



FISCAL YEAR (FY) 2026-27 PERFORMANCE MEASURES DRAFT

Tuesday, May 19, 2026

1:00 pm & 6:00 pm

Via Zoom

Presented by:

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Note:

- ✓ Make sure you're using your computer's audio or VoIP to join the meeting. *If you dial in or use the 'call me' feature, you won't be able to listen to language interpretation.*

Reminders

- Please keep in mind that this presentation is being recorded so we ask you to refrain from sharing personal information that may be compromised.
- Encourage others to share and give them the space to do so.
- Thank you for being mindful of other attendees.



The Purpose of Today's Meeting

Meeting Objective

- Review and discuss DDS Performance Measures while gathering valuable community input for FY 2026-27.

Community Involvement

- Engage individuals, families, providers, and advocates to shape activities reflecting local needs and priorities.

Transparency and Compliance

- Ensure open communication, feedback, and comply with DDS requirements for public participation.



FY 2026–2027 Performance Measures Update and Realignment

Beginning in FY2026-27, performance measures will be reorganized into the following eight (8) focus areas: as DDS has updated its Regional Center Performance Measures (RCPM) to track outcomes and evaluate the Regional Center’s progress toward its established goals and objectives.

Each focus area includes specific performance measures established by DDS in accordance with Welfare and Institutions Code (WIC) sections 4629, 4620.5, or both.

Focus Areas

- I. Community Integration
- II. Early Start – Childhood
- III. Employment
- IV. Equity and Cultural Competency
- V. Innovation in Service Availability, Delivery, and Technology
- VI. Individual/Family Experience and Satisfaction
- VII. Person-Centered Planning
- VIII. Service Coordination and Regional Center Operations

Measure Types

Policy measures are focused on priorities outlined by the Department, which may or may not be tied to law or regulations (ex. employment goals).

Compliance measures are focused on requirements outlined in law or regulations (ex. Early Start timeframes).

Incentive measures may include public recognition or monetary incentives. In some cases, an incentive measure will start off with establishing a baseline. The purpose of these measures is to incentivize high quality regional center operations and performance above and beyond what is required (ex. service coordinator competency training).

Focus Area I: Community Integration

Purpose:

- **Support more individuals to live in home-like community settings and reduce the number of people living in large group environments.**

- **Measure I.1:** Number and percentage of adults living independently with or without supports.
- **Measure I.2:** Number and percentage of adults residing in adult Family Home Agency homes.
- **Measure I.3:** Number and percentage of adults residing in family homes (home of parent or guardian).
- **Measure I.4:** Number and percentage of adults residing in home settings.
- **Measure I.5:** Number and percentage of minors living in facilities serving >6.
- **Measure I.6:** Number and percentage of adults living in facilities >6.



EXAMPLE OF AN ACTIVITY

- **Community Engagement & Resource Connection:** Sharing information on programs like ILS, SLS, and CFS through coordinated outreach and partnerships.

Focus Area II: Early-Start – Childhood

Purpose:

- **Ensure young children are identified early, connected to services quickly, and transitioned smoothly into ongoing supports when needed, while also supporting accurate reporting and continuity of care.**

- **Measure II.1:** 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.
- **Measure II.2:** Provisional Eligibility – Number of children who turn age 5 and continue regional center services through provisional eligibility.
- **Measure II.a.1:** Submission of Completed Early Start Report (ESR) - Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.
- **Measure II.a.2:** Planning for Services After Early Start.

EXAMPLE OF AN ACTIVITY

- **Timely Eligibility & Intake Improvements:** Expanded staffing, added psychologists, and implemented a 30-day intake timeline to speed evaluations and eligibility determinations.



Focus Area III: Employment

Purpose

- To help more people with developmental disabilities get and keep meaningful jobs in the community, earn real wages, and build greater independence and inclusion.

- **Measure III.1:** Number and percentage of individuals ages 16-64 with earned income.
- **Measure III.2:** Average annual wages for individuals ages 16-64.
- **Measure III.3:** Number and percent of adults who entered competitive integrated employment following participation in a Paid Internship Program (PIP)
- **Measure III.4:** Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program (PIP) during the prior fiscal year.
- **Measure III.5:** Average wages and hours worked for adults engaged in competitive integrated employment (CIE) on behalf of whom incentive payments have been made.
- **Measure III.6:** Total number of 30-day, 6-month, and 12-month incentive payments have been made.

Focus Area III: Employment (continued)

- **Measure III.a.1:** Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.
- **Measure III.a.2:** 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).
- **Measure III.a.3:** Development and Outreach – Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.

EXAMPLE OF AN ACTIVITY

- **Employment Programs and Support:** NLACRC advances employment outcomes through data tracking, training, and expanded career pathways services.



Focus Area IV: Equity and Cultural Competency

Purpose

- **To Ensure people receive equitable services regardless of their background, language, or where they come from**

- **Measure IV.1:** 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.
- **Measure IV.2:** Expenditures: In-Home Purchase of Services (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.



Focus Area IV: Equity and Cultural Competency (continued)

- **Measure IV.3:** Service Utilization: Early Start – Per capita Early Start Expenditures, separated and compared by race, ethnicity, and language preference.
- **Measure IV.a.1:** 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.

EXAMPLE OF AN ACTIVITY

- **Community-Based Outreach:** Service coordinators and Outreach Language Specialists share details on services like Coordinated Family Supports (CFS) through culturally competent events and resource fairs.

Focus Area V: Innovation in Service Availability, Delivery and Technology

Purpose:

- **Ensure the regional center website is accessible and easy for all people, including individuals with disabilities, to use and access information online.**

- **Measure V.1: Website Accessibility**
 - Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1)
 - Regional center's website meets WCAG 2.2 Guidelines.

EXAMPLE OF AN ACTIVITY

- **Website Accessibility Compliance** – Ongoing collaboration with consultants and web developers to ensure WCAG compliance.



Focus Area VI: Individual/Family Experience and Satisfaction

Purpose:

- **To understand whether individuals and families feel supported, heard, and satisfied with the services they receive.**

- **Measure VI.1:** Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member. *(Data source: National Core Indicator (NCI) surveys)*
- **Measure VI.2:** Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed. *(Data source: NCI surveys)*
- **Measure VI.3:** Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member. *(Data source: National Core Indicator (NCI) surveys)*
- **Measure VI.a.1:** Individual Program Plan Experience: Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed)

EXAMPLE OF AN ACTIVITY

- **Multi-Channel Survey Outreach:** Promote the IPP and NCI surveys through meetings, direct outreach, social media, email/newsletters, and website postings to encourage participation across diverse audiences.



Focus Area VII: Person-Centered Planning

Purpose:

- **Ensure services are built around the individual's goals, preferences, culture, and choices — not just around available programs or systems.**

- **Measure VII.1:** Person-Centered Facilitation Skills – Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services.
- **Measure VII.2:** Informational Outreach to Individuals and Families – Implementation of the informational outreach to individuals and families about person-centered practices.

EXAMPLE OF AN ACTIVITY

- **Person-Centered Training & Outreach:** NLACRC employs seven certified Person-Centered Plan Facilitation trainers and conducts outreach to support individuals in accessing services that promote independence in least restrictive settings.



Focus Area VIII: Service Coordination and Regional Center Operations (Fiscal Accountability & Stewardship)

Purpose:

- To ensure public funds are managed responsibly, transparently, and according to state and federal requirements.

- **Measure VIII.1:** The regional center achieves an unqualified independent audit with no material finding(s).
- **Measure VIII.2:** The regional center achieves substantial compliance with the Department fiscal audit.
- **Measure VIII.3:** The regional center operates within operations budget.
- **Measure VIII.4:** 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.

EXAMPLE OF AN ACTIVITY

- **Audit Readiness & Internal Controls:** Strengthen internal financial controls, conduct pre-audit reviews, and implement corrective actions to ensure an unqualified independent audit with no material findings.



Focus Area VIII: Service Coordination and Regional Center Operations (Timely and Compliant Services)

Purposes:

- To make sure individuals receive services, assessments, and authorizations on time and according to legal requirements.

- **Measure VIII.6:** 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.
- **Measure VIII.7:** Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5.
- **Measure VIII.9:** 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.
- **Measure VIII.a.1:** 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.
- **Measure VIII.b.2:** Timely Authorizations - Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.

EXAMPLE OF AN ACTIVITY

- **Streamlined Monitoring Procedures** - Internal processes were implemented to track intake and assessment timelines, ensuring cases progress as efficiently as possible.

Focus Area VIII: Service Coordination and Regional Center Operations (Quality Oversight & Health Compliance)

Purpose:

- To ensure services, providers, and community settings meet health, safety, and federal quality standards.
- **Measure VIII.8:** 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.
- **Measure VIII.4:** 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.
- **Measure VIII.9:** 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.

EXAMPLE OF AN ACTIVITY

- **Case Management Staff Training** – Trainings were provided to Regional Center case management staff in April 2026 on the new Title 17 Regional Center guidelines ahead of the May 1, 2026 implementation.

Focus Area VIII: Service Coordination and Regional Center Operations (Access to Services & Provider Capacity)

Purpose:

- **To improve access to services by maintaining enough providers, expanding choice, and strengthening the service system.**
- **Measure VIII.b.1:** 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.
- **Measure VIII.a.1:** 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.
- **Measure VIII.a.2:** 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.

EXAMPLE OF AN ACTIVITY

- **Standardized Vendorization Process** - NLACRC implemented the DDS Standardized Vendorization Process effective January 1, 2026 for specific service codes based on local needs and all vendorizations effective March 1, 2026.

Focus Area VIII: Service Coordination and Regional Center Operations (Access to Services & Provider Capacity)

Purpose:

- To ensure service coordinators are properly trained and that records, planning, and case information are accurate and current.

- **Measure VIII.5:** Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.
- **Measure VIII.b.3:** Service Coordinator Competency - Number of new service coordinators who completed all requirements within the training standards and competencies.
- **Measure VIII.b.4:** Benefits - Medical Insurance Information - Percentage of individuals enrolled in the regional center for whom complete, and up-to date medical insurance information is documented in the regional center case management system.
- **Measure VIII.7:** Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5.

EXAMPLE OF AN ACTIVITY

- **Refresher for IPP Documentation** - eLearning refresher to strengthen case management staff's ability to identify and document assessed needs using a person-centered IPP approach, supporting increased waiver enrollment.

INPUT AND FEEDBACK

We invite you to complete a short survey.

[Performance Measure Survey](#)



OTHER HELPFUL RESOURCES

NLACRC Publications

Common Services Brochures

Guide for Individuals and Families

<https://www.nlacrc.org/about-us/publications/>

NLACRC Calendar of Events

<https://www.nlacrc.org/news-events/calendar/>

Service Standards

English: <https://rebrand.ly/9ba631>

Spanish: <https://rebrand.ly/6heocvd>

Publications



Calendar of Events



Service Standards



Normas de Servicio



HOW TO STAY INFORMED



Social Media Links:



Instagram English: [@NLACRCofficial](#)

Instagram Español: [@NLACRCespanol](#)



Facebook: www.facebook.com/NLACRC/

Facebook Español: www.facebook.com/NLACRCespanol



YouTube: <https://www.youtube.com/@NLACRC>



Website: <https://www.nlacrc.org/>

Thank You!

¡Gracias!

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Salamat

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Спасибо!

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