

PERFORMANCE CONTRACT PLAN

Kern Regional Center

January 1, 2023 through June 30, 2024

Public Policy Performance Measures (Required)

<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2021</i>	<i>Statewide Average July 2022</i>	<i>KRC Baseline as of July 2022</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>1. Number and percent of Regional Center consumers in Developmental Centers (DC) <i>(lower is better)</i></p>	<p>0.07% 255</p>	<p>0.10% 11</p>	<p>0.06% 233</p>	<p>0.08% 9</p>	<ul style="list-style-type: none"> • KRC will identify supports that are essential to meeting the consumer's needs prior to the consumer moving into the community. • KRC will do outreach (i.e., partnership meeting with key holders such as Department of Mental Health) and give information to community providers interested in serving this specialized population. • KRC will continue to implement its Community Placement Plan (CPP)/Community Resouce Development Plan (CRDP), which identifies the current needs and services of individuals residing in developmental centers. • KRC will deflect placements from the DC whenever possible consistent with consumers needs. • KRC will inform families, developmental center staff and consumers about all choices available, and encourage them to evaluate all options. • KRC will complete comprehensive assessment (initial/update) for consumers residing in the developmental centers who meet criteria for placement. • KRC will faciliate placement of consumers from the developmental center to appropriate community settings. • KRC will develop community resources that would serve individuals with complex needs.

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<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2021</i>	<i>Statewide Average July 2022</i>	<i>KRC Baseline as of July 2022</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
2. Number and percent of minors residing with families (own family, foster family, guardian) (higher is better)	99.53% 182,139	99.62% 5,459	99.60% 196,913	99.69% 6,134	<ul style="list-style-type: none"> • Continue to develop programs to serve children. • Provide information and referral to parents about Family Resource Center(s). • Provide enhanced training to service coordination staff on available service delivery options (Self-Determination, Participant Directed services, etc.) to allow clients/families more flexibility in creating support plans that would better fit their individual family circumstance.
3. Number and percent of adults residing in independent living (higher is better)	9.76% 17,608	8.01% 409	9.48% 17,651	7.61% 404	<ul style="list-style-type: none"> • Service coordinators will discuss and provide Independent Living Services (ILS) options with consumers and families using a person-centered process. • Provide enhanced training to service coordination staff on available service delivery options (Self-Determination, Participant Directed services, etc.) to allow clients more flexibility in creating support plans that would better fit their individual need.
4. Number and percent of adults residing in supported living (higher is better)	5.18% 9,348	9.75% 498	5.02% 9,350	9.06% 481	<ul style="list-style-type: none"> • Continue to provide information on Supported Living Service (SLS) options to consumers and families using a person-centered process. • Provide enhanced training to service coordination staff on available service delivery options (Self-Determination, Participant Directed services, etc.) to allow clients more flexibility in creating support plans that would better fit their individual need.
5. Number and percent of adults residing in Adult Family Home Agency (AFHA) homes (higher is better)	0.89% 1,609	4.23% 216	0.82% 1,529	3.88% 206	<ul style="list-style-type: none"> • Continue to work with FHA providers to comply with statutory monitoring requirements. • Increase AFHA availability

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<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2021</i>	<i>Statewide Average June 2022</i>	<i>KRC Baseline as of July 2022</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>6. Number and percent of adults residing in family homes (home of parent or guardian) <i>(higher is better)</i></p>	<p>66.36% 119,712</p>	<p>64.51% 3,294</p>	<p>67.43% 125,589</p>	<p>66.41% 3,527</p>	<ul style="list-style-type: none"> • Continue to provide services and support to maintain consumers in the family home. • Provide service coordination staff with ongoing training on available service delivery options (Self-Determination, Participant Directed services, etc.) to allow clients/families more flexibility in creating support plans that would better fit their individual family circumstance.
<p>7. Number and percent of adults residing in home settings (independent or supported living, Adult Family Home Agency and Family homes) <i>(higher is better)</i></p>	<p>82.20% 148,277</p>	<p>86.51% 4,417</p>	<p>82.75% 154,119</p>	<p>86.95% 4,618</p>	<ul style="list-style-type: none"> • See #3 through #6 above.

