



Orden del día de la reunión de la Mesa Directiva
Martes, 25 de agosto de 2026
6:00pm – 7:30pm

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

Sesión cerrada antes de la reunión pública de la Mesa de 5:00pm a 6:00pm.
Código de Bienestar e Instituciones artículos 4663(a)(2) y 4663(a)(5)

Asuntos generales		
1. Llamada al orden y presentaciones		Tracey Miller, Presidenta de la Mesa
2. Revisión y aprobación de la agenda del 25 de agosto de 2026	Acción	Tracey Miller, Presidenta de la Mesa
3. Revisar y Aprobar el Acta de la Reunión del Consejo del 26 de mayo de 2026 – <i>Anexo 1</i>	Acción	Tracey Miller, Presidenta de la Mesa
4. Designación del Secretario de la Mesa Directiva: Deborah Rico	Inform.	Tracey Miller, Presidenta de la Mesa
5. Educación: Contrato de Desempeño / Medidas de Desempeño – <i>Anexo 2</i>	Infor.	Tomás Cubias, Director de Equidad
Aprobación de un cambio en la Medida de Rendimiento	Acción	
6. Participación pública		
INFORMES		
7. Informe del Presidenta de la Mesa	Inform.	Tracey Miller, Presidenta de la Mesa
8. Informe del Comité Asesor del Consumidor (CAC)	Inform.	Tracey Miller, Presidenta de la Mesa
9. Informe del Director Ejecutivo	Inform.	Enrique Roman, Director Ejecutivo
10. Informes financieros <i>El Sr. Wolfgram estará ausente de esta reunión. Presentará un informe actualizado en la reunión de la Junta que se celebrará el 22/09/26</i>	Inform.	Tom Wolfgram, Director Financiero
11. Informe del Comité Asesor de Proveedores	Inform.	Mario Álvarez, representante de la VAC

Por favor, haga clic en el enlace o código QR de abajo para unirse al seminario web:

<https://tinyurl.com/mrxde7d2>

<https://us02web.zoom.us/j/89479232052?pwd=S6IzbfvHAPwI56adobKR6DCDjIIN0.1>

ID del seminario web: 894 7923 2052 Código de acceso: 426077

Número de marcado: (213) 338-8477

La próxima reunión de la Junta Directiva del KRC es
22 de septiembre de 2026, 18:00 – 19:30



Anexo 1



Acta de la Mesa Directiva Centro Regional de Kern 26 de mayo de 2026 6:00pm – 7:30pm

Esta fue una reunión híbrida realizada presencialmente en el Kern Regional Center, 3200 N. Sillect Ave., Bakersfield, CA 93308, en la sala de conferencias de Malibu y en línea vía Zoom. La interpretación en español fue proporcionada por Orchid Interpretation y la interpretación en ASL por Rachel Groner y Angelle Thomas de LifeSigns, Inc.

1. Llamada al orden y presentaciones

Tracey Miller, presidenta, declaró abierta la reunión a las 6:07pm.
Se realizó la lista de los miembros de la Mesa y se estableció el quórum.

Miembros de la Mesa Presentes

Mario Álvarez, representante del VAC
Ana Alonso, Vicepresidenta de la Mesa
Fernando Fermin, Tesorero
Gayla Gibson, miembro de la Mesa
Tracey Miller, Presidenta de la Mesa
Deborah Rico, miembro de la Mesa
Tajia Rodríguez, Miembro de la Mesa

Miembros de la Junta Ausentes

Socorro Carrillo, Miembro de la Mesa
Carlos Isidoro, Miembro de la Mesa
Kevin Johnson, miembro de la Mesa
Deborah Rico, miembro de la Mesa
Donald Tobias, miembro de la Mesa
Ruth Watterson, miembro de la Mesa

Personal de KRC presente

Jessica Acevedo, Directora de Servicios Clínicos
Lynn Clark, Directora de Servicios Comunitarios
Tomás Cubias, Director de Equidad
Ana Guerra,
- Subdirectora de Servicios de Atención al Cliente
Sonia Johal, Gerente de cumplimiento
Kristine Khuu
- Subdirectora de Servicios de Cliente
Yesenia Mackie, Subdirectora,
Karey Morris, Directora de Recursos Humanos
Darlene Pankey, Asistente Ejecutiva
Ana Peña,
- Director Asistente de Servicios de Clientes,
Isis Rasmussen, Gerente de SAE
Ky Tran, técnico en informática

Tom Wolfgram, Director Financiero
Vanessa Webster, Oficial de Audiencias Justas

Asistentes invitados

Bere
Perla Álvarez
Ana Calixto
Martha Chavez
Cindy Cox, Persona de apoyo de Donald Tobias
Laura Cruz
Debbie Escobar
Indira Gómez
Brenda González
Adriana Gutiérrez
Wendy Lozano
Nick Lutton
Yeguas Ingrid
Irma Mejía
Mónica
Angie Montes
Suzana Montoya
Daisy Morrison
Pierce Morrison
Margarita
Teresa Olivares
Rosie Olivarez
Pamela
Edwin Pineda, DDS
Príncipe Asher
Príncipe Tamerla
Scott Rice, Persona de Apoyo para Tracey Miller
Usuario
Jessica Vasquez



2. Informe de sesión cerrada

1. De acuerdo con la **Sección 4663 del Código de Bienestar e Instituciones**, la Mesa se reunió a puerta cerrada a las 5:00pm horas para debatir:
 - Evaluación y desempeño del Director Ejecutivo.
 - Litigio pendiente.

3. Revisión y aprobación de la agenda

Presentadora: Tracey Miller, Presidenta

Acción: Aprobación de la agenda para el 26 de mayo de 2026.

La señora Miller pidió una moción.

Moción presentada por: Mario Álvarez **Segundo por:** Tajia Rodríguez
A favor: 7 **No:** 0 **Abstenciones:** 0

4. Revisión y aprobación de las actas de la Mesa del 28 de abril de 2026

Presentadora: Tracey Miller, Presidenta de la Mesa

Acción: Aprobación de las actas de la junta de la reunión celebrada el 28 de abril de 2026. Las actas fueron proporcionadas a los miembros de la junta antes de esta reunión para su revisión.

La señora Miller pidió una moción.

