



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>1. Indicators showing the relationship between annual authorized services and expenditures by an individual's residence type and ethnicity.</p>	<p>Statement: Inland Regional Center (IRC) is committed to addressing disparities within our community.</p> <p>Measurement and Methodology: Prior fiscal year (FY) Purchase of Service data and Client Master File (CMF); Regional Center generated data.</p> <p>Activities: IRC will analyze Purchase of Service (POS) data to identify areas where we may be able to increase purchased services to better meet the needs of underserved populations.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<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>Statement:</p> <p>It is important to IRC that Consumers of all ethnicities and ages have access to services that they are eligible for, that will help them meet their needs/ goals.</p> <p>Measurement and Methodology:</p> <p>Prior FY Purchase of Service data and CMF.</p> <p>Activities:</p> <p>IRC will analyze POS data to identify areas where we may be able to increase purchased services to better meet the needs of our underserved populations.</p> <p>IRC will continue to develop the Diversity Outreach Coordinator position to increase education, engagement, and cultural competency of IRC staff, Consumers, families, and community partners. The Diversity Outreach Coordinator also maintains records, collects data, and tracks the qualitative and quantitative outcomes of our Community Based Organizations (CBOs).</p> <p>IRC will utilize our CBOs to inform families of services they may be eligible for through POS.</p> <p>IRC will continue to work with the Office of Client Rights Advocates (OCRA) and State Council on Developmental Disabilities (SCDD) to offer educational workshops to the community.</p> <p>IRC will continue to actively seek, schedule, and attend outreach and educational events weekly.</p> <p>IRC will continue to participate in inter-agency collaboration to provide and receive training in cultural competency with:</p> <ol style="list-style-type: none"> 1. San Bernardino County Bilingual Committee 2. Cultural Competency Advisory Committee Meeting 3. Latino Awareness Subcommittee 4. Inland Empire Disabilities Collaborative 5. Building Community Partners with Children and Family Services



Inland Regional Center 2020 Performance Contract Plan

	<p>Through targeted outreach, IRC's Diversity Outreach Coordinator will provide advocacy services to Consumers and families during the Individual Program Plan and Purchase of Services processes.</p> <p>IRC will continue to participate in the Self-Determination Advisory committee.</p> <p>IRC will host an annual parent empowerment conference focusing on advocacy, employment, benefits, transition, and linking to resources.</p> <p>IRC will continue to host the annual Fall Festival resource fair to connect parents to IRC, our Service Providers, and community partners.</p> <p>IRC will continue to assist and support families in gaining confidence in our services and community resources.</p> <p>IRC will continue to grow and expand inlandrc.org to ensure communication is clear and easy to understand. Our website is available in English and Spanish. English - https://www.inlandrc.org/ Spanish - https://www.inlandrc.org/es/</p> <p>IRC will continue to participate in Grassroots Day in Sacramento. Our Grassroots team will include IRC's Fair Hearings and Legal Affairs Manager, the Community Engagement Manager, a Consumer Advocate, the Diversity Outreach Coordinator, and the Vendor Advisory Committee Chair. We will meet with legislators to advocate for the reinstatement of funding for social recreation programs and camp, as well as changes to the antiquated median rates.</p> <p>IRC will create a group called the Disparity Link. This group will be made up of Service Coordinators from each IRC case management unit. This group will meet once a month and discuss the latest disparity data, CBO disparity grant work, disparity programs available to Consumers and families, and internal IRC challenges related to disparity.</p> <p>IRC seeks to foster an environment of collaboration to increase Purchase of Service for clients with a primary diagnosis of Autism or monolingual Spanish families/care providers. The Local Partnership Agreement - Diversity (LPA-D) is designed to facilitate conversations that result in plans to assist Consumers in requesting new services or</p>
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Inland Regional Center 2020 Performance Contract Plan

increasing existing services. The LPA-D will also help Consumers and families expand their ability to understand and navigate the Regional Center System including:

- A plan to expand the pathways to services for IRC Consumers, including those in underserved regions and populations.
- Links to local and regional resources including conversations about transition, the Lanterman Act, service delivery, self-advocacy, person-centered training, etc.