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<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2021</i>	<i>Statewide Average July 2022</i>	<i>KRC Baseline as of July 2022</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>8. Number and percent of minors living in facilities serving greater than 7 - (ICF, SNF,CCF). <i>(lower is better)</i></p>	<p>0.03% 66</p>	<p>0.00% 0</p>	<p>0.03% 54</p>	<p>0.00% 0</p>	<ul style="list-style-type: none"> • Continue to identify and track children at risk of institutional placement.
<p>9. Number and percent of adults living in facilities serving greater than 7 - (ICF, SNF, CCF) <i>(lower is better)</i></p>	<p>1.84% 3,323</p>	<p>.96% 49</p>	<p>1.71% 3,188</p>	<p>0.75% 40</p>	<ul style="list-style-type: none"> • Continue to identify and track adults in large facilities. • With the assistance of clinical staff, case management will review the appropriateness of current placement and assess for placement options based on medical needs.

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Public Policy Performance Measures (Related to Employment)

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
1. Number and percentage of consumers, ages 16-64 with earned income. <i>(higher is better)</i>	2019 17.17% 25,710	2019 14.03% 583	2020 (NCI In-Person Survey) 18.86% NCI 22,772	2020 (NCI In-Person Survey) 16.36% 587	<ul style="list-style-type: none"> • Identify consumers ages 16-64 with earned income. • Maintain local partnership agreement between KRC, local educational agencies, and the Department of Rehabilitation. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and and other client employment initiatives.
2. Average annual wages for consumers ages 16-64 <i>(higher is better)</i>	2019 \$8,772	2019 \$8,795	2020 \$9,733	Average PIP/CIE Annual Income \$10,224 (2020)	<ul style="list-style-type: none"> • Track progress. • Continue to educate supportive employment providers on KRC's employment first policy and Competitive Integrated Employment policies. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and and other client employment initiatives.
3. Annual earnings of consumers ages 16-64 compared to people with all disabilities in CA <i>(higher is better)</i>	2020 \$25,900	TBD	2021 \$26,794	TBD	<ul style="list-style-type: none"> • Track progress. • Continue to educate supportive employment providers on KRC's Employment First Policy and Competitive Integrated Employment policies. • Maintain local partnership agreement between KRC, local educational agencies, and the Department of Rehabilitation. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and and other client employment initiatives.

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<p>4. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program. <i>(higher is better)</i></p>	<p align="center">2019-20 8</p>	<p align="center">2019-20 4</p>	<p align="center">2020-21 6</p>	<p align="center">2020-21 6</p>	<ul style="list-style-type: none"> • Provide training and information to staff, community, and local providers regarding the Paid Internship Program (PIP). • Identify and track consumers participating in PIP. • Partner with local businesses, Dept. of Rehab, and school to increase number of PIP participants. <p>• Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and and other client employment initiatives.</p>
<p align="center"><i>Measures</i></p>	<p align="center"><i>Statewide Average</i></p>	<p align="center"><i>KRC Baseline</i></p>	<p align="center"><i>Statewide Average</i></p>	<p align="center"><i>KRC Baseline</i></p>	<p align="center"><i>Activities Regional Center will Employ to Achieve Outcome</i></p>
<p>5. Percentage of adults who are placed in competitive, integrated employment following Participation in a Paid Internship Program <i>(higher is better)</i></p>	<p align="center">2019-20 9%</p>	<p align="center">2019-20 8%</p>	<p align="center">2020-21 14%</p>	<p align="center">2020-21 14%</p>	<ul style="list-style-type: none"> • Track progress. • Maintain local partnership agreement between KRC, local educational agencies, and the Department of Rehabilitation. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and and other client employment initiatives.

