



# **Performance Measures (Draft) with Baseline Data FY 2026-2027**

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Updated November  
2026



# Fiscal Year (FY) 2026–27 Performance Measures

DRAFT

Starting in FY 2026–27, performance measures have been restructured into the eight (8) focus areas listed below. This change reflects updates by the Department of Developmental Services (DDS) to its Regional Center Performance Measures (RCPM), which are designed to track outcomes and assess each Regional Center’s progress toward achieving 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

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

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

### Incentive

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).



# Community Integration

DRAFT

## Purpose

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



### Measure 1.1

Number and percentage of adults living independently with or without supports.



#### Activities to Address Measure 1.1:



##### Empowering Independence

NLACRC uses a person-centered approach to connect consumers and families with resources that promote independent living in the least restrictive community settings.



##### Education & Engagement

Families and individuals served benefit from public presentations, outreach events, and accessible materials (e.g., guides and brochures), while service coordinators receive ongoing training and attend resource fairs to stay informed.



##### Culturally Competent Outreach

Outreach Language Specialists and Transition Department staff share information on adult services and independent living through inclusive, community-based events like the Life After High School Resource Fair.



### Measure 1.2

Number and percentage of adults residing in Adult Family Home Agency homes.



#### Activities to Address Measure 1.2:



##### Person-Centered Access

Individuals served and families are supported in accessing services that promote independence in the least restrictive community settings.



##### Training & Community Engagement

NLACRC equips service coordinators and families through training, public presentations, outreach events, and informative materials.



##### Inclusive Resource Sharing

Service Coordinators and Outreach Language Specialists attend fairs and host culturally competent events to share information on Adult Family Home Agencies and adult services.



# Community Integration (continued)

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

 **Measure 1.3**    **Number and percentage of adults residing in family homes (home of parent or guardian).**  
Ages: 18 to 35 years; 36 to 50 years; 51+ years



## Activities to Address Measure 1.3:



### Person-Centered Support

Individuals served and families access services that promote independence while ensuring appropriate care and supervision in the least restrictive community settings.



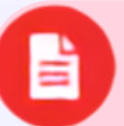
### Training & Information Sharing

NLACRC trains service coordinators and provides families with educational resources through public meetings, outreach events, and informational materials.



### 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.

 **Measure 1.4**    **Number and percent of adults residing in home settings.**



## Activities to Address Measure 1.4:

### Ongoing Support Services

NLACRC continues to offer Independent Living Services (ILS), Supported Living Services (SLS), and family support to assist caregivers with care and supervision in home settings.

### New Service Offering

NLACRC has vendored 14 providers for Coordinated Family Supports (CFS), a new service designed to support adults living in the family home.

### Focus on Home-Based Care

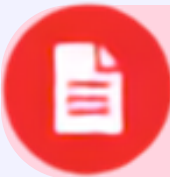
These services aim to enhance independence and quality of life for individuals residing in family homes while ensuring appropriate support is available.



# Community Integration (continued)

DRAFT

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



Measures 1.1-1.4

More Adults Living in Home Settings (Combined Data)

Home settings include independent living, supported living, Adult Family Home Agency homes, and individuals’ family homes.

|                                       | June 2024     |        | June 2025     |        |
|---------------------------------------|---------------|--------|---------------|--------|
|                                       | State Average | NLACRC | State Average | NLACRC |
| Percentage of adults in home settings | 83.86%        | 86.09% | 84.29%        | 86.26% |

Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.



# Community Integration (continued)

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

 **Measure 1.5**

## Number and percentage of minors living in large facilities (more than 6 people).

|                                               | June 2024     |        | June 2025     |        |
|-----------------------------------------------|---------------|--------|---------------|--------|
|                                               | State Average | NLACRC | State Average | NLACRC |
| Percentage of minors in facilities serving >6 | 0.02%         | 0.00%  | 0.03%         | 0.00%  |

Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.



### Activities to Address Measure 1.5:



**Person-Centered Services**  
NLACRC helps consumers and families access resources that promote independence in the least restrictive community settings, while ensuring appropriate care and supervision.



**In-Home Support Options**  
Services such as behavior intervention, respite, personal assistance, and daycare are available to support minors and adults living in the family home.



**Education & Outreach**  
NLACRC trains service coordinators and provides families with learning opportunities through public events, presentations, and informational materials.



