



2018 IRC Performance Contract Report
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Public Policy Measure	Actions
<p>1. Percent of total annual Purchase of Services by individuals diagnoses and ethnicity.</p>	<p>Inland Regional Center (IRC) is committed to addressing service disparities within our community.</p> <p>Activities: IRC analyzed Purchase of Service (POS) expenditure data to identify areas where we can increase the purchase of services to better meet the needs of underserved populations.</p> <p>There are 15,321 Consumers of Hispanic ethnicity. This is an increase of 874 Consumers from last year. There are 4,046 (26.4%) Hispanic Consumers that do not have POS. Despite the growth in the number of Hispanic Consumers, the disparity decreased 1.6% from 28% in the 2016/2017 Fiscal year (FY) to 26.4% in FY 2017/2018.</p> <p>There are 7,398 Consumers whose primary language is Spanish. This is an increase of 428 Consumers from last year. There are 1,788 (24.2%) Spanish speaking Consumers that do not have POS. Despite the growth of 428 Consumers, the disparity decreased 1.8% from 26% in 2016/2017 to 24.2% in 2017/2018.</p> <p>There are 10,128 Consumers with the diagnosis of Autism. This is an increase of 1,265 Consumers from last year. There are 3,242 (32%) Consumers with Autism that do not have POS. Despite the growth of 1,265 Consumers, the disparity decreased 0.8% from 32.8% in 2016/2017 to 32% in 2017/2018.</p> <p>IRC continued to develop the Diversity Outreach Coordinator position to increase education, engagement and cultural competency of IRC staff, Consumers, families, and community partners. Our Diversity Outreach Coordinator also maintains records, collects data, and tracks qualitative and quantitative outcomes from the following programs: APEP, TASK, and Fiesta Familiar. This past year our outreach team attended 275 outreach events in the community and hosted nine staff trainings.</p> <p>https://www.inlandrc.org/2018/04/26/how-irc-is-addressing-disparities-in-Consumer-services/</p>



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	<p>IRC supported families referred to the Autism Parent Education Program (APEP). This program helps educate IRC families on services they may be eligible for through Purchase of Service. This past year, 100 families attended APEP in eight cities in Riverside and San Bernardino counties.</p> <p>IRC supported families referred to Fiesta Familiar, a program that helps to educate families on critical topics such as their child’s diagnoses and services. This past year 116 families attended Fiesta Familiar in 11 cities in Riverside and San Bernardino counties.</p> <p>IRC provided annual training for Fiesta Educativa staff and volunteers on the Regional Center (RC) system. This type of relationship building helps IRC create better trust and confidence within our community.</p> <p>IRC collaborated with and supported Fiesta Educativa with their annual conference. This event provides education and information on IRC services to underserved Consumer groups, specifically those who have Autism and/or are Spanish speaking.</p> <p>IRC assisted and supported families in gaining confidence in IRC and community resources. This year, IRC:</p> <ol style="list-style-type: none">1. Hosted a Parent Conference.2. Live-streamed an interactive public meeting on disparity and our performance contract.3. Started a Disparity Task Force of IRC parents who received trainings on the RC system. Participants were encouraged to share what they learned with their communities.4. Started a Spanish-language parent support group in the Coachella Valley, an area known to have disparities.5. Provided all written materials to Consumers in their primary language.6. Ensured a Spanish version of inlandrc.org is available at the click of a button.7. Maintained a 100% response rate to all questions and concerns received through social media platforms and inlandrc.org.8. Professionally translated all policies and procedures that relate to accountability and purchase of services.
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<p>2. Percent of total annual purchase of service expenditures by individual's ethnicity and age:</p> <ul style="list-style-type: none"> • Birth to age two, inclusive • Age three to 21, inclusive • Twenty-two and older 	<p>It is important to IRC that <i>all</i> Consumers have access to services they are eligible for, that will help them meet their needs and goals.</p> <p>Activities:</p> <p>IRC utilized the Autism Parent Education Program (APEP) to make families aware of services they may be eligible for through Purchase of Services. <i>See actions in measure 1.</i></p> <p>IRC utilized Fiesta Familiar to educate families on critical topics that affect them as well as their children's services and diagnoses. <i>See actions in measure 1.</i></p> <p>IRC continued to work with the Office of Client Rights (OCRA) and State Council on Development Disabilities (SCDD) to offer seminars to the community. OCRA gives presentations at IRC new staff trainings. These presentations focus on Consumer rights and a Service Coordinator's responsibility in upholding those rights. IRC has a close working relationship with SCDD to assist with seminars, especially on Self Determination. OCRA and SCDD attend IRC resource fairs throughout the year to ensure collaboration and an open line of communication.</p> <p>IRC scheduled and attended 275 outreach and educational events throughout the year. These opportunities assist IRC in communicating our mission and values to stakeholders with a focus on diversity and disparity issues.</p> <p>IRC participated in interagency collaboration to provide and receive training in cultural competency.</p> <ol style="list-style-type: none"> 1. IRC's Diversity Outreach Coordinator attended the Georgetown Cultural and Linguistic Competency Training on August 10, 2018 at Harbor Regional Center. 2. IRC's Diversity Outreach Coordinator attended the Cultural Competence Summit from October 23, 2018 to October 24, 2018 at the Riverside Convention Center. <p>IRC had a goal to provide 12 cultural competency trainings to IRC staff on culture, ethnicity, and self-awareness. We have completed the following this year:</p> <ol style="list-style-type: none"> 1. January – Senior Disability Awareness 2. February – African American Cultural Competency 3. April – Disability Cultural Competency 4. April – Autism Awareness Day Growing Up with Autism