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<p>6. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. <i>(higher is better)</i></p>	<p>2019-20 \$13.31/hr 16 hrs/wk</p>	<p>2019-20 \$12.75/hr 18 hrs/wk</p>	<p>2020-21 \$14.75/hr 17 hrs/wk</p>	<p>2020-21 \$13.87/hr 15 hrs/wk</p>	<ul style="list-style-type: none"> • Track progress. • Data obtained from DDS annual Report • Provide ongoing training to case magement staff and service providers on KRC's Employment First Policy and and other client employment initiatives.
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<i>Measures</i>	<i>Statewide Average</i>	<i>KRC Baseline</i>	<i>Statewide Average</i>	<i>KRC Baseline</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
7. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of whom incentive payments have been made. <i>(higher is better)</i>	2019-20 \$13.52/hr 21 hrs/wk	2019-20 \$12.58/hr 20 hrs/wk	2020-21 \$14.81/hr 23 hrs/wk	2020-21 \$14.97/hr 30 hrs/wk	<ul style="list-style-type: none"> • Track progress. • Data obtained from DDS annual Report. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and other client employment initiatives.
8. Total number of \$1000, \$1250 and \$1500 incentive payments made for the fiscal year <i>(higher is better)</i> Note: Effective 07/01/21 incentive payments have changed to \$2,000, \$2,500 and \$3,000	2019-20 \$1000 (34) \$1250 (28) \$1500 (22)	2019-20 \$1000(4) \$1250(6) \$1500(0)	2020-21 \$1000 (33) \$1250 (19) \$1500 (17)	2020-21 \$1000(8) \$1250(2) \$1500(3)	<ul style="list-style-type: none"> • Track progress. • Data obtained from DDS annual Report. • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and other client employment initiatives.
9. Percentage of adults who reported having integrated employment as a goal in their IPP <i>(higher is better)</i>	2017-18 State Avg 29%	207-18 KRC Avg 31%	2020-21 State Avg 35%	TBD	<ul style="list-style-type: none"> • KRC to develop a plan on how to track these objectives. • Provide service coordination staff with enhanced training on proper IPP development. • Obtain National Core Indicator (NCI) Survey. • NCI measure "community employment" versus "integrated employment."

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Public Policy Performance Measures (Related to Reducing Disparities and Improving Equity in Purchase of Services Expenditures)

Measures	KRC FY 2019-20 % Utilized ALL AGES	KRC FY 2019-20 Age & Utilized	KRC FY 2020-21 % Utilized ALL AGES	KRC FY 2020-21 Age & Utilized	Activities Regional Center will Employ to Achieve Outcome
<p>Percent of total annual purchase of service expenditures by individual's ethnicity and age: * Birth to age two, inclusive. * Age three to 21, inclusive. * Twenty-two and older.</p>	<p>Asian 63.7%</p> <p>-</p> <p>Black/AA 69%</p> <p>-</p> <p>Native Hawaiian or Other Pacific Islander 83.7%</p> <p>-</p> <p>Hispanic 66.8%</p> <p>-</p> <p>Native American 70.8%</p> <p>-</p> <p>White 69%</p>	<p>0 - 2 61.4%</p> <p>-</p> <p>3 - 21 56.1%</p> <p>-</p> <p>22 - ^ 68.6%</p>	<p>Asian 59.4%</p> <p>-</p> <p>Black/AA 63.9%</p> <p>-</p> <p>Native Hawaiian or Other Pacific Islander 71%</p> <p>-</p> <p>Hispanic 60.9%</p> <p>-</p> <p>Native American 38.2%</p> <p>-</p> <p>White 63.9%</p>	<p>0 - 2 56.3%</p> <p>-</p> <p>3 - 21 57.5%</p> <p>-</p> <p>22 - ^ 63.4%</p>	<ul style="list-style-type: none"> • KRC will utilize the DDS Disparity Grant(s) to implement a plan to address disparity for KRC consumers. • Conduct outreach and training through educational presentations about regional center services in venues serving families with young children in KRC's catchment area, utilizing Early Start networks. • Enhanced training for staff to assess thoroughly the needs of the consumer and families, and to follow through with the referral process essential to access the correct service. • Service Coordinator will monitor closely to review the utilization of services on a periodic basis and identify barriers in accessing services. • KRC to observe vendor data trends for encumbrances vs. utilization and establish a threshold for appropriate encumbrance vs. utilization. If utilization falls under standard, review the current practices that are in place and make adjustment as needed. • Service Coordinators to work closely with clients, families and vendors when services are not utilized. • KRC to provide training to service coordination staff on different modalities of service delivery (Self-Determination, Participant Directed services, etc.) utilizing specialized staff (enhanced service coordinators, participant choice specialists, Deaf and Hard of Hearing specialist, etc.).