# Community Integration (continued)

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

 **Measure 1.6**

## Number and percentage of adults living in large facilities (more than 6 people)

|                                               | June 2024     |        | June 2025     |        |
|-----------------------------------------------|---------------|--------|---------------|--------|
|                                               | State Average | NLACRC | State Average | NLACRC |
| Percentage of adults in facilities serving >6 | 1.46%         | 1.89%  | 1.36%         | 1.86%  |

Green text indicates the RC remained the same or improved from the previous year, red indicates the RC did not improve.



### Activities to Address Measure 1.6:



**Person-Centered Services**  
NLACRC helps consumers and families access resources that promote independence in the least restrictive community settings, while ensuring appropriate care and supervision.



**In-Home Support Options**  
Services such as behavior intervention, respite, personal assistance, and daycare are available to support minors and adults living in the family home.



**Education & Outreach**  
NLACRC trains service coordinators and provides families with learning opportunities through public events, presentations, and informational materials.



# Community Integration (continued)

DRAFT

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

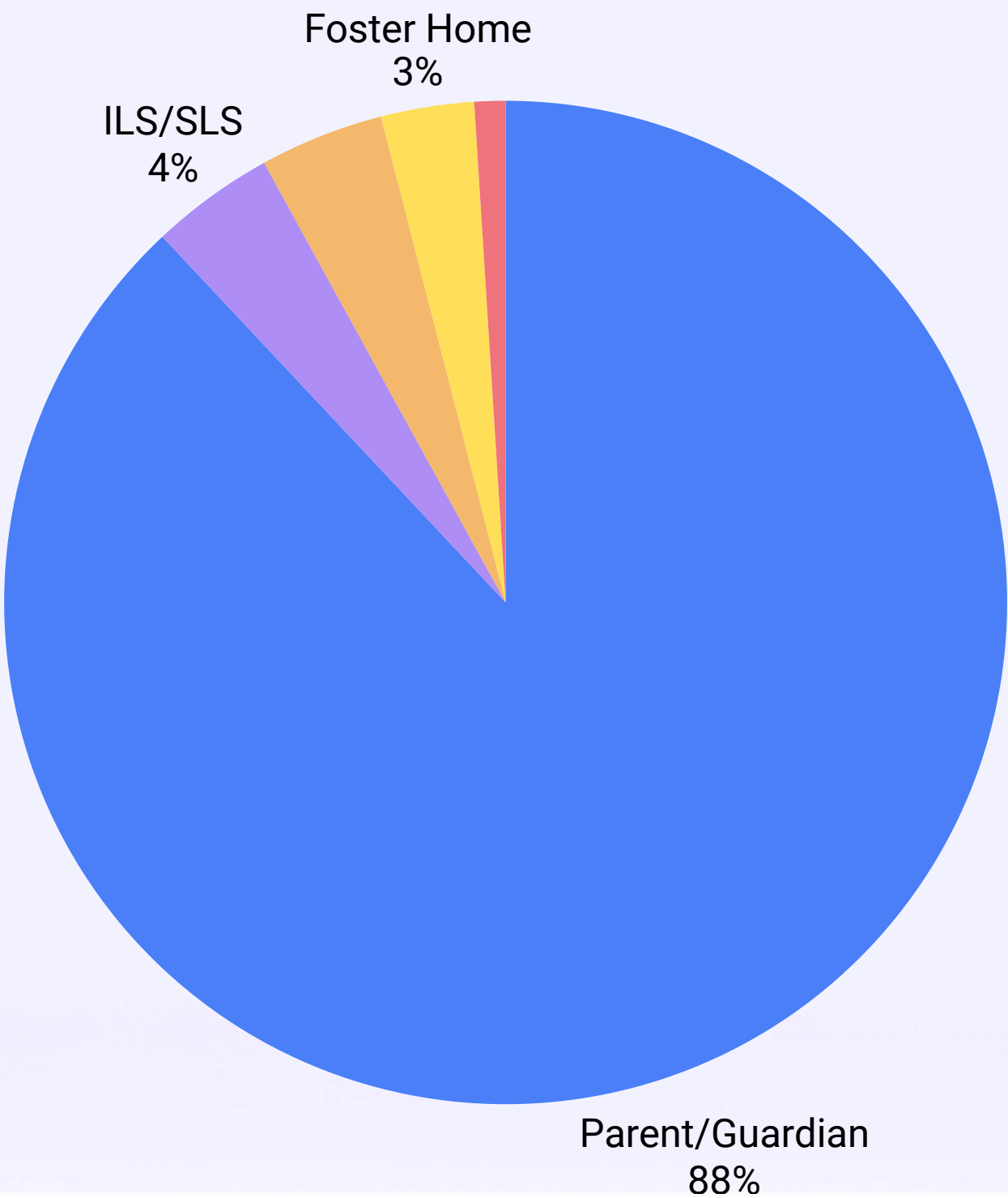
## Residence of Individuals Served by NLACRC

Percentage of individuals served by NLACRC by residence type.

**ILS/SLS** = Independent Living Services / Supported Living Services

**CCF/ICF** = Community Care Facility / Intermediate Care Facility

**Other** = Includes other residence types





# 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.2**

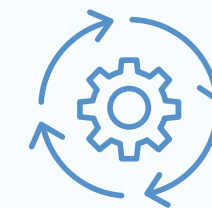
**Timely Access to Early Start Services – Percent of Individualized Family Service Plans (IFSP) completed within the federally required 45-day timeframe from receipt of referral for all children under the age of three.**

**Activities to Address Measure II.1:****CSC Staffing**

NLACRC hired additional CCSs in the Early Start Intake Department, reducing caseloads and supporting timely evaluations and assessments.

**30-Day Intake Timeline**

Early Start Intake implemented a 30-day timeline from referral to eligibility determination and transfer to an ongoing Early Start CSC, ensuring timely IFSP development.

**Streamlined Internal Processing**

Internal procedures were updated to shorten response times.



# Early Start – Childhood (continued)



**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.2

**Provisional Eligibility – Number of children who turn age 5 and continue regional center services through provisional eligibility.**

## Activities to Address Measure II.2:



### Timely Age 5 Eligibility Support

Increased vendored psychologists to ensure timely eligibility determinations and continuity of services.



### Family Engagement on Eligibility

Ongoing discussions with parents to support transition to regional center eligibility by age 5.

New Measure: No baseline data.

DDS Department performance measures for all regional centers is not available on the DDS report and website for this measure at the time of this report.





# Early-Start – Childhood (continued)

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**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.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.**



**Activities to Address Measure II.a.1:**



**ESR Data Monitoring**

Management regularly reviews ESR data, including at age 3, to ensure completeness.



**Follow-Up for Missing Information**

CSCs contact families up to three months after age 3 to obtain any outstanding ESR data.



**Measure II.a.2**

**Planning for Services After Early Start.**



**Activities to Address Measure II.a.2:**



**Transition IFSP Tracking**

Supervisors and CCSs use the CMF tracking system to monitor due and completion dates and ensure timely Transition IFSPs.



**Pre-Age 3 Case Transfers**

Early Start CCSs transfer cases up to 30 days before age 3 to support timely IPP scheduling within 60 days of the child’s third birthday.



## FOCUS AREA III

# Employment

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### Purpose

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



### Measures



#### 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 salaries 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.



### Activities to Address Measure III.1-6:



#### Employment Data & Partnerships

NLACRC's Employment Specialist gathers data on integrated employment and paid internship programs (PIP) through partnerships with service providers.



#### Training & Workshops

NLACRC hosts employment-related workshops for individuals, families, and providers, covering topics like WIPA, DOR, CalABLE, and customized employment strategies.



#### Customized Career Support

NLACRC has vendored 7 Coordinated Career Pathways providers and trained 97 DSPs/providers through ACRE to support personalized employment planning.



FOCUS AREA III

# Employment (continued)

DRAFT

Purpose

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



Measures III. 1-3



## 1. Individuals with Earned Income

Number and percentage of individuals (ages 16–64) with earned income.

Data Source: Employment Development Department (EDD) and NLACRC FY 2024-25 Performance Report

|                           | 2024            | 2025 |
|---------------------------|-----------------|------|
| NLACRC                    | 2,550<br>16.00% |      |
| California<br>State Total | 32,936          |      |
| State Average per RC*     | 1,568           |      |
| Statewide Percentage      | 15.60%          |      |



## 2. Average Annual Wages for Consumers

Individuals (ages 16 to 64)

Data Source: Employment Development Department (EDD) and NLACRC FY 2024-25 Performance Report

|            | 2024     | 2025 |
|------------|----------|------|
| NLACRC     | \$15,472 |      |
| California | \$14,902 |      |



## 3. Individuals Who Entered Competitive Integrated Employment Following PIP

Number and percentage of adults who were placed in competitive integrated employment following participation in a Paid Internship Program.