Moción presentada por: Tajia Rodríguez **Segundo por:** Mario Álvarez
A favor: 7 **No:** 0 **Abstenciones:** 0

5. Revisar y aprobar a Ana Alonso para el segundo mandato a la Mesa Directiva - (13 de junio de 2026 – 13 de junio de 2029)

Presentadora: Tracey Miller, Presidenta de la Mesa

El primer mandato como miembro de la Mesa y Vicepresidenta, Ana Alonso, finalizará el 13 de junio de 2026. Los miembros de la Mesa apoyaron que Ana permaneciera en la Mesa Directiva durante el segundo mandato y Ana Alonso confirmó su disposición a seguir sirviendo.

La Sra. Miller solicitó una moción para aprobar a la Sra. Ana Alonso para el segundo mandato en la Mesa Directiva, del 13 de junio de 2026 al 13 de junio de 2029.

Moción presentada por: Tajia Rodríguez **Segundo por:** Gayla Gibson
A favor: 7 **No:** 0 **Abstenciones:** 0

6. Ratios de carga de casos/personal de KRC

Presentadora: Karey Morris, Directora de Recursos Humanos y Omelia Trigueros, Directora de Servicios al Cliente

Karey Morris presentó en nombre de Omelia Trigueros, que no pudo asistir a la reunión.

Puntos clave:

- 17,889 personas ejercidas hasta mayo de 2026
- Aproximadamente 1,939 solicitantes activos en la admisión



- 468 empleados en total, incluyendo 304 coordinadores de servicios
- Crecimiento significativo del personal interanual
- KRC cumplió con todas las proporciones de carga de casos requeridas por DDS por primera vez en 10 años
- Seguimiento semanal y reequilibrio de las cargas de trabajo implementados

La dirección reconoció los esfuerzos del personal y las mejoras en la cobertura de servicios y la continuidad de las asignaciones. Una copia de la presentación de PowerPoint se incluye con estas actas.

7. Contrato de Ejecución

Presentador: Tomás Cubias, Director de Equidad, e Isis Rasmussen, Gerente de SAE/Especialista Cultural

La presentación ofreció una visión general de los contratos de desempeño y las medidas de incentivos. El Consejo de Administración recibió una copia de las medidas de rendimiento para su revisión antes de la reunión.

Las áreas de enfoque incluyen:

- Integración comunitaria
- Inicio temprano y primera infancia
- Empleo y trayectorias profesionales
- Equidad y competencia cultural
- Innovación y tecnología
- Experiencia individual y familiar
- Planificación centrada en la persona
- Coordinación de servicios y operaciones

Se realizaron sesiones de aportación pública para informar el plan.

8. Comentarios públicos

Isis Rasmussen, directora de programa de SAE y especialista cultural, proporcionó información sobre la próxima Feria de Proveedores.

- Fecha: 3 de junio de 2026
- Hora: 10:30 – 16:00
- Ubicación: Complejo Deportivo de Día de Partido, Bakersfield
- Aproximadamente 80 vendedores registrados; la capacidad es de 100
- Evento apoyado por fondos de HCBS y subvenciones para la competencia cultural

9. Informe de la Presidenta de la Mesa y Informe del Comité Asesor de Clientes

Tracey Miller, Presidenta de la Mesa

Las actualizaciones incluyeron:

- Participación en un evento de defensa de ARCA (Disco en el Capitolio)
- Reuniones con representantes legislativos sobre los impactos de Medi-Cal e IHSS



- Fomentar la participación futura de la Mesa en eventos de incidencia
- Actividades del CAC y mayor participación de los miembros

10. Informe del Director Ejecutivo

Enrique Roman, Director Ejecutivo

- La Revisión de Mayo del Gobernador refleja un aumento propuesto del 13% del sistema
- Se espera un crecimiento continuo a nivel estatal (aprox. 37.000(+) nuevas personas)
- Centrarse en maximizar la financiación federal mediante exenciones y documentación
- Las propuestas de Trailer Bill incluyen cambios en los procesos de reclamación, requisitos de la junta y esfuerzos de estandarización

11. Informes financieros

Presentador: Tom Wolfgram, Director Financiero

Informes de compra de servicio y operaciones para el 31 de marzo de 2026

• Informe POS

- **Gastos de marzo de 2026:** \$30,532,203
- **Gasto acumulado:** \$299,633,069

• Informe de Operaciones

- **Gastos de marzo de 2026:** \$3,872,150
- **Gastos acumulados:** \$36,911,391
- Aumento de los costes de personal debido al crecimiento
- Los gastos mensuales aumentaron de \$2.8 millones a \$3.8 millones
- Saldo restante proyectado: \$1.7 millones de dólares

12. Actualización del Comité Asesor de Proveedores

Presentador: Mario Álvarez, Representante del VAC

- Esta mañana se celebró la primera reunión híbrida, desde la COVID, en la sala KRC Malibu.
- Los proveedores están comprometidos a abordar las preocupaciones y mejorar la colaboración

13. Próxima reunión pública de la Mesa Directiva:

25 de agosto de 2026, 6:00pm – 7:30pm

Centro Regional Kern, Sala Malibu o Híbrida por Zoom

13. Suspensión de la sesión

La reunión se levantó a las 19:16.

Anexo 2



Centro Regional de Kern
Capacitación de la Junta Medidas de rendimiento del año fiscal
2026–2027
Presentado por: Tomas Cubias, Director de Equidad & Gerente de
Programa de Acceso y Equidad de Servicios Isis Rasmussen
25 de agosto de 2026

Propósito y requisitos

- ▶ DDS exige medidas de desempeño según el Código de Bienestar e Instituciones §4629
- ▶ Debe celebrar reuniones públicas y recopilar opiniones de la comunidad
- ▶ Áreas de enfoque: calidad, equidad, acceso, prácticas centradas en la persona, operaciones

Criterios de evaluación para el rendimiento de los centros regionales

Se considera que un centro regional ha logrado con éxito una medida, de cumplimiento o de incentivos al demostrar lo siguiente:

Indicador estatal: Cuando se cumple cualquiera de los siguientes tres criterios para el objetivo respectivo:

1. La medida de rendimiento ha mejorado respecto a los resultados del año anterior;
2. La medida de desempeño supera la media estatal de resultados; o,
3. La medida de desempeño es igual o mejor que el estándar definido por el Departamento.