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<i>Measures</i>	<i>KRC FY 2019-20 Ethnicity All Ages</i>	<i>KRC FY 2019-20 All Ethnicities</i>	<i>KRC FY 2020-21 Ethnicity All Ages</i>	<i>KRC FY 2021-20 All Ethnicities</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
<p>Number and percent of individuals receiving only case management services by age and ethnicity: *</p> <p>Birth to age two, inclusive.</p> <p>* Age three to 21, inclusive.</p> <p>* Twenty-two and older.</p>	<p>Asian 29.3%</p> <p>-</p> <p>Black/AA 21.8%</p> <p>-</p> <p>Native Hawaiian or Other Pacific Islander 14.3%</p> <p>-</p> <p>Hispanic 32.5%</p> <p>-</p> <p>Native American 32.1%</p> <p>-</p> <p>Other 30.4%</p> <p>-</p> <p>White 25.5%</p>	<p>0 - 2 5.9%</p> <p>-</p> <p>3 - 21 44.5%</p> <p>-</p> <p>22 - ^ 17.7%</p>	<p>Asian 31.8%</p> <p>-</p> <p>Black/AA 24.9%</p> <p>-</p> <p>Native Hawaiian or Other Pacific Islander 0.0%</p> <p>-</p> <p>Hispanic 32.5%</p> <p>-</p> <p>Native American 23.8%</p> <p>-</p> <p>Other 30.4%</p> <p>-</p> <p>White 25.5%</p>	<p>0 - 2 9%</p> <p>-</p> <p>3 - 21 45.6%</p> <p>-</p> <p>22 - ^ 18.7%</p>	<ul style="list-style-type: none"> • Through the Individual Program Plan (IPP) process KRC will assure that case management continues to be sufficient to meet the needs of the clients. • Through the Individual Program Plan (IPP) process KRC will to include all services not funded by POS dollars. • Hire additional case worker to reduce caseload ratio. • Enhanced training for Service Coordinator in reviewing POS expenditures and utilization, follow up with family utilization of services and support and documentation of generic resources. • KRC to provide training to service coordination staff on different modalities of service delivery (Self-Determination, Participant Directed services, etc.) utilizing specialized staff (enhanced service coordinators, participant choice specialists, Deaf and Hard of Hearing specialist, etc.).

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<i>Measures</i>					<i>Yes/No</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
1. Unqualified independent audit with no material finding(s).					YES	<ul style="list-style-type: none"> Establish, apply and maintain good business practices and generally accepted accounting principles.
2. Substantial compliance with Department of Developmental Services fiscal audit					YES	<ul style="list-style-type: none"> Establish, apply and maintain good business practices and generally accepted accounting principles.
3. Accuracy percent of POS fiscal projections (based on February SOAR)					YES	<ul style="list-style-type: none"> Strive to improved accuracy of POS fiscal projections based on history and ongoing utilization review.
4. Operates within OPS budget					YES	<ul style="list-style-type: none"> Develop plan to operate within the operational funds allocation.
5. Certified to participate in Waiver					YES	<ul style="list-style-type: none"> Maintain compliance with Medicaid Waiver requireme
6. Compliance with Vendor Audit Requirements per contract, Article III, Section 10.					YES	<ul style="list-style-type: none"> Maintain compliance with contract.
<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2021</i>	<i>Statewide Average July 2022</i>	<i>KRC Baseline as of July 2022</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>	
7. CDER/ESR Currency	98.39%	98.35%	98.21%	97.81%	<ul style="list-style-type: none"> Continue to monitor timely completion of CDER/ESR. 	

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<i>Measures</i>	<i>State Target</i>	<i>FFY 2018-19 Report</i>	<i>FFY 2020-21 Report</i>	<i>FFY 2021-22 Report</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
8. Intake/assessment and IFSP time lines (0-2).	100%	96%	94.30%	TBD	<ul style="list-style-type: none"> • Implement to ensure timely completion of intake/assessment and IFSP. Maintain compliance with T17 requirements [R3].
<i>Measures</i>	<i>Statewide Average June 2021</i>	<i>KRC Baseline as of June 2020</i>	<i>Statewide Average July 2021</i>	<i>KRC Baseline as of July 2021</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
9. Intake/assessment time lines for consumers ages 3 and above.	98.27%	99.39%	95.05%	87.09%	<ul style="list-style-type: none"> • Implement plan to ensure timely completion of intake/assessment in accordance with W&I section 4642 & 4643. • Complete a comprehensive review of the Intake Process to move towards meeting statutory requirements. • Recruit and develop sufficient clinical resources (psychologists) to provide thorough assessment for individuals applying for Lanterman services.