Inland Regional Center 2020 Performance Contract Plan

<p>3. Number and percentage 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>Statement:</p> <p>IRC is focused on understanding why some Consumers receive case management services, but not a purchased service, and how to resolve this.</p> <p>Measurement and Methodology:</p> <p>Prior FY Purchase of Service data and regional center caseload data.</p> <p>Activities:</p> <p>IRC will continue to participate in inter-agency collaboration with the Department of Behavioral Health, local police departments, and crisis intervention teams to address the increased interaction with Consumers <i>not</i> attending a program.</p> <p>IRC will continue to support the Consumer Advisory Committee (CAC) in providing educational forums and events. These events can help link Consumers to Day, Behavior, or Work Activity Programs.</p> <p>IRC will continue to develop and improve inlandrc.org to deliver information on IRC eligibility, the intake process, and community training.</p> <p>IRC will continue to design and implement community projects focused on outreach to underserved demographic populations, with a focus on the Hispanic community and Consumers with autism.</p>
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Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>4. Total number of \$1000, \$1250, \$1500 incentive payments made for fiscal year.</p>	<p>Statement:</p> <p>IRC provides opportunities and support for Consumer employment. The goal being competitive, integrated employment.</p> <p>Measurement and Methodology: Data collected from service providers by Regional Centers.</p> <p>Activities:</p> <p>IRC will analyze POS data to help identify the total number of individuals participating in competitive, integrated employment.</p> <p>IRC Employment Specialists will continue to provide outreach and community education on employment opportunities and available supports.</p> <p>IRC Employment Specialist will partner with the IRC Consumer Advisory Committee and local CBO's to host a 4-hour employment conference linking Consumers to competitive integrated employment and our Paid Internship Program. Conference topics will focus on job skills, interview prep, workplace etiquette, etc.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>5. Increase the number and percent of adults residing in the home of a parent or guardian (“family homes”).</p>	<p>Statement:</p> <p>“Family homes” can have many different meanings, but the key idea is a place where a person chooses to live.</p> <p>Measurement and Methodology:</p> <p>CMF residence code data for status 2 adults (18 years older) residing in family homes.</p> <p>Activities:</p> <p>IRC will continue to develop and provide services for Consumers that allow them to be as independent as possible.</p> <p>IRC will continue to assist families in obtaining needed services. Such services may include in-home services, respite, behavior intervention, parent training, hospice, and crisis services.</p> <p>IRC Service Coordinators will monitor successes quarterly and additionally, as needed.</p> <p>On inlandrc.org, IRC will maintain:</p> <ul style="list-style-type: none"> • a Common Services List to help Consumers, parents and guardians understand IRC services and programs • a Service Provider Search tool to assist Consumers, parents and guardians in locating services and programs • Fact Sheets for common services: Day Programs, Living Options, Respite and Transition • a calendar of community activities so that Consumers, parents or guardian can search for low cost community events



