

STATEMENT OF ASSURANCES

This is to assure that Lavinia Johnson Calendar Year 2021 Performance Contract was developed in accordance with the requirements specified in Welfare & Institutions (W&I) Code section 4629 and the Department of Developmental Services' Year 2021 Performance Contract Guidelines.

The performance contract was developed through a public process which included:

- Providing information, in an understandable form, to the community about regional center services and supports, including budget information and baseline data on services and supports and regional center operations [W&I Code section 4629 (c)(B)(i)];
- Conducting a public meeting where participants can provide input on performance objectives and using focus groups or surveys to collect information from the community [W&I Code section 4629 (c)(B)(ii)];
- Providing at least ten calendar days advance public notice of the date of the public meeting (guidelines); and,
- Circulating a draft of the performance objectives to the community for input prior to presentation at a regional center board meeting where additional public input will be taken and considered before adoption of the objectives [W&I Code section 4629 (c)(B)(iii)].

Regional Center Executive Director: Lavinia Johnson

Date: 12/1/2020



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Inland Regional Center is taking measures to minimize the spread of COVID-19 in our community. As an agency, we are operating under the directives of the Department of Developmental Services (DDS) and following the guidance of the Centers for Disease Control and Prevention (CDC). We are also strictly following State and County COVID-19 regulations.

Currently, our Service Coordinators are not making in-person visits. Service Coordinators will stay in touch with our clients and families via telephone, email, and video chat. Other IRC business will also be conducted virtually.

Inland Regional Center is not hosting in-person events in order to protect our staff, vendors, clients, and community partners. To the best of our ability, we will hold virtual Client Advisory Committee (CAC) meetings, Board of Trustees meetings, 2021 IRC Virtual Fall Festival, and Vendor Advisory Committee (VAC) meetings so we can remain connected to those we serve until it is deemed safe to resume face-to-face events and meetings.

The following Calendar Year (CY) 2021 Performance Contract (PC) reflects virtual events and meetings.



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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>



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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 Clients 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 Cultural Specialist position to increase education, engagement, and cultural competency of IRC staff, Clients, families, and community partners. The Cultural Specialist will continue to maintain records, collect data, and track 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 outreaches, in person and virtually, 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



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	<p>Through targeted outreach, both in person and virtual, IRC's Cultural Specialist will provide advocacy services to Clients 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 continue to host the annual Fall Festival resource fair (virtually if required) 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 Clients Advocate, the Diversity Outreach Coordinator, and the Vendor Advisory Committee Chair.</p> <p>IRC will continue to host 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 Clients and families, and internal IRC challenges related to disparity.</p> <p>IRC will continue to host the CBO Collaborative. This group will be made up of Service Coordinators from each IRC case management unit and members of the CBO's. This group will meet once a month and discuss the latest disparity data, check-in on current referrals, review possible referrals, and receive case updates.</p> <p>IRC's Cultural Specialist will continue to support the below parent support groups:</p> <ol style="list-style-type: none">1. Rialto Unified School District parent support group2. Spanish virtual support group - "Virtudes Especiales"3. Cathedral City Parent Support Group
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<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 Clients 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 Clients not attending a program.</p> <p>IRC will continue to support the Client Advisory Committee (CAC) in providing educational forums and events.</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 Clients with Autism.</p>
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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 Client 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, virtually if required, on employment opportunities and available supports.</p> <p>IRC Employment Specialist will continue to collaborate with the IRC CAC, IRC Atkion Club, Cultural Specialist, and Training and Development Department to provide educational opportunities to Clients.</p>



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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 Clients 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, telehealth when appropriate, 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 Clients, parents and guardians understand IRC services and programs https://www.inlandrc.org/wp-content/uploads/2018/09/Common-Services-Listing.pdf • a Service Provider Search tool to assist Clients, parents and guardians in locating services and programs https://www.inlandrc.org/disclaimer/ • Fact Sheets for common services: Day Programs, Living Options, Respite and Transition https://www.inlandrc.org/Consumersfamilies/ • a calendar of community activities that Clients, parents or guardian can search for low cost community events https://www.inlandrc.org/calendar/ • a Program Manager search tool https://www.inlandrc.org/managers-email-form/



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	<ul style="list-style-type: none">• a Self-Determination information page located on the Clients and Families page https://www.inlandrc.org/Consumersfamilies/
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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 Clients 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 Clients leaving Sonoma Developmental Center.</p>