Criterios de evaluación para el rendimiento del Centro Regional (continuación)

- Medidas de incentivo: El Departamento determinará si un centro regional ha cumplido o superado estas medidas individuales mediante uno de tres métodos específicos de la medida:
 - o Comparar el rendimiento de todos los centros regionales e identificar aquellos que superan el rendimiento mediano y así demuestran un alto desempeño.
 - o Comparar el rendimiento de cada centro regional individual con un estándar previamente establecido comunicado a los centros regionales y establecer el nivel máximo de rendimiento a reconocer.
 - o Determinar si un centro regional ha alcanzado o superado un nivel de rendimiento previamente identificado comunicado a los centros regionales en las directrices de la medida.

Las medidas de rendimiento

- ▶ Revisa las medidas de rendimiento de DDS para el año fiscal 2026–2027.
- ▶ Compartir las actividades y prioridades operativas propuestas del KRC.
- ▶ Proporciona ejemplos de cómo las actividades pueden afectar a individuos y familias.
- ▶ Recopila opiniones del público y de la comunidad sobre servicios, apoyos y oportunidades de mejora.
- ▶ Promover la transparencia y la participación pública.

Áreas de enfoque del año fiscal 2026–2027

Integración comunitaria

- ▶ Promover entornos de vida integrados
- ▶ Revisa las tendencias residenciales y las brechas en el servicio
- ▶ Mejorar la planificación centrada en la persona para la vida independiente

Primeros años e infancia

- ▶ Monitorizar las líneas temporales y transiciones del IFSP
- ▶ Coordinar las determinaciones oportunas de elegibilidad
- ▶ Seguimiento de los informes ESR y los IPP iniciales

Áreas de enfoque del año fiscal 2026–2027

Empleo y trayectorias profesionales

- ▶ Formar en los objetivos de empleo durante el proceso de IPP
- ▶ Realizar talleres de divulgación laboral
- ▶ Colaborar con escuelas y agencias de empleo

Equidad y competencia cultural

- ▶ Revisa la utilización por raza/etnia/idioma
- ▶ Promover los servicios de acceso lingüístico
- ▶ Ofrecer una labor de divulgación culturalmente sensible

Innovación y Tecnología

- ▶ Revisiones completas de accesibilidad del sitio web
- ▶ Realiza revisiones de accesibilidad
- ▶ Entrenamiento sobre documentos accesibles

Áreas de enfoque del año fiscal 2026–2027

Experiencia individual y familiar

- ▶ Revisar las tendencias de las encuestas NCI e IPP
- ▶ Desarrollar talleres de empoderamiento
- ▶ Entrena en entrevistas motivacionales

Planificación centrada en la persona

- ▶ Rastrea a formadores certificados de facilitación
- ▶ Ofrecer talleres sobre elección informada
- ▶ Promover discusiones centradas en la persona sobre IPP

Coordinación de Servicios y Operaciones

- ▶ Supervisar los plazos y el cumplimiento
- ▶ Proporcionar formación continua al personal
- ▶ Asegura que la documentación de prestaciones esté actualizada

Integración de Retroalimentación de la Comunidad

- ▶ Revisa los resultados y tendencias de las encuestas
- ▶ Recopila opiniones a través de reuniones y divulgación
- ▶ Desarrollar estrategias de mejora basadas en la retroalimentación
- ▶ Medidas relacionadas con el grupo para una presentación más clara

Integración de Retroalimentación de la Comunidad

- ▶ Revisa los resultados de las encuestas del Indicador Nacional Central y las tendencias de las encuestas IPP.
- ▶ Recopila opiniones del público durante reuniones, actividades de divulgación, encuestas y esfuerzos de participación comunitaria.
- ▶ Identifica barreras, disparidades y oportunidades de mejora.
- ▶ Desarrollar actividades de divulgación, talleres, formaciones y estrategias de mejora de la calidad basadas en la retroalimentación de la comunidad.
- ▶ El Centro Regional de Kern agrupó las medidas relacionadas en áreas de enfoque para apoyar un formato de presentación más comprensible y amigable para la comunidad.

Integración de Retroalimentación de la Comunidad

- ▶ Medidas relacionadas con DDS: Satisfacción con los servicios, servicios que impactan positivamente a las familias, encuestas IPP y servicios/apoyos necesarios.
- ▶ Revisa las tendencias de las encuestas del NCI, las tendencias de las encuestas IPP y la retroalimentación de la comunidad.
- ▶ Desarrollar talleres de empoderamiento y defensa basados en las tendencias de las encuestas y la participación de la comunidad.
- ▶ Proporciona formación sobre entrevistas motivacionales y prácticas de comunicación centrada en la persona.
- ▶ Fomentar la participación en encuestas del NCI y del IPP para apoyar los esfuerzos de mejora de la calidad.

Comentarios y debates del Consejo de Administración

- ▶ ¿Qué servicios o apoyos están funcionando bien?
- ▶ ¿Qué barreras experimentan las personas y las familias?
- ▶ ¿Qué actividades o talleres de divulgación serían beneficiosos?
- ▶ ¿Cómo puede el KRC mejorar la comunicación y la participación durante el proceso del IPP?
- ▶ ¿Qué recomendaciones ayudarían a mejorar los servicios y los resultados?
- ▶ También se puede proporcionar retroalimentación adicional mediante actividades de divulgación y esfuerzos de participación comunitaria.

¿Preguntas?

MEMORÁNDUM

PARA: JUNTA DIRECTIVA DEL CENTRO REGIONAL DE KERN

DE: TOMAS CUBIAS, DIRECTOR DE EQUIDAD

TEMA: APROBACIÓN DE LAS MEDIDAS DE RENDIMIENTO Y ACTIVIDADES REVISADAS FY 2026–2027

FECHA: 25 DE AGOSTO DE 2026

A la Junta Directiva:

Solicito su aprobación formal para una actualización realizada el 23 de junio de 2026 en uno de nuestros indicadores de desempeño. El Departamento de Servicios de Desarrollo exigió este ajuste después de que la Junta ya hubiera aprobado nuestros indicadores iniciales.

El indicador actualizado es: "Porcentaje de personas de entre 16 y 64 años que cuentan con un IPP completado en el año fiscal 2026-27".

Presentamos este cambio al DDS el 23 de junio de 2026 —el mismo día en que se actualizó— y ahora requerimos la aprobación oficial de la Junta para incorporarlo a nuestros registros permanentes. Esta actualización también integra las valiosas aportaciones que recibimos durante las reuniones comunitarias celebradas el 18 de mayo.

Acción recomendada:

Aprobar el indicador de desempeño revisado que presentamos al DDS el 23 de junio de 2026, a fin de alinearlo con la directriz actualizada del DDS e incorporarlo a nuestros registros oficiales.