Data Source: Paid Internship Program Survey and NLACRC FY 2024-25 Performance Report.

|         | 2023-24   | 2024-25 |
|---------|-----------|---------|
| NLACRC  | 34<br>12% |         |
| CA Avg. | 13<br>9%  |         |

\*State average calculated as statewide total ÷ 21 regional centers.



FOCUS AREA III

# Employment (continued)

Purpose

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

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Measures III. 4-6



## 4. Average Hourly or Salaried Wages

Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during prior fiscal year.

|                                       | 2023-24<br>CA Avg. | 2023-24<br>NLACRC | 2024-25<br>CA Avg. | 2024-25<br>NLACRC |
|---------------------------------------|--------------------|-------------------|--------------------|-------------------|
| Average hourly wages / hours per week | \$16.74<br>14      | \$17.08<br>13     |                    |                   |



## 5. Average Wages and Hours (With Incentive Payments)

Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.

|                                       | 2023-24<br>CA Avg. | 2023-24<br>NLACRC | 2024-25<br>CA Avg. | 2024-25<br>NLACRC |
|---------------------------------------|--------------------|-------------------|--------------------|-------------------|
| Average hourly wages / hours per week | \$17.33<br>21      | \$17.35<br>22     |                    |                   |



## 6. Total Number of Incentive Payments

Total number of incentive payments made for the fiscal year for the following amounts.

| Incentive amount | 2023-24<br>CA Avg. | 2023-24<br>NLACRC | 2024-25<br>CA Avg. | 2024-25<br>NLACRC |
|------------------|--------------------|-------------------|--------------------|-------------------|
| \$3,000          | 35                 | 41                |                    |                   |
| \$2,500          | 40                 | 53                |                    |                   |
| \$2,000          | 51                 | 88                |                    |                   |



FOCUS AREA III

# Employment (continued)

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Purpose

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



Measures



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 an IPP completed in FY 2026-27 and have completed information in the SANDIS Employment Module, inclusive of all fields.



Measure III.a.3

Development and Outreach – Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.



Activities to Address Measure III.a.1-2:

Employment First In-Person Trainings



NLACRC's Employment Specialists actively participated in key community and internal partnerships and events, including committees, workshops, transition fairs, and family expos.



Activities to Address Measure III.a.3:

Outreach Plan Developed



The Outreach Plan for FY2026-27 has been developed.



Community Engagement & Partnerships

NLACRC's Employment Specialists actively participated in key community and internal partnerships and events, including committees, workshops, transition fairs, and family expos.



Statewide Presentation & Impact

NLACRC has vendoried 7 Coordinated Career Pathways providers and trained 97 DSPs/providers through ACRE to support personalized employment planning.

Incentive

New Measure: No Baseline



## FOCUS AREA IV

# Equity and Cultural Competency

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### Purpose

To ensure people receive equitable services regardless of their background, language, or where they come from.

### Measures



#### 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.

*New Measure: No Baseline*



#### Measure IV.3



##### Service Utilization: Early Start

Per capita Early Start Expenditures, separated and compared by race, ethnicity, and language preference.

*New Measure: No Baseline*



#### Measure IV.a.1



##### Linguistic Diversity

Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over F1 2025–6 in one of the RC's top 5 languages spoken.

*New Measure: No Baseline*



### Activities to Address Measure IV.1-3:

#### Community and Employee Education & Training:

- Cultural Competency
- Person-Centered Approach
- Ongoing Support Services, such as Independent Living Services, Supported Living Services, Coordinated Family Services, Behavior Intervention, Respite, Personal Assistance and Daycare/ Day Programs



### Activities to Address Measure IV.a.1:



#### Bilingual Recruitment

Targeted hiring to recruit bilingual candidates.



#### Staff Retention

Incentives to retain bilingual staff.



#### Staffing Needs Monitoring

Ongoing tracking of staffing levels and language needs.



## FOCUS AREA IV

# Equity and Cultural Competency (continued)



### Purpose

To ensure people receive equitable services regardless of their background, language, or where they come from.



### Measure IV.1

Indicator showing the relationship between annual authorized services and expenditures by individual's residence type and race/ethnicity.

| Residence Type           | American Indian or Alaska Native |        | Asian  |        | Black/African American |        | Hispanic |        | Native Hawaiian or Other Pacific |        | White  |        | Other Ethnicity or Race |        |
|--------------------------|----------------------------------|--------|--------|--------|------------------------|--------|----------|--------|----------------------------------|--------|--------|--------|-------------------------|--------|
|                          | 22-23                            | 23-24  | 22-23  | 23-24  | 22-23                  | 23-24  | 22-23    | 23-24  | 22-23                            | 23-24  | 22-23  | 23-24  | 22-23                   | 23-24  |
| CCF                      | N/A                              | N/A    | ✓ 0.81 | ✓ 0.85 | ✓ 0.79                 | ✓ 0.81 | ✓ 0.83   | ✓ 0.82 | ✓ 0.87                           | ✓ 0.92 | ✓ 0.78 | ✓ 0.76 | ✓ 0.85                  | ✓ 0.87 |
| FHA/Family Teaching Home | N/A                              | N/A    | ✗ 0.28 | ✗ 0.13 | ✗ 0.29                 | ✗ 0.30 | ! 0.59   | ! 0.51 | N/A                              | N/A    | ✓ 0.86 | ✓ 0.83 | ✗ 0.45                  | ✗ 0.45 |
| ICF                      | N/A                              | N/A    | ✓ 0.93 | ✓ 0.82 | ! 0.54                 | ! 0.57 | ✓ 0.77   | ✓ 0.77 | ✓ 0.83                           | ! 0.69 | ! 0.72 | ! 0.73 | ! 0.57                  | ✓ 0.82 |
| ILS                      | ✓ 0.85                           | ✓ 1.00 | ✓ 0.83 | ! 0.71 | ✓ 0.77                 | ✓ 0.75 | ! 0.74   | ! 0.73 | N/A                              | N/A    | ! 0.67 | ! 0.70 | ✓ 0.84                  | ✓ 0.83 |
| In-Home                  | ✗ 0.35                           | ! 0.60 | ! 0.60 | ! 0.59 | ! 0.59                 | ! 0.58 | ! 0.65   | ! 0.65 | ! 0.64                           | ! 0.56 | ! 0.60 | ! 0.59 | ! 0.60                  | ! 0.62 |
| Other                    | N/A                              | N/A    | ✓ 0.93 | ✓ 1.07 | ! 0.63                 | ! 0.58 | ✓ 0.79   | ✓ 0.76 | N/A                              | N/A    | ✓ 0.75 | ✓ 0.82 | ! 0.73                  | ! 0.50 |
| SLS                      | ! 0.55                           | ! 0.56 | ✓ 0.78 | ✓ 0.75 | ✓ 0.85                 | ✓ 0.79 | ✓ 0.80   | ! 0.75 | N/A                              | N/A    | ✓ 0.83 | ✓ 0.81 | ! 0.75                  | ✓ 0.76 |
| SNF                      | N/A                              | N/A    | ! 0.74 | N/A    | ✓ 1.10                 | ✓ 0.97 | ✗ 0.45   | ✗ 0.49 | N/A                              | N/A    | ✓ 0.78 | ! 0.63 | N/A                     | N/A    |
| State-Operated Facility  | N/A                              | N/A    | N/A    | N/A    | ! 0.59                 | ✗ 0.12 | ✗ 5.68   | ✗ 0.16 | N/A                              | N/A    | ✗ 0.41 | N/A    | ! 0.51                  | N/A    |

Notes: Green check marks are indicated by values less than 1.25 and greater than or equal to 0.75. Yellow warning signs are indicated by values less than 1.5 and greater than or equal to 1.25 and less than .75 and greater than 0.5. Red x's are indicated by values less than or equal to 0.5 and greater than or equal to 1.5. A perfect ratio is indicated as 1.0.



# 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.



## Activities to Address Measure V.1



### Website Accessibility Compliance

Ongoing collaboration with consultants and web developers to ensure WCAG compliance.

New Measure: No baseline data.

DDS Department performance measures for all regional centers is not available on the DDS report and website for this measure at the time of this report.

FOCUS AREA VI

# Individual/Family Experience and Satisfaction

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Purpose

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

## Measures

### 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.\*

### 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.) \*

## Activities to Address Measure VI.1-3:



### Direct Outreach



Email communications to individuals and families, plus featured NCI survey content in NLACRC News You Can Use.

### Digital Engagement



Posts shared across NLACRC social media channels.

### Website Promotions



NCI survey information posted on the NLACRC website.

## Activities to Address Measure VI.a.1:



### Promotion of IPP Survey at Conclusion of Meetings



Service coordinators share information with individuals served and families at the conclusion of their IPP meetings encouraging them to complete the IPP survey, including providing a flyer available in NLACRC's core languages.

### Post-Meeting Follow-Up and Survey Reminders



Post-meeting reminders are sent to individuals served and families in NLACRC's core languages encouraging them to complete the IPP survey, including a mailer, text message, and newsletter.



FOCUS AREA VI

Individual/Family Experience and Satisfaction (continued)

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

| Measures VI. 1-2                                                                                                                                         | NCI<br>Adult Family Survey FY 19/20 |                       |        |        | NCI<br>Family Guardian Survey FY 19/20 |                       |       |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------|--------|--------|----------------------------------------|-----------------------|-------|-------|
|                                                                                                                                                          |                                     | NLA                   | CA     | NCI    |                                        | NLA                   | CA    | NCI   |
| Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.         | Number                              | 824                   | 13,730 | 18,168 | Number                                 | 262                   | 4,994 | 8,994 |
|                                                                                                                                                          | Always                              | 38%                   | 41%    | 43%    | Always                                 | 35%                   | 41%   | 43%   |
|                                                                                                                                                          | Usually                             | 40%                   | 40%    | 43%    | Usually                                | 51%                   | 46%   | 43%   |
|                                                                                                                                                          | Sometimes                           | 16%                   | 14%    | 13%    | Sometimes                              | 9%                    | 10%   | 9%    |
|                                                                                                                                                          | Seldom/Never                        | 5%                    | 4%     | 4%     | Seldom/Never                           | 5%                    | 3%    | 2%    |
|                                                                                                                                                          |                                     | *Weighted NCI Average |        |        |                                        | *Weighted NCI Average |       |       |
| Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.                                   | Number                              | 499                   | 7,822  | 10,725 | Number                                 | 179                   | 3,277 | 6,218 |
|                                                                                                                                                          | Yes:                                | 83%                   | 86%    | 88%    | Yes:                                   | 89%                   | 90%   | 93%   |
|                                                                                                                                                          | No:                                 | 17%                   | 14%    | 12%    | No:                                    | 11%                   | 10%   | 7%    |
|                                                                                                                                                          |                                     | *Weighted NCI Average |        |        |                                        | *Weighted NCI Average |       |       |
| Number and percent of families, by race/ethnicity, who report that services have made a difference in helping keep their family member or child at home. | New Measure: No baseline data.      |                       |        |        | New Measure: No baseline data.         |                       |       |       |

Data Source: National Core Indicators (NCI) Surveys: [National Core Indicators \(NCI\): CA Department of Developmental Services](#)



FOCUS AREA VII

# Person-Centered Planning

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**Purpose** | To 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**

Implementation of the informational outreach to individuals and families about person-centered practices.



**Activities to Address Measure VII.1**



**Certified Person-Centered Plan Facilitation Trainers**

Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services.



**Activities to Address Measure VII.2**



**Informational Outreach**

Posts and shared information through NLACRC website, social media channels, and community events.



**Family Engagement**

Provides resources and training to individuals and families on person-centered planning and available resources.



## FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Fiscal Accountability & Stewardship)

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### Purpose

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



## Measures

### 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.



## Activities to Address Measure VIII.1-3



### 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.



### Fiscal Compliance Monitoring

Strengthen internal financial controls, conduct pre-audit reviews, and implement corrective actions to ensure an unqualified independent audit with no material findings.



### Budget Oversight & Cost Management

Monitor expenditures monthly, implement cost-containment strategies, and align spending with projections to remain within the operations budget.



## FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Fiscal Accountability & Stewardship) (continued)

DRAFT

### Purpose

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



## Measures



### 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.



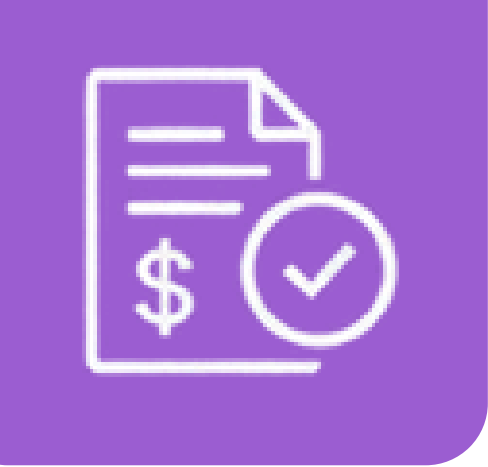
### Activities to Address Measure VIII.6

- **Expanded Psychologist Network** - NLACRC increased the number of vendor Licensed Clinical Psychologists to boost assessment capacity and availability.
- **Broader Assessment Locations** - Assessment sites were expanded throughout the NLACRC catchment area to offer more convenient options for families.
- **Streamlined Monitoring Procedures** - Internal processes were implemented to track intake and assessment timelines, ensuring cases progress as efficiently as possible.



### Activities to Address Measure VIII.7

- **Waiver Training Presentation** - NLACRC's Federal Revenue Supervisor presented on federal waiver requirements at the Lead Trainer Connect, providing guidance and addressing staff questions.
- **Ongoing Staff Training & Support** - Federal Revenue staff provide ongoing training and support on waiver eligibility across all NLACRC offices.
- **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.



FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Fiscal Accountability & Stewardship) (continued)

DRAFT

**Purpose** | To ensure services are built around the individual's goals, preferences, culture, and choices — not just around available programs or systems.

| Measures VIII. 1-7                                                 | Last Reporting Period | Current Reporting Period |
|--------------------------------------------------------------------|-----------------------|--------------------------|
| Unqualified Independent audit with no material findings.           | Yes                   | No <sup>1</sup>          |
| Substantial compliance with the Department fiscal audit.           | Yes                   | No <sup>2</sup>          |
| Audits vendors as required.                                        | Met                   | Met                      |
| Did not overspend operations budget.                               | Yes                   | Yes                      |
| Participates in the federal waiver.                                | Yes                   | Yes                      |
| CDER/ESR Currency.                                                 | 99.97%                | 94.73%                   |
| Intake/assessment timelines for consumers ages 3 and above.        | 99.73%                | 99.58%                   |
| IPP Development (WIC Requirements).                                | 93.89%                | 94.62%                   |
| Individualized Family Service Plan (IFSP) (Title 17 Requirements). | 89.5%                 | 85.4%                    |

**1** Unmodified opinion by Linquist Von Husen & Joyce LLP's CPA report dated 3/12/2025. One material finding for FY 2023-24. Finding was related to checks that were not deposited timely.

NLACRC has addressed the finding to ensure that checks are deposited timely and to detect instances when there are potential delays in deposits.

**2** Not in substantial compliance in the DDS audit report for FYs 2021-22 and 2022-23.

NLACRC has addressed the audit findings with the exception of the finding regarding incorrect rate reform model implementation. NLACRC submitted an appeal of the finding, which is pending with DDS.

Data Source: NLACRC FY 2024-25 Performance Report



## FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Timely and Compliant Services) (continued)

### Purpose

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



## Measures

### 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.



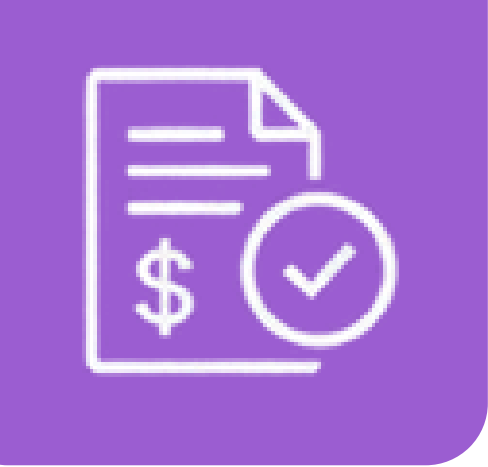
### Activities to Address Measure VIII.9

- **Vendor Training** - NLACRC Risk Assessment department conducted vendor trainings on new Title 17 vendor guidelines that were effective May 1, 2026.
- **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.
- **New SIR Template** - NLACRC Risk Assessment department will also introduce a new SIR template for vendor use. This template is designed to support improved compliance with Title 17 requirements and enhance adherence to reporting standards.



### Activities to Address Measure VIII.a.1

- **Standardized Vendorization** - NLACRC implemented the DDS Standardized Vendorization Process beginning January 1, 2026, for select service codes, and fully for all vendorizations by March 1, 2026, achieving a 100% compliance rate with the 45-day decision timeline.
- **Efficient Vendorization Turnaround Time** - NLACRC's average timeframe from application submission to final vendorization decision is 41 days.



FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Timely and Compliant Services) (continued)

**Purpose** | To ensure services are built around the individual's goals, preferences, culture, and choices — not just around available programs or systems.



## Measure VIII.b.2

### Timely Authorizations

Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.



