted by 20 regional centers (RCs)
- Clarification of anomalies in Early Start data collection
- Operational definition of "exceptional family circumstances"
- Baseline data collected from all RCs

Employment:

- Data collection confirms data cycle windows – insight into improvements
- Confirmed data elements needed to include in SANDIS reporting system



RCPM Phase One Accomplishments (2 of 3)

Equity:

- 20 RCs submitted curriculum for cultural, ethnic and linguistic competency training to the Department for approval
- RC's reported on the number of bilingual or multilingual staff
- Preferred language fields updated SANDIS

Person Centered Planning:

- Developed draft of person-centered plan document
- 79 Person-Centered Plan facilitation trainers certified in 19 of 21 RCs



RCPM Phase One Accomplishments (3 of 3)

Individual Family Experience Survey

- Draft of Individual/Family Experience questions completed with focus group input
- Recommendations for additional questions
- Methodology will include all people enrolled in RC



Ongoing Development: Regional Center Operations and Service Coordination

- Choice of services: Vendor directory
- Timely Authorization: Focused discussions to explore data elements
- SC Competency: Core Competency Standards for all service coordinators
- Intake: Received process descriptions and forms from all RCs



Stay Connected

- Attend upcoming virtual public meetings
 - April 25: [IPP/Person-Centered Plan Review](#)
 - May 7: [RCPM Workgroup meeting](#)
- Learn more about RCPM on the [DDS website](#)
- Email questions to: RCMeasures@dds.ca.gov





○ Q&A