Atentamente,

Tomas Cubias

Tomas Cubias
Director de Equidad
Centro Regional de Kern



Performance Measures 2026/2027

"Our plan of striving to Achieve, Equality, Independence and Empowerment."
July 1, 2026, through June 30, 2027

Community Integration

Measures	Statewide Average as of February 2025	KRC Baseline as of February 2025	Statewide Average as of December 2025	KRC Baseline as of December 2025	Activities Regional Center will Employ to Achieve Outcome
Number and percent of adults living independently with or without supports.	13.53% 27,751	14.77% 874	17.18% 28,051	14.28% 887	• Service Coordinators will discuss and provide consumers and their families with information concerning their option to live independently using a person-centered process. • Provide training to service coordinators on ILS and SLS. • Meet with ILS/SLS providers on a quarterly basis. • 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. • Support individual's choice for living options. • Promote Social Recreational activities. • Promote generic resources.
Number and percent of adults residing in adult Family Home Agency homes.	0.72% 1,481	3.16% 187	0.67% 1,434	2.64% 164	• Continue to work with FHA providers to comply with statutory monitoring requirements. • Increase AFHA availability /capacity. • Support individual's choice for living options. • Provide service coordination staff training on different living arrangements.

Community Integration

Measures	Statewide Average as of February 2025	KRC Baseline as of February 2025	Statewide Average as of December 2025	KRC Baseline as of December 2025	Activities Regional Center will Employ to Achieve Outcome
Number and percent of adults residing in family homes (home of parent or guardian) Ages: •18 to 35 years •36 to 50 years •51+ years	70.03% 143,730 18-35 years TBD TBD 36 -50 years TBD TBD 51+ years TBD TBD	70.45% 4,170 18-35 years TBD TBD 36 -50 years TBD TBD 51+ years TBD TBD	70.79% 150,577 18-35 years TBD TBD 36 -50 years TBD TBD 51+ years TBD TBD	71.19% 4,424 18-35 years TBD TBD 36 -50 years TBD TBD 51+ years TBD TBD	• 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. • Promote Social Recreational opportunities. • Educate and inform Service Coordinators on Coordinated Family Supports (CFS). • Provide training to the community on Coordinated Family Supports (CFS). • Promote respite services
Number and percent of adults residing in home settings.	84.28% 172,962	88.38% 5,231	84.65% 180,062	88.11% 5,475	• Continue to provide services and support to maintain consumers in home like settings. • 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. • Promote Social Recreational opportunities. • Educate and inform Service Coordinators on Coordinated Family Supports (CFS). • Promote respite services. • Promote generic resources. • Service Coordinators to discuss options for living independently with consumers and families using a person-centered process. • Provide training to service coordinators on ILS and SLS. • Meet with ILS/SLS providers on a quarterly basis.

Community Integration

Measures	Statewide Average as of February 2025	KRC Baseline as of February 2025	Statewide Average as of December 2025	KRC Baseline as of December 2025	Activities Regional Center will Employ to Achieve Outcome
Number and percent of minors living in facilities serving > 6.	0.02% 52	0.00% 0	0.03% 88	0.02% 2	• Continue to identify and track children at risk of institutional placement. • Train staff on Assembly Bill 2083 (AB2083) - Children and Youth System of Care. • Develop resources for youth transitioning from facilities to community living. • Provide training to service coordinator on how to identify families that are struggling.
Number and percent of adults living in facilities serving > 6.	1.39% 2,854	0.81% 48	1.39% 2,950	0.68% 42	• Continue to identify and track adults in large facilities. • With the assistance of clinical staff, service coordination staff will review the appropriateness of current placement and assess placement options based on medical needs. • Develop resources for adults transitioning from facilities to community living.

Early Start - Childhood

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Timely Access to Early Start Services Percent of Individualized Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral for all children under the age of three.	TBD	TBD	TBD	TBD	- KRC will ensure that the Early Start intake, assessment, and IFSP process for eligible children from birth through age two is completed within the federally required 45-day timeline from referral. - Continue to expand Child Find efforts through collaboration with community partners, healthcare providers, schools, family resource centers, and community outreach activities to promote timely referrals to Early Start services. - Continue evaluating staffing and caseload trends to support compliance with federally required timelines and maintain manageable caseload ratios. - Service coordination staff will document exceptional family circumstances and allowable delays in T19 case notes consistent with DDS and federal Early Start requirements. - Maintain ongoing coordination between Early Start intake, assessment, and service coordination staff to support timely completion of the referral, assessment, and IFSP process within the federally required 45-day timeline. - KRC Early Start leadership staff will ensure timely review and assignment of eligible infants to service coordination staff. - KRC Early Start leadership staff and Service Coordination will monitor referral-to-IFSP timelines using internal tracking and reporting tools. - Service coordination staff will contact families within five (5) business days of case assignment to provide an introduction, explain the Early Start process, and schedule the initial IFSP meeting. - Provisional eligibility data will be reviewed and updated in the Facesheet on a monthly basis, and ESR documentation will be updated as needed to support accurate tracking and DDS reporting requirements.
Provisional Eligibility Number of children who turn age 5 and continue regional center services through provisional eligibility.	TBD	TBD	TBD	TBD	- Continue to monitor and track provisional eligibility data through CMF/SANDIS and cross-reference information with DDS reporting data. - Early Childhood leadership staff will review and monitor children with provisional eligibility status to support timely clinical evaluation and determination of ongoing eligibility prior to the child's fifth birthday.

Early Start - Childhood

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Submission of Completed Early Start Report (ESR): Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.	TBD	TBD	TBD	TBD	- Provide service coordination staff with CMF/ESR data reports identifying pending entries, missing information, and upcoming due dates to support timely completion of ESR requirements. - Early Start leadership staff, including Program Managers and designated supervisory staff, will review ESR entries with service coordinators during monthly caseload reviews to monitor completion status, required data fields, documentation accuracy, missing information, and timely submission requirements. - Service coordinators will complete and update ESR documentation following IFSP meetings, transition meetings, eligibility determinations, and other significant case activities to support timely and accurate DDS reporting.
Planning for Services After Early Start - Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday. - Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility, who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday.	TBD	TBD	TBD	TBD	- KRC will continue its standard practice of holding transition planning meetings at approximately 30 months of age to support timely transition meetings at least 90 days prior to a child's third birthday. - Early Start leadership staff and Service Coordination staff will review transition timelines and due dates during monthly caseload reviews to support timely scheduling of transition meetings and related activities. - KRC Early Start leadership staff and Service Coordination staff will coordinate and monitor transition cases to support timely clinical eligibility determinations prior to the child's third birthday, timely transition to Lanterman Act or provisional eligibility services, assignment to transition service coordinators, and completion of the Initial IPP within 60 days following the child's third birthday consistent with DDS requirements. - Utilize internal tracking and reporting tools to monitor transition meeting timelines, eligibility determinations, case assignments, and timely completion of Initial IPPs.