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<i>Measures</i>	<i>Federal Revenue Audit Report 2017</i>	<i>Federal Revenue Audit Report 2019</i>	<i>Federal Revenue Audit Report 2021</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
10. IPP Development (WIC requirements(2.6.a))	90%	97%	TBD	<ul style="list-style-type: none"> • Comply with all requirement of WIC 4646.5(c)(3) for timely completion of individual program plans for consumers receiving services under the Lanterman Act. • Hire additional case workers to reduce caseload ratio. • Enhance training on IPP timelines, including familiarity with WIC codes for seasoned or senior Service Coordinators • New Service Coordinators will be trained on all aspects of the IPP process, including timelines.
<i>Measures</i>	<i>State Target</i>	<i>FFY 2019-20 Report</i>	<i>FFY 2020-21 Report</i>	<i>Activities Regional Center will Employ to Achieve Outcome</i>
11. An Initial IFSP Development Part C 45 day time line (Title 17 requirements).	100%	76%	100%	<ul style="list-style-type: none"> • Comply with all requirement of Title 17 for timely completion of individual program plans for infants and children receiving Early Intervention services. • Service Coordinators will be trained on all aspect of the IFSP process, including time lines. • A thorough documentation will be completed whenever there are issues with delays in completing assessment to account when there are exceptional family circumstances which impacts 45 days timeline. • Develop additional resources in completing Early Start assessments for the growth in number of referrals for children under the age of 3 to KRC. • Ensure to have adequate resources to complete assessment in a timely

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REGIONAL CENTER PERFORMANCE MEASURES

Review Performance Measures will be reviewed with staff to understand expectations.

Focus Area	Measure	Measure Description
Early Start	Child Find and Identification	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 2. Number of children identified* in proportion to the total number of 0-2 year-old children in the county, or zipcode, reported by language, race and ethnicity.
	Timely Access to Early Start Services	Rate of Individual Family Service Plan (IFSPs) completed within the Federally required 45-day timeframe from receipt of referral.
Employment	Participation in Competitive Integrated Employment (CIE)	Number of consumers who participate in competitive integrated employment (CIE) for at least 30 days during the reporting period stratified by: * Students enrolled in or attending secondary education * Adults who are no longer enrolled in or attending secondary education
	Data Points and Reporting for CIE	RCs will work with DDS to establish data points and reporting in SANDIS regarding interest in or actively participating in CIE.
Equity and Cultural Competency	Linguistic Diversity	1. Number of bilingual Service Coordinators (SCs) including intake staff and first line supervisors for each language. 2. Language distribution across people receiving RC services
	Language Access	Number of requests for translated IPP documents and length of time to complete request.

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REGIONAL CENTER PERFORMANCE MEASURES

Focus Area	Measure	Measure Description
	Service Coordinator Competency in Cultural and Ethnic Diversity	Percentage of Service Coordinators (SCs) including intake staff and first line supervisors participating in training related to cultural and linguistic competency.
Individual and Family Experience and Satisfaction	Consumer/Family Satisfaction with Regional Center Services	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
Person-Centered Services Planning	Service Plans Demonstrate Person-Centered Criteria	RCs commit to the development and use of a consistent person-centered service plan document.
	Service Coordinator Facilitation Skills	Number of caertified Person-Centered Plan Facilitation Trainers employed by the RC and qualified to deliver plan facilitation training.
Service Coordination and Regional Center Operations	Choice of Services within Regional Center	Number of vendors for each service type within the RC catchment area, reported by zip code
	Timely Service Authorizations	Number of days between annual individual program plan (IPP) review and service authorization, reported as an average and range.
	Service Coordinator Competency	1. Develop a set of Service Coordinators (SC) training standards and competencies approved by DDS for use statewide 2. Establish data elements for reporting on number of SCs who completed all requirements within the standards.
	Intake Process	RCs agree to develop and utilize a standard intake process that includes core elements articulated by DDS, focused on customer service.

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STATEMENT OF ASSURANCES

This is to assure that **Kern Regional Center** Calendar Year 2023-24 Performance Contract was developed in accordance with the requirements specified in Welfare and Institutions Code section 4629 and the Department of Developmental Services' (DDS) Year 2023-24 Performance Contract Guidelines.

The performance contract was developed through a public process which included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and the regional center operations [WIC 4629 (c)(B)(i)];
- Conducting a public meeting where participants can provide input on performance objectives and using focus groups or surveys to collect information from the community [WIC 4629 (c)(B)(ii)];
- Providing at least ten calendar days advance public notice of the date of the public meeting (guidelines); and,
- Circulating a draft of the performance objectives to the community for input prior to presentation at a regional center board meeting where additional public input will be taken and considered before adoption of the objectives [WIC 4629 (c)(B)(iii)];

Signature of RC Director:

Michi A. Gates, Ph.D. Kern Regional Center Executive Director

Date:
