

**REGIONAL CENTER PERFORMANCE MEASURES AND INCENTIVES  
FISCAL YEAR 202324**

Early Start – Child Find and Identification

- Measure 1: Regional centers reporting on their child find and outreach activities supported by regional center staff or funding qualify for a monetary incentive as identified in Table 1 below.
- Measure 2: The Early Start Local Performance Report, Indicators 5 and 6, reports data on the number of children identified in proportion to the total number of birth to one-year-old, or birth to three-year-old children in the county and zip code, reported by language, race and ethnicity. Regional centers that met or exceeded the targeted percentage of children expected to be served compared to the actual number served by the regional center, receive recognition on the Department’s website.

*Table 1: FY 2023-2024 Child Find Plan Maximum Incentive Available*

Average Total Caseload*	Regional Centers		Incentive Amount
RCs Serving Less Than 12,000 Individuals	FNRC FDLRC GGRC KRC	NBRC RCRC WRC	\$50,000
RCs Serving 12,000 to 21,000 Individuals	ELARC HRC SARC SCLARC	SG/PRC TCRC VMRC	\$75,000
RCs Serving Over 21,000 Individuals	ACRC CVRC IRC NLACRC	RCEB RCOC SDRC	\$100,000

\*Average caseload from July 2023 to June 2024 ([Facts & Stats: CA Department of Developmental Services](#))

Employment – Participation in Competitive Integrated Employment

There is a statewide target of increasing Competitive Integrated Employment (CIE) placements by 20 percent, representing 1,391 placements for Fiscal Year (FY) 2023-24. Unique regional center-based performance targets were established, allocating the 20 percent statewide increase based on the proportion of the total statewide population each regional center serves. For some regional centers with high historical CIE placements, this target may be lower than their placements for FY 2022-23, so there is an alternative performance target for those regional centers equal to a five percent increase in CIE placements over the prior year. Regional centers achieving either of these base performance targets are eligible for an incentive of \$75,000. In addition to these targets, and to encourage regional centers to focus on employment, there is a high-performance target, which includes an additional incentive of \$75,000. This high-performance target is set at achieving levels of CIE that are a full 10 percent or higher increase above either of the base targets.

Details for the base and high-performance incentives are shown in Table 2 below. The Department pre-calculated the targets for each regional center, using the two base performance targets and the high-performance target. These targets are on Attachment C.

*Table 2: FY 2023-24 CIE Placement Incentive Approach*

Incentive Type	Performance Target	Incentive
Base Performance Incentive	Achieve one of the following targets, whichever is higher for the regional center: <ul style="list-style-type: none"> <li>• <u>Target A</u>: Achieve the number of 30-day CIE placements that are equal to or exceed the unique regional center target based on the statewide goal of a 20 percent increase in CIE placements; OR</li> <li>• <u>Target B</u>: Achieve a 5 percent increase in the regional center’s 30-day CIE placements compared to FY 2022-23.</li> </ul>	\$75,000
High Performance Incentive	Achieve the number of CIE placements that are equal to or exceed the base performance target by 10 percent.	\$75,000

Equity and Cultural Competency – Linguistic Diversity

Regional centers reported the bi- and multi-lingual languages of regional center staff, including service coordinators, intake staff and first line supervisors for FY 2023-24. The Department determined from Client Master File data the five most common, non-English preferred languages for individuals ages 22 and over, by regional center (Attachment D). Between FY 2022-23 and FY 2023-24, each regional center that increased the number of service coordinator, intake or first line supervisor staff employed who speak one of the five identified languages in their area, in addition to English, qualifies to receive an incentive payment for this measure, as follows:

- Increase in all five identified languages - \$150,000
- Increase in four of five languages - \$120,000
- Increase in three of five languages - \$90,000
- Increase in two of five languages - \$60,000
- Increase in one of five languages - \$30,000

Equity and Cultural Competency - Language Access

Regional centers reported the number of requests for translated Individual Program Plan documents and the length of time to complete the requests.

Equity and Cultural Competency – Service Coordinator Competency in Cultural & Ethnic Diversity

Regional centers reported the percentage of staff (i.e., service coordinators, intake staff and first line supervisors) who completed the approved competency-based training related to cultural and linguistic competency.

Person-Centered Services Planning – Service Coordinator Facilitation Skills

Regional centers reported the number of Person-Centered Plan Facilitation Trainers employed per quarter and the number of staff, including service coordinators, intake and first line supervisors, trained during FY 2023-24. Regional centers will qualify for the incentive by demonstrating the requisite number of trainers during each quarter and will also qualify for an incentive based on the percentage of staff (service coordinators, intake staff and first line supervisors) who completed training in person-centered plan facilitation. Regional center deliverables and qualifications for incentive payments associated with this measure include:

- Submission of documentation of one certified Person-Centered Plan Facilitation Trainer for every 10,000 individuals served by the regional center for each quarter of FY 2023-24, which is \$85,000.
  - Caseload counts will be based on monthly averages from July 1, 2023 through June 30, 2024.
- Regional centers that exceed the minimum number of certified trainers required will receive an additional incentive payment of \$10,000 for each additional certified trainer, up to a maximum of \$100,000 additional incentive payment. Refer to Attachment E for applicable incentive amounts.
- Submission of documentation demonstrating the percentage of staff (service coordinators, intake staff and first-line supervisors) who completed training in person-centered plan facilitation. Attachment F provides the applicable incentive amounts.

**RECOGNITION AND PAYMENT AMOUNTS BY MEASURE AND REGIONAL CENTER  
FISCAL YEAR 2023-24**

Regional Center	EARLY START Child Find and Identification		EMPLOYMENT Competitive Integrated Employment (CIE)	EQUITY & CULTURAL COMPETENCY Linguistic Diversity	PERSON-CENTERED SERVICES PLANNING Service Coordinator Facilitation Skills		
	Child Find Plan Activities	Early Start Report Indicators 5 & 6		CIE 30-Day Placements	Bilingual Staff Survey	Person- Centered Planning Facilitation Trainer(s)	Regional Center (RC) Staff Trained
		Birth to 1	Birth to 3				
ACRC	★ ⚙	◇	◇	◇	★★★★★ ⚙	★	★★★★★
CVRC	★ ⚙	◇	★	◇	★	★★	★★
ELARC	★	★	★	★	★★★★★	★★ ⚙	★★★★
FDLRC	★ ⚙	★	★	◇	★★	★★	★
FNRC	★	★	★	★	★★	★★	★★★★
GGRC		◇	◇	◇			
HRC	★ ⚙	★	★	★★ ⚙	★★	★★	★★★★ ⚙
IRC		◇	◇	★	★★	◇	★
KRC	★	★	★	◇	★★★★★	★	★★★★★
NBRC	★	◇	★	★	★	★★	◇
NLACRC	★	★	★	◇ ★	★★	★★	★★★★★
RCEB	★	◇	◇	◇	★★★★★	★	★
RCOC	★	◇	★	◇ ★	★★★	★★	★★
RCRC	★	★	★	◇ ★	◇	★★	★★★★★
SARC	★	◇	◇	◇	★★★	★★	★★★★
SCLARC	★	★	★	◇	★★★	★★	★★★★
SDRC	★	★	★	◇	★★	★★	★★
SG/PRC	★	★	★	◇	★★★★★	★★	★★★★★
TCRC	★	★	★	★		★★	★★
VMRC	★ ⚙	★	★	◇	★	★★	★★★★
WRC	★	★	★	◇ ★	◇	★★	★★★★★
	<p><i>Child Find Plan listing of activities completed and reported by RCs.</i></p> <p>Low-size RC: \$50,000 Mid-size RC: \$75,000 High-size RC: \$100,000</p> <p>High performance target achieved by completing 100% of activities</p>	<p>Percentage of infants identified as eligible (<a href="#">Indicators 5 &amp; 6 of Early Start Local Performance Report</a>)</p>		<p>Achieved number of 30-day CIE placements that meets or exceeds the RC's base performance target: \$75,000</p> <p>Achieved high performance target by 10% or more of base: \$75,000</p>	<p>Increase number of bilingual staff over FY 2022-23 in one of the RC's top 5 language spoken: \$30,000</p> <p>For each additional language: \$30,000 (up to \$150,000 total)</p>	<p>Total # of required certified Person-Centered Facilitation Trainers for 4 quarters: \$85,000</p> <p>For each additional trainer: \$10,000 (up to \$185,000 total)</p>	<p>Achievement based on percentage of staff trained: 10% to 25% 26% to 50% 51% to 75% 76% to 100%</p> <p>High performance target achieved by training 100% of staff</p>

- ★ Successfully met measure (some focus areas have additional incentives above the standard)
- ⚙ High performance (met the maximum standard)
- ◇ Partially met measure
- ◇ Participated but did not meet measure
- (blank) Did not participate

**COMPETITIVE INTEGRATED EMPLOYMENT 30-DAY  
PLACEMENT PERFORMANCE TARGETS  
Fiscal Year 2023-24**

Regional Center	Base Performance		High Performance Target
	Target A	Target B	
ACRC	106	116	127
CVRC	82	37	90
ELARC	47	9	52
FDLRC	38	34	42
FNRC	34	11	38
GGRC	42	49	54
HRC	57	108	119
IRC	154	119	170
KRC	40	23	44
NBRC	39	21	43
NLACRC	98	72	108
RCEB	88	86	97
RCOC	94	112	124
RCRC	17	11	19
SARC	72	55	79
SCLARC	63	41	69
SDRC	116	116	127
SG/PRC	55	53	60
TCRC	58	79	87
VMRC	55	34	60
WRC	36	34	39

**EQUITY AND CULTURAL COMPETENCY  
LINGUISTIC DIVERSITY  
Fiscal Year 2023-24**

<b>Regional Center</b>	<b>Five (5) Most Preferred Languages</b>				
<b>ACRC</b>	Spanish	ASL <sup>1</sup>	Russian	Hmong	Vietnamese
<b>CVRC</b>	Spanish	Hmong	All Other Languages <sup>2</sup>	Laotian	Cambodian
<b>ELARC</b>	Spanish	Cantonese	Mandarin	Vietnamese	ASL
<b>FDLRC</b>	Spanish	Armenian	Korean	Tagalog	Cantonese
<b>FNRC</b>	Spanish	Other Sign Language	Hmong	ASL	Mien
<b>GGRC</b>	Spanish	Cantonese	Tagalog	All Other Languages	ASL
<b>HRC</b>	Spanish	Cambodian	Korean	Tagalog	ASL
<b>IRC</b>	Spanish	Vietnamese	All Other Languages	Tagalog	ASL
<b>KRC</b>	Spanish	ASL	All Other Languages	Arabic	Other Sign Language
<b>NBRC</b>	Spanish	Tagalog	ASL	All Other Languages	Arabic/Cantonese
<b>NLARC</b>	Spanish	Armenian	Farsi	Tagalog	ASL
<b>RCEB</b>	Spanish	Cantonese	Tagalog	ASL	Vietnamese
<b>RCOC</b>	Spanish	Vietnamese	Korean	ASL	Farsi
<b>RCRC</b>	Spanish	ASL	Other Sign Language	Hmong	Laotian
<b>SARC</b>	Spanish	Vietnamese	Mandarin	Cantonese	Korean
<b>SCLARC</b>	Spanish	ASL	Korean	All Other Languages	Other Sign Language
<b>SDRC</b>	Spanish	Tagalog	Vietnamese	All Other Languages	Arabic
<b>SG/PRC</b>	Spanish	Mandarin	Cantonese	Vietnamese	Tagalog
<b>TCRC</b>	Spanish	All Other Languages	Tagalog	Vietnamese	ASL
<b>VMRC</b>	Spanish	All Other Languages	Cambodian	Tagalog	Vietnamese
<b>WRC</b>	Spanish	Farsi	Vietnamese	All Other Languages	Korean

<sup>1</sup> For the purpose of this table, ASL refers to American Sign Language.

<sup>2</sup> For the purpose of this analysis, "All Other Languages" includes any language other than a top 5 language for the applicable regional centers.

**PERSON-CENTERED SERVICES PLANNING  
PERSON-CENTERED PLAN FACILITATION TRAINERS  
Fiscal Year 2023-24**

<b>Regional Center</b>	<b>Average Total Caseload*</b>	<b>Number of Required PCP Facilitation Trainers</b>
ACRC	26,707	3
CVRC	22,316	3
ELARC	12,143	2
FDLRC	10,285	2
FNRC	8,417	1
GGRC	8,783	1
HRC	15,314	2
IRC	39,577	4
KRC	11,057	2
NBRC	8,813	1
NLACRC	28,331	3
RCEB	21,744	3
RCOC	21,213	3
RCRC	4,010	1
SARC	15,966	2
SCLARC	17,205	2
SDRC	33,303	4
SG/PRC	13,101	2
TCRC	14,686	2
VMRC	15,680	2
WRC	8,951	1

\*Average caseload from July 2023 to June 2024 ([Facts & Stats: CA Department of Developmental Services](#))

**PERSON-CENTERED SERVICES PLANNING –  
SERVICE COORDINATOR TRAINING IN FACILITATION SKILLS  
Fiscal Year 2023-24  
Percentage of staff trained and payment amount**

	10% to 25%	26% to 50%	51% to 75%	76% to 100%
<b>RCs Serving Less Than 12,000 Individuals*</b> FNRC FDLRC GGRC KRC NBRC RCRC WRC	\$20,000	\$40,000	\$60,000	\$80,000
<b>RCs Serving 12,000 to 21,000 Individuals*</b> ELARC HRC SARC SCLARC SG/PRC TCRC VMRC	\$30,000	\$60,000	\$90,000	\$120,000
<b>RCs Serving Over 21,000 Individuals*</b> ACRC CVRC IRC NLACRC RCEB RCOE SDRC	\$40,000	\$80,000	\$120,000	\$160,000

\*Average caseload from July 2023 to June 2024 ([Facts & Stats: CA Department of Developmental Services](#))