Employment

Measures	Statewide Average Jan- Dec 2023	KRC Jan- Dec 2023	Statewide Average Jan - Dec 2024	KRC Jan - Dec 2024	Activities Regional Center will Employ to Achieve Outcome
Number and percentage of individuals ages 16-64 with earned income.	15.20% 32,132	11.87% 729	15.60% 32,936	10.46% 675	• 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 service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform Service Coordinators on Coordinated Career Pathways (CCP), contingent on ongoing funding. • Promote Coordinated Career Pathways (CCP), contingent on state funding. • Provide training to the community on Coordinated Career Pathways (CCP), contingent on state funding. • Educate and provide benefits counseling to individuals served. • Train service coordination staff on benefits planning. • Complete vendorization to provide Benefits Planning services.
Average annual wages for individuals ages 16-64	\$14,251	\$14,124	\$14,902	\$16,539	• 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 service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform Service Coordinators on Coordinated Career Pathways (CCP), contingent on state funding. • Promote Coordinated Career Pathways (CCP), contingent on state funding. • Provide training to the community on Coordinated Career Pathways (CCP), contingent on state funding. • Educate and provide benefits counseling to individuals served. • Train service coordination on benefits planning. • Complete vendorization to provide Benefits Planning services.

Employment

Measures	Statewide Average Jan- Dec 2023	KRC Jan- Dec 2023	Statewide Average Jan - Dec 2024	KRC Jan - Dec 2024	Activities Regional Center will Employ to Achieve Outcome
Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.	12	17	13	15	• 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 business, Disability Works California, formerly known as Department of Rehabilitation, and school to increase number of PIP participants. • Provide ongoing training to service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform Service Coordinators on Coordinated Career Pathways (CCP) contingent on state funding. • Promote Coordinated Career Pathways (CCP) contingent on state funding. • Track progress. • Promote the Paid Internship Program (PIP).
Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.	10%	18%	9%	16%	• Track progress. • Maintain local partnership agreement between KRC, local educational agencies, and the Department of Rehabilitation. • Provide ongoing training to service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform Service Coordinators on Coordinated Career Pathways (CCP) contingent on state funding. • Promote the Paid Internship Program (PIP). • Complete vendorization to provide Benefits Planning services. • Develop a survey to identify barriers to obtaining competitive employment.

Employment

Measures	Statewide Average Jan- Dec 2023	KRC Jan- Dec 2023	Statewide Average Jan - Dec 2024	KRC Jan - Dec 2024	Activities Regional Center will Employ to Achieve Outcome
Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year.	\$15.96/hr 14 hr/wk	\$15.45/hr 20 hr/wk	\$16.74/hr 14 hr/wk	\$17.23/hr 20 hr/wk	• Track progress. • Analyze data obtained from DDS' annual Report. • Provide ongoing training to service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform Service Coordinators on Coordinated Career Pathways (CCP) contingent on ongoing funding. • Promote the Paid Internship Program (PIP). • Complete vendorization to provide Benefits Planning services.
Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.	\$16.51 /hr 21 hr/wk	\$15.70 /hr 24 hr/wk	\$17.33 /hr 21 hr/wk"	\$16.64 /hr 22 hr/wk	• Track progress • Provide ongoing training to case management staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform service coordination staff on Coordinated Career Pathways (CCP) contingent on state funding. • Promote the Paid Internship Program (PIP). • Complete vendorization to provide Benefits Planning services.
Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.	\$2,000 (49) \$2,500 (40) \$3,000 (38)	\$2,000 (21) \$2,500 (20) \$3,000 (12)	\$2,000 (51) \$2,500 (40) \$3,000 (35)	\$2,000 (15) \$2,500 (8) \$3,000 (14)	• Track progress. • Provide ongoing training to service coordination staff and service providers on KRC's Employment First Policy and other client employment initiatives. • Educate and inform service coordination staff on Coordinated Career Pathways (CCP) contingent on state funding. • Promote the Paid Internship Program (PIP). • Complete vendorization to provide Benefits Planning services.
Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.	TBD	TBD	TBD	TBD	• KRC to develop a plan on how to track employment as a goal on the IPP. • Provide service coordination staff with enhanced training on the proper development of IPPs. • Provide ongoing training to case management staff, service providers, and consumers/families on KRC's Employment First Policy and other client employment initiatives.

Employment

Measures	Statewide Average Jan- Dec 2023	KRC Jan- Dec 2023	Statewide Average Jan - Dec 2024	KRC Jan - Dec 2024	Activities Regional Center will Employ to Achieve Outcome
Data Updates and Reporting • Percentage of individuals ages 16 and older who have updated employment-related information documented in the Client Development Evaluation Report (CDER).	TBD	TBD	TBD	TBD	• Provide training to service coordination staff on competitive employment goals during the IPP process, beginning at transition age, to support career planning and employment outcomes. • Provide ongoing training and technical assistance to service coordination staff regarding completion of employment-related sections within the Client Development Evaluation Report (CDER). • Program Managers and supervisory staff will review CDER documentation during routine caseload reviews to monitor completion of employment-related data fields and support timely and accurate reporting. • Utilize internal tracking and reporting tools to monitor completion of employment-related CDER information for individuals age 16 and older.
Data Updates and Reporting • Percentage of individuals ages 16 - 64 who have a IPP completed in FY 2026-27 and have completed information in the SANDIS Employment Module, inclusive of all fields.	TBD	TBD	TBD	TBD	• Provide training to service coordination staff on competitive employment goals during the IPP process, beginning at transition age, to support career planning and employment outcomes. • Provide ongoing training and technical assistance to service coordination staff regarding completion of employment-related sections within the IPP. • Program Managers and supervisory staff will review IPP documentation during routine caseload reviews to monitor completion of employment-related data fields and support timely and accurate reporting. • Utilize internal tracking and reporting tools to monitor completion of employment-related IPP information for individuals age 16 - 64.

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Development and Outreach • Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.	TBD	TBD	TBD	TBD	• Conduct Employment First outreach, informational workshops, and employment-related activities for transition-age youth and working-age adults to promote career planning, workforce engagement, and competitive integrated employment opportunities. • Maintain local partnership agreements between KRC, local educational agencies, and Disability Works California formerly known as Department of Rehabilitation. • Implement employment development and outreach activities identified within KRC's Employment Development and Outreach Plan to support competitive integrated employment opportunities and employment outcomes for individuals served. • Implement employment development and outreach activities identified within KRC's Employment Development and Outreach Plan to support competitive integrated employment opportunities and employment outcomes for individuals served. • Maintain and strengthen collaborative partnerships with local educational agencies, Disability Works California, employers, service providers, and community partners to support employment pathways and workforce opportunities for individuals served.

Equity and Cultural Competency

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Expenditures: In-Home Purchase of Services (POS) Comparison of the POS expenditure amounts for individuals living at home to identify any differences across race, ethnicity and/or language when compared to the per capita average.	TBD	TBD	TBD	TBD	• Provide educational workshops and informational materials in threshold languages regarding available in-home services, eligibility criteria, and the IPP planning process. • Conduct quarterly reviews of POS expenditure and utilization data by race, ethnicity, primary language, age group, and geographic area to identify disparities in access to in-home services. • Utilize POS and service utilization data to identify underserved populations and develop targeted outreach and service access strategies. • Promote consistent use of interpretation and translation services during IPP meetings and service planning discussions. • 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.

Equity and Cultural Competency

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Expenditures: In-Home Respite POS Comparison of POS expenditure amounts for all respite services delivered to people living in family homes, across race, ethnicity and language, when compared to the per capita average.	TBD	TBD	TBD	TBD	• Conduct quarterly reviews of respite POS expenditures and utilization by race, ethnicity, language, age group, and geographic area to identify disparities in access and utilization. • Provide ongoing training to service coordination staff regarding respite eligibility criteria, authorization standards, and use of the respite assessment tool. • Track respite purchase of service expenditure for individuals age by race/ethnicity, and language. • Collaborate with community-based organizations, family resource centers, and culturally specific partners to increase awareness of respite resources and supports. • Develop and maintain family resource guides and informational materials regarding available respite and family support services. • 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.

Equity and Cultural Competency

Measures	Statewide Average	KRC	Statewide Average	KRC	Activities Regional Center will Employ to Achieve Outcome
Service Utilization: Early Start Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.	TBD	TBD	TBD	TBD	• Conduct community presentations regarding Early Start services for parents, pediatricians, family resource centers, community partners, and other referral sources to increase awareness of available services and supports. • Collaborate with community partners and referral sources to increase awareness of Early Start eligibility, referral pathways, and available supports. • Provide ongoing training to staff regarding culturally responsive engagement practices and equitable access to Early Start services. • Review Early Start service utilization and expenditure data by race, ethnicity, and language preference to identify disparities, service trends, and opportunities to improve equitable access to services.
Linguistic Diversity • Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over FY 2025-26 in one of the RC's top 5 languages spoken.	TBD	TBD	TBD	TBD	• Track bilingual staffing numbers on a quarterly basis and monitor progress in increasing bilingual capacity in the regional center's top five threshold languages. • Encourage staff participation in bilingual certification and language proficiency opportunities. • Identify language access needs using CMF language data and incorporate findings into workforce planning efforts.

**Innovation in Service Availability,
Delivery and Technology**

Measures	Yes/No	Activities Regional Center will Employ to Achieve Outcome
Website Accessibility 1.Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1). 2.Regional center's website meets WCAG 2.2 Guidelines.	TBD	• Regional center website will meet Web Contents Accessibility Guidelines 2.1 (WCAG 2.1) by required timeline. • KRC will continue website accessibility revisions initiated in FY 2025-26 and implement ongoing corrective actions during FY 2026-27 to support full compliance with WCAG 2.2 standards by July 31, 2027. • KRC will conduct periodic accessibility monitoring and remediation activities during FY 2026-27 to support ongoing compliance with WCAG accessibility requirements. • KRC will provide ongoing training and guidance to staff responsible for website content regarding accessibility standards, accessible document formatting, and digital accessibility best practices. • KRC will utilize accessibility evaluation tools and manual testing methods to conduct routine reviews of website compliance and identify areas requiring corrective action. • KRC will prioritize accessibility improvements for commonly used webpages, online forms, public meeting materials, and consumer resources. • KRC will collaborate with Information Technology staff, website vendors, and content contributors to identify, prioritize, and remediate accessibility barriers on the regional center website to support compliance with WCAG 2.1 standards and implementation of WCAG 2.2 requirements.

Individual/Family Experience and Satisfaction

Measures	State Average FY 23-24	KRC FY 23-24	Activities Regional Center will Employ to Achieve Outcome
Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.	TOTAL 5,073 American Indian/Alaska Native 87% Asian 87% Black/African American 81% Native Hawaiian/Pacific Islander 88% White 80% Other 86% Hispanic or Latino 81% All races / Ethnicities 85%	TOTAL 93 American Indian/Alaska Native * Asian * Black/African American * Native Hawaiian/Pacific Islander NA White * Other 88% Hispanic or Latino * All races / Ethnicities 84%	• Review NCI survey results by race, ethnicity, language, and age group to identify trends, disparities, and opportunities for improvement. • Promote and encourage participation in the National Core Indicators (NCI) surveys to increase feedback from individuals and families across diverse communities through collaboration with community partners and agencies, including the State Council on Developmental Disabilities, during workshops, outreach activities, and informational sessions. • Promote informed choice by educating individuals and families regarding available service delivery options, including traditional services, Self-Determination Program (SDP), and participant-directed service models, during the IPP process and related outreach activities. • Utilize trends identified through IPP surveys, NCI survey feedback, and community input to develop empowerment and advocacy workshops that support individuals and families in understanding services, participating meaningfully in the IPP process, and exercising informed choice. • Provide training and guidance to KRC service coordination staff regarding motivational interviewing techniques, person-centered communication practices, and strategies to support meaningful discussion during the IPP process.

Individual/Family Experience and Satisfaction

Measures	State Average FY 23-24	KRC FY 23-24	Activities Regional Center will Employ to Achieve Outcome
Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.	TOTAL 3,638 American Indian/Alaska Native 89% Asian 84% Black/African American 83% Native Hawaiian/Pacific Islander 71% White 81% Other 78% Hispanic or Latino 76% All races / Ethnicities 79%	TOTAL 60 American Indian/Alaska Native * Asian * Black/African American * Native Hawaiian/Pacific Islander NA White * Other 86% Hispanic or Latino * All races / Ethnicities 85%	•KRC Early Start staff will continue the standard practice of identifying and addressing parent concerns related to their child's development and initiating services and supports to address identified needs. •Provide ongoing training and guidance to service coordination staff regarding person-centered planning practices, IPP/IFSP development, meaningful discussion of individual and family needs, and identification of appropriate services and supports. •Promote discussion during the IPP/IFSP process regarding current service effectiveness, unmet needs, barriers to access, and additional supports that may benefit the individual and family. •Collaborate with community partners, providers, and referral sources to improve awareness of available services, supports, and community resources available to individuals and families. •Utilize feedback from individuals and families to identify service gaps, barriers, and opportunities to improve access to needed services and supports.

Individual/Family Experience and Satisfaction

Measures	State Average FY 23-24	KRC FY 23-24	Activities Regional Center will Employ to Achieve Outcome
Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member.	TOTAL 5,062 American Indian/Alaska Native 93% Asian 86% Black/African American 84% Native Hawaiian/Pacific Islander 100% White 84% Other 90% Hispanic or Latino 84% All races / Ethnicities 88%	TOTAL 93 American Indian/Alaska Native * Asian * Black/African American * Native Hawaiian/Pacific Islander NA White * Other 87% Hispanic or Latino * All races / Ethnicities 84%	• Review NCI survey results by race, ethnicity, language, and age group to identify trends, disparities, and opportunities for improvement. • Utilize NCI survey feedback and community input to develop quality improvement strategies focused on improving individual and family outcomes. • Service coordination staff will work with individuals and families to identify concerns, barriers, or unmet needs discussed during the IPP process and explore appropriate modifications or additional supports, as needed. • Provide annual training to service coordination staff regarding National Core Indicators (NCI) measures, survey awareness, and strategies to support positive individual and family outcomes.

Individual/Family Experience and Satisfaction

Measures	State Average FY 23-24	KRC FY 23-24	Activities Regional Center will Employ to Achieve Outcome
Individual Program Plan experience: Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/distributed) An asterik (*) indicates there was not enough data survey data available to report results.	TOTAL 5,211 American Indian/Alaska Native 1% Asian 6% Black/African American 5% Native Hawaiian/Pacific Islander 0.2% White 84% Other 68% Hispanic or Latino 11% All races / Ethnicities 100%	TOTAL 95 American Indian/Alaska Native * Asian * Black/African American * Native Hawaiian/Pacific Islander * White * Other 72% Hispanic or Latino * All races / Ethnicities 100%	- Promote the IPP survey during IPP meetings and encourage participation from individuals and families to increase survey response rates. - Promote use of interpretation and translation services during IPP meetings to support meaningful participation and informed decision-making by individuals and families. - Encourage discussion during IPP meetings regarding satisfaction with services and supports to help identify concerns, service barriers, and opportunities to improve the individual and family experience.

Person Centered Planning

Measures	Yes/No	Activities Regional Center will Employ to Achieve Outcome
Person Centered Facilitation Skills Regional centers have one certified personcentered plan facilitation trainer employed for every 10,000 people enrolled in services.	YES	- Track and maintain the number of certified person-centered facilitation trainers on a quarterly basis to support compliance with DDS staffing requirements for person-centered facilitation training. - Identify, support, and encourage staff interested in becoming certified person-centered facilitation trainers to support workforce development and organizational growth needs. - Support ongoing training and professional development opportunities related to person-centered practices and facilitation skills.
Measures	Number	Activities Regional Center will Employ to Achieve Outcome
Informational Outreach to Individuals and Families Implementation of the informational outreach to individuals and families about person-centered practices.	TBD	- Provide informational outreach, workshops, and educational materials to individuals, families, providers, and community members regarding person-centered practices, informed choice, individual rights, and community integration at least two times a year. - Collaborate with community-based organizations (CBOs), training partners, internal staff, and subject matter experts to provide trainings and informational sessions related to person-centered practices and self-advocacy. - Promote participation in workshops, outreach activities, and trainings focused on person-centered planning, informed choice, self-advocacy, and meaningful participation in service planning discussions. - KRC will include and maintain information related to person-centered practices and available resources on the regional center website and update materials as needed.

Service Coordination and Regional Center Operations

Measures	Yes/No	Activities Regional Center will Employ to Achieve Outcome
The regional center achieves an unqualified independent audit with no material finding(s).	TBD	Establish, apply, and maintain good business practices and generally accepted accounting principles.
The regional center achieves substantial compliance with the Department fiscal audit.	TBD	Establish, apply, and maintain good business practices and generally accepted accounting principles
The regional center operates within operations budget.	TBD	Develop plan to operate within the operational funds' allocation.
Compliance with Vendor Audit Requirements per contract, Article III, Section 9. The number of vendor audits completed compared to the number of vendor audits required per Article III, Section 9 of the Regional Center/Department Contract.	TBD	Continue to maintain compliance with our contract.

Service Coordination and Regional Center Operations

Measures	Statewide average	KRC	Activities Regional Center will Employ to Achieve Outcome
Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.	TBD	TBD	• Continue to monitor completion of CDER.
Intake/assessment timelines for individuals ages 3 and older. • The percentage of Intake/assessments completed on time compared to the total number of intake and assessments completed by the regional center within the reporting period.	TBD	TBD	• KRC will continue to monitor intake trends to ensure adequate staff and clinical resources, psychologists, and physicians. • Continue to recruit consultants and vendor-licensed psychologists to complete diagnostic assessments for individuals applying for regional center services with suspected intellectual disability and/or Autism Spectrum Disorder. • Monitoring and evaluation of the intake process and procedures to ensure regulatory intake timelines are met. Review data on timelines monthly to ensure accuracy in reporting. • Utilize the IT department to explore using technology to ensure a streamlined and efficient/timely way to process referrals.