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	<ol style="list-style-type: none">5. July – Mental Health Awareness6. August – Improving Personal Health7. September – Hispanic Cultural Competency8. October – LGBTQ Cultural Competency9. November – Native American Cultural Competency <p>IRC’s Diversity Outreach Coordinator provided advocacy services to Consumers and families during the Individual Program Plan (IPP) and Purchase of Services processes. She provided a training called How to Advocate for Your Child six times this past year. She also assisted with starting a parent support group in the Coachella Valley. The Community Engagement Manager provided support to the High Desert Parent Support group with trainings including on How to Advocate for Your Child, IRC 101, and an overview of APEP.</p> <p>IRC continues to participate in the Self-Determination Advisory Committee. IRC currently has the Community Engagement Manager, Training and Development Manager, Director of Adult Services and a Case Management Program Manager participating in the committee.</p>
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<p>3. Percent of adult Consumers by ethnicity receiving only case management services.</p>	<p>IRC is focused on understanding why Consumers may be receiving case management services, but not a purchased service, and how to resolve this matter.</p> <p>Activities:</p> <p>IRC continued to participate in interagency collaboration with the Department of Behavioral Health, local police departments, and crisis intervention teams to address the increased interaction with our Consumers who are <i>not</i> attending a program. IRC’s Diversity Outreach Coordinator participated monthly in the Department of Behavioral Health Cultural Competency Advisory Committee (CCAC). IRC’s Training Manager trained 575 police officers and 200 crisis team members in San Bernardino and Riverside counties.</p> <p>IRC supported the Consumer Advisory Committee (CAC) in providing educational forums and events to link Consumers to Day, Behavior, or Work Activity Programs. This past year our Community Engagement team assisted the CAC in hosting 17 events, many focused on employment and advocacy. IRC Consumer Advocates visited 10 Work Activity Programs to assist with advocacy as well as provide education on employment and Consumer rights.</p> <p>https://www.inlandrc.org/2018/07/10/dude-irc-loves-the-80s/ https://www.inlandrc.org/2018/04/12/join-the-cac-for-spring-fun/ https://www.inlandrc.org/2018/01/26/irc-welcomes-Consumers-join-cac/</p> <p>IRC created Public Service Announcement videos on Disparity in POS, Advocacy, Eligibility and Regional Center services. These videos are available English and Spanish. https://www.inlandrc.org/videos/</p> <p>Six times this year, IRC provided “How to Advocate for Your Child,” a training in English and Spanish to empower parents to advocate for their children and needed services.</p> <p>IRC continued to develop our website, inlandrc.org to deliver information on IRC eligibility, the intake process, community training, etc. Inlandrc.org is available in both English and Spanish.</p> <p>IRC designed and implemented projects focused on outreach to underserved demographic populations, with a focus on the Hispanic community and individuals with an Autism diagnosis. This past year, IRC hosted “Growing up with Autism”,</p>



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	<p>Voters Rights trainings, IRC CAC events, IRC Fall Festival and the Exceptional Parents Conference.</p> <p>https://www.inlandrc.org/2018/09/06/growing-up-with-autism/</p> <p>https://www.inlandrc.org/2018/11/28/exceptional-families-conference-recap/</p>
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<p>4. Total number of \$1000, \$1250, \$1500 incentive payments made for fiscal year.</p>	<p>IRC provides opportunities for employment and support to achieve integrated competitive employment.</p> <p>Activities:</p> <p>IRC analyzed POS expenditure data to help identify the total number of individuals participating in competitive and integrated employment (CIE).</p> <p>IRC’s Employment Specialists reported that 478 Consumers are participating in Competitive Integrated Employment in 2018, with 155 being new positions.</p> <p>IRC made 210 CIE payments in 2018.</p> <p>IRC Employment Specialists provided community outreach on employment opportunities and available supports. This past year, IRC’s Employment Specialist attended 12 outreaches events:</p> <ol style="list-style-type: none"> 1. Autism Society San Bernardino, Life after High School 2. Autism Society Riverside, Life after High School 3. Bridge to the Future Conference 4. East Valley School District 5. Temecula Valley Unified School District 6. Lake Elsinore Unified School District 7. Desert Sands Unified School District 8. Our Nicolas Foundation Autism Walk, Temecula 9. Rotary Club presentation 10. Work Force Development 11. Kiwanis Club Presentation 12. Temecula Chamber of Commerce <p>https://www.inlandrc.org/2018/06/27/disability-and-employment-irc-employment-specialists/</p>



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<p>5. Increase the number of local partnership agreements over the next calendar.</p> <p><i>It is the policy of the state that opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with development disabilities, regardless of severity of their disabilities. This policy is known as the Employment First Policy.</i></p>	<p>IRC establishes Local Partnership Agreements with Local Education Agencies (LEA), and Department of Rehabilitation (DOR) districts.</p> <p>Activities:</p> <p>Created a streamlined Local Partnership Agreement (LPA) between LEA, DOR and IRC to properly train Consumers for Competitive Integrated Employment (CIE).</p> <ol style="list-style-type: none"> 1. Regional LPA – Completed 2. West End SB County LPA – Completed 3. Desert Mountain SB LPA – Completed 4. East Valley SB County LPA – Completed 5. Lower Desert LPA – In progress 6. Lake Elsinore Unified School District - In Progress 7. Riverside City – In Progress 8. San Bernardino City – In Progress 9. IETAC - Temecula Valley South Riverside County – In Progress 10. Corona LPA – In Progress <p>https://www.inlandrc.org/2018/07/24/disability-and-employment-a-success-story/</p> <p>LPA used vendors to work with school districts and offer the Paid Internship Program (PIP).</p> <ol style="list-style-type: none"> 1. Riverside County Office of Education 2. Desert ARC 3. West End SELPA 4. Exceed 5. Desert Mountain SELPA 6. VIP, Inc. 7. Anthesis <p>The Internship Program increases job readiness of Consumers exiting school. Currently, 10-15% of internships through the Paid Internship Program lead to job placements for IRC Consumers.</p>



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<p>6. Decrease the number and percent of regional center Consumers in state developmental centers (DCs).</p>	<p>All people have gifts and abilities and are valuable. Each one is best supported in an inclusive community.</p> <p>Activities:</p> <p>IRC continued to support Consumers as they move into the community with Community Placement Plan (CPP) funds, as available. Three specialized facilities were developed: Hilo House, Hilea House, and Hanna House.</p> <p>IRC developed resources in Riverside and San Bernardino counties to assist individuals transitioning from developmental centers. These resources consisted of the specialized facilities previously mentioned and a behavioral modification program in Hemet, by In-Roads Creative Programs.</p> <p>IRC continued to assist and support families in gaining comfort and confidence with our agency and the resources we offer. This was done through outreaches, community meetings, and a 100% answer rate on all questions submitted through social media and our website. Efforts to reach vendors with an interest in opening a specialized home were also made.</p> <p>IRC participated in state efforts to develop residential and program alternatives for those who may be difficult to serve. We are working to develop five enhanced behavioral support homes. A community crisis home was opened in October 2018. This home helps prevent Consumers from being admitted to Sonoma Developmental Center (SDC). The home will also assist with transitioning Consumers out of SDC.</p> <p>IRC continued to serve as a resource to regional centers who have Consumers leaving Sonoma Developmental Center. We have developed a relationship with Sonoma for emergency placements, though no requests have been received.</p> <p>As of December 2018, the number and percentage of active IRC Consumers (status 1, 2, and 8) who reside in Developmental Centers (status 8) is 24 or .07% of 35, 598 active cases. All residential data is based on Client Master File Codes.</p>



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<p>7. Increase number and percent of minors residing with families in home settings</p> <p>“Home settings” includes Foster Home Agency homes and homes of parents/guardian</p>	<p>Children develop best in loving, inclusive home settings. Often support is needed. IRC strives to avoid out-of-home placements as much as possible.</p> <p>Activities:</p> <p>IRC provided training for families to help them handle behaviors that may interfere with their child’s ability to interact with their family and community.</p> <p>IRC uses its Behavioral Health Treatment (BHT) to assess and make recommendations on difficult cases. This treatment helps ensure children can reside in an in-home setting of least restriction. BHT was previously called Applied Behavioral Analysis (ABA).</p> <p>IRC continued to develop and provide training and support for families within specific ethnic groups served by IRC.</p> <p>IRC continued the preference for small, four to six bed homes for out-of-home settings.</p> <p>Children residing with families, under the age of 18 (status 1 or 2) as of December 2018:</p> <ul style="list-style-type: none"> • Foster Home – 806 Consumers or 4.62% • Parent/Guardian’s Home - 16,494 Consumers or 94.63% • Total children in home settings - 17,300 or 99.25%



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<p>8. Increase the number and percent of adults residing in home-like settings.</p> <p>Home-like settings include: independent living, supported living settings, as well as Adult Family Agency Homes or a Consumer's family home.</p>	<p>Home can have many different meanings, but the key idea is a place where a person chooses to live.</p> <p>Activities:</p> <p>IRC continued developing and providing effective services and supports for Consumers to live as independently as possible.</p> <p>IRC continued to monitor implementation of AB1472 to ensure that Consumers are respected, and compliance achieved.</p> <p>IRC continued monitoring supported living environments on a quarterly basis or more frequently, if needed, to ensure safe supports and services.</p> <p>IRC continued to assist families in obtaining services and supports. Examples include respite, behavior intervention, parent training, hospice, and crisis services.</p> <p>IRC created Public Service Announcement videos on Disparity in Purchase of Service, Advocacy, Eligibility and Regional Center. These videos available in English and Spanish.</p> <p>IRC collaborates with both Riverside and San Bernardino County Housing Authorities to provide affordable housing options. IRC currently has a total of 135 affordable housing options to offer adult Consumers.</p> <p>Adults residing in home settings over the age of 18 (status 2) as of December 2018:</p> <ul style="list-style-type: none"> • Adult FHA - 84 Consumers or .46% • Independent Living - 1,260 Consumers or 6.95% • Own Home/Parent - 12,766 Consumers or 70.39% • Supported Living - 483 Consumers or 2.66% • Total Adults in Home Settings- 14,593 or 80.47%



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<p>9. Decrease number of minors living in facilities serving six or more.</p>	<p>IRC believes that children develop best in loving, inclusive homes. However, with the existence of compelling circumstances, they may require different placement. Southern California has the only sub-acute residential facility for children. Many children throughout California are transferred from their home regional centers to this facility. IRC will work in partnership with the transferring regional center and provide shared case management.</p> <p>Activities:</p> <p>To the greatest extent possible, services have been identified and provided to allow a child to successfully transition back to their home.</p> <p>IRC remains committed to providing support for the children’s sub-acute facility and programs that offer a high level of care to all Southern California children served by regional centers.</p> <p>IRC continued the practice of a rigorous multi-disciplinary review of placement in homes with more than four beds.</p> <p>We have communicated to any potential provider our preference for homes to serve four or fewer people with rooms of their own. This was accomplished through the Vendor Advisory Community, Resource Development trainings, and Quality Assurance monitoring.</p> <p>Children residing in Facilities with seven or more beds, excluding Developmental Centers, under 18 years old (status 1 or 2) as of December 2018:</p> <ul style="list-style-type: none"> • Community Care facilities with seven or more beds - 0 Consumers or 0.00% • Intermediate Care Facilities with seven or more beds – 18 Consumers or .1% • Nursing Facilities - Four Consumers or .02% • Total Children in facilities with seven or more beds - 22 or .13%



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<p>10. Decrease number and percent of adults living in facilities serving more than six people.</p>	<p>Inland Regional Center’s Board of Trustees confirmed its policy to support living arrangements that are small i.e., serve four to six people. Adults are provided with private bedrooms and baths.</p> <p>Activities: IRC continually visits and observes Consumers living in large skilled nursing facilities. Their needs are assessed regularly to see if they can be served in smaller home settings.</p> <p>IRC continues the practice of a rigorous multi-disciplinary review of placement in homes with more than four beds.</p> <p>IRC communicates to any potential provider our preference for residential facilities serving four or fewer people, with rooms of their own. This is accomplished by utilizing the Vendor Advisory Community, Resource Development trainings, and Quality Assurance monitoring.</p> <p>Adults residing in Facilities with seven or more beds, excluding Developmental Centers, ages 18 and over with status 2 as of December 2018.</p> <ul style="list-style-type: none"> • Community Care Facilities - 71 Consumers or .39% • Intermediate Care Facilities - 60 Consumers or .33% • Nursing Facilities – 77 Consumers or .42% • Total adults in facilities with seven or more beds - 208 or 1.15%



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<p>11. Number and percentage of Consumers, ages 16-64 with earned income.</p>	<p>IRC's core values are independence, inclusion and empowerment. We believe that Consumers who earn an income best reflect these values.</p> <p>Activities:</p> <p>IRC will analyze data changes in the percentage of Consumers with an earned income, ages 16-64, as reported from Employment and Development Department. IRC requires more time to receive and analyze the data.</p> <p>IRC Employment Specialists provided community education and outreach on employment opportunities and available supports. This training was provided to IRC community partners, vendors, and Consumers. IRC's Employment Specialists attended 12 outreach events this year.</p> <p>https://www.inlandrc.org/2018/01/29/irc-Consumers-try-internship/</p>



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12. Annual earnings of Consumers ages 16-64 compared to people with all disabilities.	Will analyze after DDS sends data IRC IRC believes in equal pay for employees who perform substantially similar work. Activities: IRC will analyze the number of individuals served, ages 16-17 years of age. IRC will analyze the number of individuals served, ages 18-23 years of age. IRC will analyze the number of individuals served, ages 24-64 years of age. IRC will then review the average earnings for the calendar year in comparison to all people with disabilities in California.



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13. Average annual wages for Consumers ages 16-64.	See statement and activities in measure #12.



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<p>14. Number of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program (PIP).</p>	<p>IRC believes that individuals with disabilities are like other employees. They want to do a good job, appreciate constructive supervision, enjoy new challenges, and want to get ahead.</p> <p>Activities:</p> <p>IRC participated in six employment fairs to promote employment opportunities for those who participate in a Paid Internship Program.</p> <p>At the Vendor Advisory Committee and subcommittee meetings, IRC’s Employment Specialists stressed the importance of the Paid Internship Program and how it can lead to employment.</p> <p>IRC provided training to Service Coordinators on the Paid Internship Program and Competitive Integrated Employment (CIE). This past year, IRC provided 35 trainings. The trainings consisted of:</p> <ol style="list-style-type: none"> 1. Two cross-trainings - Department of Rehabilitation (DOR) 2. Individual unit/department trainings <ol style="list-style-type: none"> A. PIP Training B. CIE Training C. Day Program Layer D. Customized Implement E. Integrated Employment 3. Financial Management Service Training for IRC Service Providers <p>Service Coordinators were trained on reviewing employment options annually during the Individual Program Plan process.</p>



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15. Percentage of adults who were placed in competitive, integrated employment following participation in a Paid Internship Program	See activities in measure #14.



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Public Policy Measure	Actions
16. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the fiscal year.	See activities in measure #14.



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<p>17. Percentage of adults who reported having integrated employment as a goal on their IPP.</p>	<p>IRC's goal is for Consumers to hold jobs in typical workplace settings, where most of the people employed do not have disabilities.</p> <p>Activities:</p> <p>IRC Employment Specialists trained Adult and Transition units/departments on integrated employment. <i>See measure 14</i></p> <p>IRC has continued to develop Individual Program Plans (IPPs) based on Person Centered Planning.</p> <p>IRC Service Coordinators have been instructed and trained to discuss integrated employment with transition and adult age Consumers.</p> <p>IRC Service Coordinators have been instructed to make an addendum to the IPP for adults who show interest in integrated employment.</p>



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<p>18. Average wages and hours worked for adults engaged in competitive, integrated employment, on behalf of those to whom incentive payments have been made.</p>	<p>IRC believes that employees with disabilities must have the same opportunities as those without disabilities.</p> <p>Activities:</p> <p>Data was collected from service providers by IRC's Employment Specialist. The average wage for those receiving CIE payments was \$11.40/hour, and the average hours worked was 24.4 hours/week.</p>



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<p>19. Number and percent of individuals receiving only case management services by age and ethnicity.</p> <ul style="list-style-type: none">• Birth to age two, inclusive.• Age three to 21, inclusive.• Twenty-two and older.	<p>See statement and activities in measure #3.</p>