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Public Policy Measure	Actions to Attain Objectives
<p data-bbox="204 453 542 590">7. Increase number and percent of minors residing with families or home settings.</p> <p data-bbox="204 632 558 709">“Home settings” can include the home of a parent or guardian as well as Foster Home Agency homes.</p>	<p data-bbox="587 453 721 485">Statement:</p> <p data-bbox="587 506 1328 573">Children develop best in loving, inclusive home settings. Often support is needed to avoid out-of-home placements.</p> <p data-bbox="587 600 980 632">Measurement and Methodology:</p> <p data-bbox="587 653 1386 720">CMF residence code data for status 1 and 2 minors (under 18 years old) residing:</p> <ul data-bbox="636 741 862 848" style="list-style-type: none"> • In family home • In foster care • With guardian <p data-bbox="587 873 704 905">Activities:</p> <p data-bbox="587 926 1386 1024">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="587 1052 1406 1119">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="587 1146 1386 1213">IRC will continue assessing, developing, and providing families with services to keep children in their own home.</p> <p data-bbox="587 1241 1386 1308">IRC will continue the preference of small 4-6 bed homes for out-of-home placement.</p>



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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 Client’s family home.</p>	<p data-bbox="586 451 722 483">Statement:</p> <p data-bbox="586 504 1421 567">“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 1018">IRC will continue to develop and provide services and support to Clients allowing them to be as independent as possible.</p> <p data-bbox="586 1050 1421 1113">IRC will continue to monitor the implementation of AB 1472 to ensure that Clients are respected, and compliance is achieved.</p> <p data-bbox="586 1144 1421 1207">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>



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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 serve 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>



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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:</p> <p>IRC will evaluate the cases of Clients 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>



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Public Policy Measure	Actions to Attain Objectives
<p>11. Number and percentage of Clients, ages 16-64 with earned income.</p>	<p>Statement:</p> <p>IRC's core values are independence, inclusion, and empowerment. We believe that Clients 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 Clients 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 Clients. These outreaches may be virtual.</p>



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Public Policy Measure	Actions to Attain Objectives
<p>12. Annual earnings of Clients 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:</p> <p>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>



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Public Policy Measure	Actions to Attain Objectives
<p>13. Average annual wages for Clients 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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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:</p> <p>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. This may be in person, or virtual of required.</p> <p>IRC's Employment Specialists will stress the importance of the Paid Internship Program at the Vendor Advisory Committee (VAC) and subcommittee meetings.</p> <p>IRC will provide training or virtual consultation 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 Clients annually during the IPP planning process.</p>



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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>



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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:</p> <p>Data collected from service providers by regional centers.</p> <p>Activities:</p> <p>See measure #14.</p>



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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 Clients hold jobs in typical workplace settings, where most of the employees do not have a disability.</p> <p>Measurement and Methodology:</p> <p>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. This may be in-person, over the phone or virtual.</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 Service Coordinators will add or make an addendum to the IPP for adult Clients who show interest in integrated employment.</p>



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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. This will be in-person or virtual.</p> <p>IRC's Employment Specialists will stress the importance of the Paid Internship Program at the Vendor Advisory Committee (VAC) and subcommittee meetings.</p>



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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 Clients s).</p>	<p>Statement: It is important to IRC that Clients 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>



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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>



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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 Clients 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>



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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 enable 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>



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Measure Related to Reducing Disparities and Improving Equity in Purchase of Service Expenditures (Optional)

Public Policy Measure	Actions to Attain Objectives
<p>23. Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.</p>	<p>Statement: Inland Regional Center (IRC) is committed to addressing disparities within our community.</p> <p>Measurement and Methodology: National Core Indicator (NCI) Survey data is specific to the FYs in which the surveys are conducted. It may take up to two years after the survey year for NCI data to become available. All other data is available annually for the prior FY.</p> <p>Activities: State Council on Developmental Disabilities will administrator the NCI Survey.</p> <p>IRC Community Engagement (CE) CSTIII will act as the liaison to SCDD with direct oversight of CE Manager.</p>



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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 Operations budget.	Yes, actual expenditures plus late bills do not exceed Operations budget.
4. Certified to participate in Waiver.	Yes, based on most recent Waiver monitoring report.
5. Compliance with Vendor Audit Requirements per contract, ARTICLE 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.