### Activities to Address Measure VIII.b.2



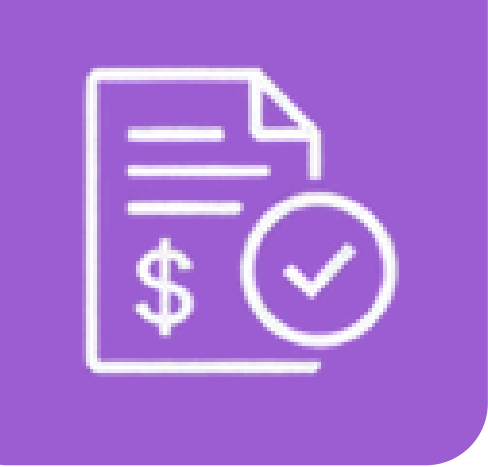
#### SIPP Signature Campaign

NLACRC is implementing a community outreach campaign to raise awareness about the importance of signing the SIPP signature agreement, which is required for the timely authorization of services.



#### SIPP Training Initiative

NLACRC continues to provide training to service coordinators on the importance of the SIPP signature page and the necessity of obtaining a fully executed document to ensure services are authorized in a timely manner



FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Timely and Compliant Services) (continued)

DRAFT

**Purpose** | To ensure services are built around the individual's goals, preferences, culture, and choices — not just around available programs or systems.

 **Measures**

**Measure VIII.4**

Compliance with Vendor Audit Requirements per contract, Article III, Section 9 - The number of vendor audits completed to the number of vendor audits required per Article III, Section 9 of the Regional Center/Department Contract.

**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.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.



**Activities to Address Measure VIII.4**

**Vendor Audit Compliance Tracking** - Maintain a vendor audit schedule, track completion rates, and ensure all required audits are conducted per Article III, Section 9 requirements.



**Activities to Address Measure VIII.8**

**HCBS Visits** - NLACRC completed all required HCBS non-residential and residential visits for 2025.  
**SLS Integration & Workplan Expansion (In Progress)** - Supported Living Services (SLS) have been added to the quality assurance review plan per DDS directive, with expansion of the HCBS Workplan to include vendors providing direct care in agency-affiliated housing.



**Activities to Address Measure VIII.9**

**Vendor Training** - NLACRC Risk Assessment department conducted vendor trainings on new Title 17 vendor guidelines that were effective May 1, 2026.  
**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.  
**New SIR Template** - NLACRC Risk Assessment department will also introduce new SIR template for vendor use. This template is designed to support improved compliance with Title 17 requirements and enhance adherence to reporting standards.



FOCUS AREA VIII

# Service Coordination and Regional Center Operations (Timely and Compliant Services) (continued)

DRAFT

**Purpose** | To ensure services are built around the individual's goals, preferences, culture, and choices — not just around available programs or systems.

Measures

 **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.

 **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.



**Activities to Address Measure VIII.a.1**

**Standardized Vendorization Process Implementation** - NLACRC implemented the DDS Standardized Vendorization Process beginning January 1, 2026, for selected service codes, and fully for all vendorizations by March 1, 2026, achieving a 100% compliance rate with the 45-day decision timeline.

**Efficient Vendorization Turnaround time** - NLACRC's average timeframe from application submission to final vendorization decision is 41 days.



**Activities to Address Measure VIII.a.2**

- **Waiver Training Presentation** - NLACRC's Federal Revenue Supervisor presented on federal waiver requirements at the Lead Trainer Connect, providing guidance and addressing staff questions.
- **Ongoing Staff Training & Support**
- **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.



**Activities to Address Measure VIII.b.1**

**Standardized Vendorization Process** - NLACRC implemented 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 (Timely and Compliant Services) (continued)

DRAFT

### Purpose

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

## Measures



### 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.



### Activities to Address Measure VIII.5

#### Timely Updates of CDER Documentation

NLACRC consistently updates CDERs following each IPP and Annual Review to ensure documentation is completed accurately and in a timely manner.



### Activities to Address Measure VIII.b.3

**Structured Onboarding Program** - NLACRC implements a standardized onboarding process to ensure new service coordinators complete required training components.

**Training Trackin and Monitoring** - NLACRC has an established system to track completion of training standards and competencies.



### Activities to Address Measure VIII.b.4

**Standardized Insurance Information Collection and Documentation** - CSCs collect and verify medical insurance information at each IPP, upload a current copy of the insurance into Therefore, and update the Insurance Information section in SANDIS.

Incentive

New Measure: No baseline data.