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>6. Decrease the number and percentage of Regional Center caseload in state Developmental Centers.</p>	<p>Statement:</p> <p>All people have gifts and abilities and are valuable. Each one is best supported in an inclusive community.</p> <p>Measurement and Methodology:</p> <p>CMF status code 8.</p> <p>Activities:</p> <p>IRC will continue to support families and Consumers as they move out of Developmental Centers and into the community, with Community Placement Plan funds, as available.</p> <p>IRC will develop resources in our two-county area to assist individuals transitioning from Developmental Centers.</p> <p>IRC will continue to assist and support families in increasing comfort and confidence in community resources.</p> <p>IRC will participate in state efforts to develop residential and program alternatives for those with challenges that may be difficult to serve.</p> <p>IRC will continue to serve as a resource to Regional Centers who have Consumers leaving Sonoma Developmental Center.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p data-bbox="203 451 544 588">7. Increase number and percent of minors residing with families or home settings.</p> <p data-bbox="203 625 560 709">“Home settings” can include the home of a parent or guardian as well as Foster Home Agency homes.</p>	<p data-bbox="586 451 722 478">Statement:</p> <p data-bbox="586 504 1323 567">Children develop best in loving, inclusive home settings. Often support is needed to avoid out-of-home placements.</p> <p data-bbox="586 598 982 625">Measurement and Methodology:</p> <p data-bbox="586 651 1388 714">CMF residence code data for status 1 and 2 minors (under 18 years old) residing:</p> <ul data-bbox="633 735 860 850" style="list-style-type: none"><li data-bbox="633 735 860 766">• In family home<li data-bbox="633 772 860 804">• In foster care<li data-bbox="633 810 860 842">• With guardian <p data-bbox="586 871 706 898">Activities:</p> <p data-bbox="586 924 1388 1018">IRC will provide training for families to help manage behaviors that may interfere with a child’s ability to interact with their family and community.</p> <p data-bbox="586 1050 1404 1113">IRC will continue developing and providing group parent training and support for families within the specific ethnic groups served by IRC.</p> <p data-bbox="586 1144 1388 1207">IRC will continue assessing, developing, and providing families with services to keep children in their own home.</p> <p data-bbox="586 1239 1388 1302">IRC will continue the preference of small 4-6 bed homes for out-of-home placement.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p data-bbox="203 451 560 556">8. Increase the number and percentage of adults residing in home settings.</p> <p data-bbox="203 588 560 703">Home-like settings can include independent living, supported living settings, Adult Family Agency Homes and a Consumer's family home.</p>	<p data-bbox="586 451 722 483">Statement:</p> <p data-bbox="586 504 1421 577">"Home" can have many different meanings, but the key idea is a place where a person chooses to live.</p> <p data-bbox="586 598 982 630">Measurement and Methodology:</p> <p data-bbox="586 651 1404 714">CMF residence code data for status 2 adults (18 years old and above) residing in:</p> <ul data-bbox="633 735 1088 882" style="list-style-type: none">• Independent living• Supported living• Adult Family Home Agency homes• Family homes <p data-bbox="586 903 706 934">Activities:</p> <p data-bbox="586 955 1356 1029">IRC will continue to develop and provide services and support to Consumers allowing them to be as independent as possible.</p> <p data-bbox="586 1050 1421 1123">IRC will continue to monitor the implementation of AB 1472 to ensure that Consumers are respected, and compliance is achieved.</p> <p data-bbox="586 1144 1421 1218">IRC will continue monitoring supported living environments to ensure safety and provide supports and services, as needed.</p> <p data-bbox="586 1239 1421 1344">IRC will continue to assist families in obtaining needed services. Such services may include in-home services, respite, behavior intervention, parent training, hospice, and crisis services.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>9. Decrease number of minors living in facilities serving six or more people.</p>	<p>Statement:</p> <p>IRC believes that children develop best in loving, inclusive homes. However, in some compelling circumstances they may require alternative placement. Southern California has the only subacute facility for children. Many children throughout California are transferred from their home Regional Centers to this sub-acute facility which serves more than six. IRC will work in partnership with the transferring Regional Center and provide shared case management.</p> <p>Measurement and Methodology:</p> <p>CMF residence code data status 1 and 2 minors residing in following facilities, serving more than six people:</p> <ul style="list-style-type: none">• ICF/DD• ICF/DD-H• ICF/DD-N• SBF• CCF <p>Activities:</p> <p>To the greatest extent possible, services will be identified and provided that allow the child to successfully transition back to their home.</p> <p>IRC is committed to providing support to the sub-acute children's facility that offers high level care to all Southern California children served by Regional Centers.</p> <p>IRC will continue the practice of a rigorous multi-disciplinary review of placement in homes with more than four beds.</p> <p>We will continue to inform potential providers that it is IRC's preference that homes serve four or fewer people, each with their own room.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>10. Decrease number and percentage of adults living in facilities serving more than six people.</p>	<p>Statement: Inland Regional Center’s Board of Trustees confirmed its policy to support living arrangements that are small (serve four to six people). Adults are provided with private bedrooms and baths.</p> <p>Measurement and Methodology: CMF residence code data for status 2 adult residing in following facilities serving more than six people:</p> <ul style="list-style-type: none">• ICF/DD• ICF/DD-H• ICF/DD-N• SNF• CCF (Residential Care Facilities for the elderly not included) <p>Activities: IRC will evaluate the cases of Consumers who live in large skilled nursing facilities. Their needs will be assessed to see if they can be appropriately served in a smaller home setting.</p> <p>IRC will continue the practice of a rigorous multi-disciplinary review of placement in homes with more than four beds.</p> <p>IRC will communicate to any potential provider that it is our preference that homes serve four or fewer people, each with rooms of their own.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>11. Number and percentage of Consumers, ages 16-64 with earned income.</p>	<p>Statement:</p> <p>IRC's core values are independence, inclusion and empowerment. We believe that Consumers with an earned income exemplify these values.</p> <p>Measurement and Methodology:</p> <p>Employment Development Department (EDD) data on individuals ages 16-64 with earned income.</p> <p>Activities:</p> <p>Annually, IRC will analyze data changes in the percentage of Consumers with an earned income, ages 16-64, as reported by the Employment Development Department.</p> <p>IRC Employment Specialists will provide community outreach and education on employment opportunities and available supports, to community partners, vendors, and Consumers.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>12. Annual earnings of Consumers ages 16-64 compared to people with all disabilities.</p>	<p>Statement:</p> <p>IRC believes in equal pay for employees who perform substantially similar work.</p> <p>Measurement and Methodology: EDD data: average annual wages as reported to EDD for individuals ages 16-64.</p> <p>Activities:</p> <p>IRC will analyze the number of individuals served, ages 16-17 years of age.</p> <p>IRC will analyze the number of individuals served, ages 18-23 years of age.</p> <p>IRC will analyze the number of individuals served, ages 24-64 years of age.</p> <p>IRC will then review the average earnings for the calendar year, of individuals served in comparison to all people with disabilities in California.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>13. Average annual wages for Consumers ages 16-64.</p>	<p>Statement:</p> <p>IRC believes in equal pay for employees who perform substantially similar work.</p> <p>Measurement and Methodology:</p> <p>EDD data: average annual wages as reported to EDD for individuals ages 16-64.</p> <p>Activities:</p> <p>See measure #12.</p>

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Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>14. Number of adults who attained competitive, integrated employment following participation in a Paid Internship Program.</p>	<p>Statement:</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>Measurement and Methodology: Data collected from service providers by regional centers.</p> <p>Activities:</p> <p>IRC will participate in a job and employment fairs to promote employment opportunities for those who participate in a Paid Internship Program.</p> <p>IRC's Employment Specialists will stress the importance of the Paid Internship Program at the Vendor Advisory Committee and subcommittee meetings.</p> <p>IRC will provide training to Service Coordinators to help them better understand Competitive Integrated Employment and the Paid Internship Program.</p> <p>Service Coordinators will review employment options with Consumers annually during the IPP planning process.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>15. Percentage of adults who attained competitive, integrated employment following participation in a Paid Internship Program</p>	<p>Statement:</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>Measurement and Methodology: Data collected from service providers by regional centers.</p> <p>Activities: See measure #14.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>16. Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the fiscal year.</p>	<p>Statement:</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>Measurement and Methodology: Data collected from service providers by regional centers.</p> <p>Activities: See measure #14.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>17. Percentage of adults who reported having integrated employment as a goal on their IPP.</p>	<p>Statement:</p> <p>It is the goal of IRC that Consumers hold jobs in typical workplace settings, where most of the employees do not have a disability.</p> <p>Measurement and Methodology: Responses to National Core Indicators (NCI) survey question, "Individual has community employment as a goal in his/her IPP <u>three-year cycle.</u>"</p> <p>Activities:</p> <p>IRC Employment Specialists will continue to train and consult with adult and transition units on integrated employment.</p> <p>IRC will continue to develop IPPs based on Person Centered Planning. Service Coordinators will receive continued training through the Training and Development Department.</p> <p>IRC Employment Specialists will create a Public Service Announcement in collaboration with the Community Engagement unit that discusses integrated employment. This announcement will be shared via inlandrc.org, IPP meetings, and IRC social media.</p> <p>IRC Service Coordinators will add or make an addendum to the IPP for adult Consumers who show interest in integrated employment.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>18. Average wages and hours worked for adults engaged in competitive, integrated employment for whom incentive payments have been made.</p>	<p>Statement:</p> <p>IRC believes that employees with disabilities must have the same opportunities as those without disabilities.</p> <p>Measurement and Methodology:</p> <p>Data collected from service providers by regional centers.</p> <p>Activities:</p> <p>Data will be collected from service providers, by IRC Employment Specialists.</p> <p>IRC will participate in job and employment fairs to promote employment opportunities for those who participate in the Paid Internship Program.</p> <p>IRC's Employment Specialists will stress the importance of the Paid Internship Program at the Vendor Advisory Committee and subcommittee meetings.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>19. Per capita Purchase of Service expenditures by an individual's primary language (for primary languages chosen by 30 or more Consumers).</p>	<p>Statement: It is important to IRC that Consumers of every ethnicity, primary language, and age have access to services that they are eligible for, that will help them meet their needs/goals.</p> <p>Measurement and Methodology: Prior FY Purchase of Service data and CMF.</p> <p>Activities: IRC will analyze POS data, by primary language, to identify areas we may increase purchased services to help meet the needs of underserved populations.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy	Actions to Attain Objectives
<p>20. Increase the number and percent of adults residing in independent living settings.</p>	<p>Statement: Independent living can have many different meanings, but the key idea is a place where a person chooses to live.</p> <p>Measurement and Methodology: CMF residence code data for status 2 adults (18 years old and older) residing in independent living.</p> <p>Activities: See Measure #5.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>21. Increase the number and percent of adults residing in supportive living settings.</p>	<p>Statement:</p> <p>IRC strives to assist Consumers in exercising meaningful choice and control in their daily lives, including where and with whom to live.</p> <p>Measurement and Methodology:</p> <p>CMF residence code data for status 2 adults (18 years old and older) residing in supportive living settings.</p> <p>Activities:</p> <p>See Measure #5.</p>



Inland Regional Center 2020 Performance Contract Plan

Public Policy Measure	Actions to Attain Objectives
<p>22. Increase the number and percentage of adults residing in Adult Family Home Agency homes.</p>	<p>Statement:</p> <p>Adult Family Home Agency homes and supports are a new option which enables adults with developmental disabilities to enter into partnerships with families that promote self-determination and interdependence.</p> <p>Measurement and Methodology:</p> <p>CMF residence code data for status 2 adults (18 years old and older) residing in Adult Family Home Agency homes.</p> <p>Activities:</p> <p>See Measure #5.</p>



Inland Regional Center 2020 Performance Contract Plan

Compliance Measures

Measures	Measurement/Methodology
1. Unqualified independent audit with no material finding(s).	Yes.
2. Substantial compliance with DDS fiscal audit.	Yes.
3. Operates within Ops budget.	Yes, actual expenditures plus late bills do not exceed Ops budget.
4. Certified to participate in Wavier.	Yes, based on most recent Wavier monitoring report.
5. Compliance with Vendor Audit Requirements per contract, ARICLE III, Section 10.	Yes, based on documentation regional center forwards to DDS.
6. CDER/EST Currency.	CMS status codes 1 and 2 current CDER OR ESR.
7. Intake/Assessment and IFSP timelines (ages 0-2).	SANDIS Intake and Early Start Report.
8. Intake/Assessment timelines for Consumers ages 3 and older.	Biennial DDS report to regional centers.
9. IPP Development (WIC requirements).	Biennial DDS report per WIC section 4646.5 c (3).
10. IFSP Development (Title 17 requirements).	Annual DDS IFSP review per IPP protocol using IFSP Review Criteria.