Service Coordination and Regional Center Operations

Measures	Statewide average	KRC	Activities Regional Center will Employ to Achieve Outcome
Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5	TBD	TBD	• Monitor completion and timeliness of Individual Program Plans (IPPs) for individuals enrolled in a federal waiver to support compliance with Welfare and Institutions Code Sections 4646 and 4646.5. • Provide ongoing training and technical assistance to service coordination staff regarding person-centered planning requirements, IPP timelines, documentation standards, and applicable WIC requirements. • Train new service coordinators in all aspects of the person-centered IPP process, including timelines, documentation requirements, and quarterly visit expectations, on an annual basis. • Track timely completion of IPPs and required quarterly visits for individuals enrolled in federal waiver programs. • Monitor and track IPP translation requests and translated IPP documents by language to support meaningful participation and compliance with person-centered planning requirements. • Monitor completion of required quarterly reviews, documentation, and related reporting activities to support ongoing compliance with federal waiver requirements.
Vendorization • Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage. • Average number of days from application submissions to final decision on vendorization approval.	TBD	TBD	• Provide ongoing technical assistance and follow-up communication to prospective vendors throughout the vendorization process to support timely completion of required documentation and application requirements within the established 45-day timeline. • Conduct routine follow-up outreach with applicants regarding outstanding items, incomplete documentation, and pending requirements to help reduce delays in the vendorization process. • Provide training, guidance, and informational resources regarding vendorization requirements, timelines, documentation standards, and submission expectations. • Monitor vendorization timelines and application status trends on a routine basis to identify barriers, processing delays, and opportunities for operational improvement. • Collaborate with applicants, providers, and internal departments to support timely processing and completion of vendorization activities.

Service Coordination and Regional Center Operations

Measures	Statewide average	KRC	Activities Regional Center will Employ to Achieve Outcome
Substantial compliance with HCBS Final Settings Rule: Community Settings requirements. The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules.	TBD	100%	- Conduct ongoing HCBS site visits and monitoring activities to support compliance with HCBS Final Settings Rule community integration requirements. KRC will continue implementing compliance review and monitoring processes with the goal of assessing 100% of applicable HCBS vendors/settings in accordance with DDS HCBS requirements and standards. - Continue internal tracking, monitoring, and quality assurance review processes to support completion of required HCBS vendor audits and compliance activities. - Collaborate with providers and internal departments to support remediation efforts, compliance follow-up, and continuous quality improvement related to HCBS community settings requirements.
Medicaid Waiver Enrollment Of the total number of regional center individuals who meet 1915c eligibility, the percentage of those who are enrolled in a federal waiver, separated by waiver type.	TBD	TBD	- Monitor waiver enrollment data and trends to identify barriers impacting enrollment and access to waiver services. - Promote awareness of federal waiver programs and available services during IPP meetings and service planning discussions.
Special Incident Reports (SIRs) are submitted within the required timeframes. The percentage of SIR reports submitted by the vendor and regional center within the required timeframes.	TBD	TBD	- Provide ongoing training and technical assistance to service coordination staff and providers regarding special incident reporting requirements, documentation standards, and reporting timelines. - Provide SIR reporting training to service providers on a semi-annual basis to support ongoing compliance with reporting requirements and timelines. - Monitor SIR submission timelines regularly to identify trends and support timely reporting compliance by vendors and regional center staff. - Review reporting trends, documentation concerns, and reporting timeliness issues to identify opportunities for additional training and technical assistance.

Service Coordination and Regional Center Operations

Measures	Statewide average	KRC	Activities Regional Center will Employ to Achieve Outcome
Choice of Services within Regional Centers Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code.	TBD	TBD	- Update the vendor list on the KRC website on a quarterly basis to support access to provider information and available services. - Provide access to the provider directory on the KRC website, when available, to support individuals and families in identifying service options within their community. - Analyze vendorization trends, provider availability, service gaps, and regional data to identify underserved and low-resource areas within the catchment area. KRC will continue emphasizing targeted resource development efforts through the regional center system to increase provider capacity, expand service options, and improve equitable access to services across communities.
Timely Authorizations Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.	TBD	TBD	- Provide ongoing training and technical assistance to service coordination staff regarding authorization requirements, timelines, and documentation standards. - Promote timely completion of service authorizations following Individual Program Plan (IPP) meetings and service planning discussions. - Monitor authorization timelines and processing trends on a routine basis to identify delays, barriers, and opportunities for improvement. - Review authorization processing data regularly to support timely service implementation and compliance with applicable timelines.
Service Coordinator Competency Number of new service coordinators who completed all requirements within the training standards and competencies.	TBD	TBD	- Monitor completion of required training standards and competencies for newly hired service coordinators in accordance with KRC onboarding and training practices. - Provide ongoing training, mentorship, and technical assistance to support service coordinator competency development and successful completion of required training standards. - Review training completion and competency progress regularly to support compliance with service coordinator training requirements.

Service Coordination and Regional Center Operations

Measures	Statewide average	KRC	Activities Regional Center will Employ to Achieve Outcome
Benefits - Medical Insurance Information	TBD	TBD	• KRC will continue to ask each new applicant of their SSN and medical benefit information when they are applying for RC services and document this in SANDIS. • On annual basis, KRC will review and follow up with asking benefit information from the individual when this information is missing in the SANDIS database or was not provided/disclosed during the assessment process. • KRC will ensure that individuals enrolled will have current benefit and medical information documented in SANDIS. • During annual IPP meetings, service coordination staff will review and update SSN and medical benefit information in SANDIS and document follow-up efforts related to missing or incomplete information.

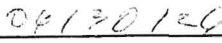
STATEMENT OF ASSURANCES

This is to assure that Kern Regional Center Fiscal Year (FY) 2026-2027 Performance Measures activities were developed in accordance with the requirements specified in Welfare & Institutions Code (WIC) Section 4629 and the Department of Developmental Services' (Department) FY 2026-2027 Performance Measures Guidelines.

The performance measures activities were developed through a public process which included:

- The regional center's governing board conducted one or more public meetings regarding its prior period contract performance measures and outcomes.
- This meeting(s) included notification to the Department, individuals served, families and individual community members at least 30 days prior to the meeting.
- Providing meeting and meeting materials with language access and scheduled meetings at times and locations that promoted attendance by the public.
- Considering strategies to promote opportunities for public comment by diverse language, racial and ethnic communities [WIC Section 4629 (f)(1)].
- 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 regional center operations [WIC Section 4629(c)(B)(i)].
- Conducting a public meeting where participants provided input on performance measures and using focus groups or surveys to collect information from the community [WIC Section 4629(c)(B)(ii)]; and,
- Circulating a draft of the performance measures to the community for input prior to presentation at a regional center board meeting where additional public input was taken and considered before adopting measures [WIC Section 4629(c)(B)(iii)].


Enrique Roman,
Kern Regional Center Executive Director


Date