

## PERFORMANCE MEASURES AND DATA SOURCES

*Performance Measures in this attachment include measure details, data sources and descriptions. The measures have been realigned into the focus areas below. Each focus area has Performance Measures set by the Department in accordance with Welfare & Institutions Code (WIC) 4629, 4620.5 or both.*

### Community Integration

| Measure Type | Measures                                                                                                                                                                                                      | Data Source/Description                                                                                                                                                                                                                                                                                                                      |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy       | Number and percent of adults living independently with or without supports.                                                                                                                                   | Client Master File (CMF) residence code (13 and 14) data for status 2 adults (18 years old and above) residing in independent living and supported living.                                                                                                                                                                                   |
| Policy       | Number and percent of adults residing in adult Family Home Agency homes.                                                                                                                                      | CMF residence code (79) data for Lanterman eligible (status 2) adults (18 years old and above) residing in Adult Family Home Agency homes.                                                                                                                                                                                                   |
| Policy       | Number and percent of adults residing in family homes (home of parent or guardian)<br>Ages: <ul style="list-style-type: none"> <li>• 18 to 35 years</li> <li>• 36 to 50 years</li> <li>• 51+ years</li> </ul> | CMF residence code (11) data for status 2 adults (18 years old and above) residing in family homes (home of parent or guardian).                                                                                                                                                                                                             |
| Policy       | Number and percent of adults residing in home settings.                                                                                                                                                       | CMF residence code data for status 2 (18 years old and above) residing in: <ul style="list-style-type: none"> <li>• Independent living</li> <li>• Supported living</li> <li>• Adult Family Home Agency homes</li> <li>• Family homes</li> </ul>                                                                                              |
| Policy       | Number and percent of minors living in facilities serving > 6.                                                                                                                                                | Client Master File (CMF) residence code data for status <u>1</u> , <u>2</u> , and U minors residing in following facilities serving > 6: <ul style="list-style-type: none"> <li>• Intermediate Care Facility/Developmentally Disabled (ICF/DD)</li> <li>• Skilled Nursing Facility (SNF)</li> <li>• Community Care Facility (CCF)</li> </ul> |
| Policy       | Number and percent of adults living in facilities serving > 6.                                                                                                                                                | CMF residence code data for status 2 adults residing in following facilities serving > 6: <ul style="list-style-type: none"> <li>• ICF/DD</li> <li>• SNF</li> <li>• CCF (Residential Care Facilities for the Elderly not included)</li> </ul>                                                                                                |

**Early Start - Childhood**

| <b>Measure Type</b> | <b>Measures</b>                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Data Source/Description</b>                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance          | <p>Timely Access to Early Start Services</p> <ul style="list-style-type: none"> <li>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.</li> </ul>                                                                                                                                                              | <p>Early Start Report (ESR) and Biennial DDS Monitoring data:</p> <ul style="list-style-type: none"> <li>Date referral was first received, until the date the IFSP is signed and completed, including allowance of exceptional family circumstances.</li> <li>Number of children under the age of three with completed IFSP within timelines compared to total number of children under the age of three with completed IFSP.</li> </ul> |
| Compliance          | <p>Provisional Eligibility</p> <ul style="list-style-type: none"> <li>Number of children who turn age 5 and continue regional center services through provisional eligibility.</li> </ul>                                                                                                                                                                                                                                                    | <p>Client Master File (CMF), Provisional eligibility (status U) and number of children with status code U beyond age 5.</p>                                                                                                                                                                                                                                                                                                              |
| Incentive           | <p>Submission of Completed Early Start Report (ESR):</p> <ul style="list-style-type: none"> <li>Percentage of completed ESR submitted to DDS for children exiting Early Start, inclusive of all required fields.</li> </ul>                                                                                                                                                                                                                  | <p>CMF and ESR</p> <p>Early Start (Status 1), and Lanterman Eligible (status 2) and U under 36 months.</p>                                                                                                                                                                                                                                                                                                                               |
| Incentive           | <p>Planning for Services After Early Start</p> <ol style="list-style-type: none"> <li>Percentage of children who receive a timely transition meeting at least 90 days prior to their third birthday.</li> <li>Percentage of children transitioning from Early Start to Lanterman Act Services or Provisional Eligibility, who have a completed Individual Program Plan (IPP) no more than 60 days following their third birthday.</li> </ol> | <ul style="list-style-type: none"> <li>ESR</li> <li>Using CMF data for those who are in status 1 transitioning to Lanterman or Provisional eligibility (status 2 or U) at least 90 days prior to a child's third birthday.</li> <li>Using CMF data Percentage of Individual Program Plan data</li> </ul>                                                                                                                                 |

**Employment**

| <b>Measure Type</b> | <b>Measures</b>                                                                                                                                   | <b>Data Source/Description</b>                                                                                                                                                                                              |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy              | Number and percentage of individuals ages 16-64 with earned income.                                                                               | Employment Development Department (EDD) and Client Master File (CMF) data <ul style="list-style-type: none"> <li>Number and percentage of status 2 individuals ages 16-64 with earned income as reported to EDD.</li> </ul> |
| Policy              | Average annual wages for individuals ages 16-64.                                                                                                  | EDD data <ul style="list-style-type: none"> <li>Average annual wages as reported to EDD for status 2 individuals ages 16-64.</li> </ul>                                                                                     |
| Policy              | Number of adults who entered competitive integrated employment following participation in a Paid Internship Program.                              | Data collected through Department survey (Welfare & Institutions Code (WIC) Section 4870(e)) of regional centers.                                                                                                           |
| Policy              | Percentage of adults who entered competitive integrated employment following participation in a Paid Internship Program.                          | Data collected through Department survey (WIC Section 4870(e)) of regional centers.                                                                                                                                         |
| Policy              | Average hourly or salaried wages and hours worked per week for adults who participated in a Paid Internship Program during the prior fiscal year. | Data collected through Department survey (WIC Section 4870(e)) of regional centers.                                                                                                                                         |
| Policy              | Average wages and hours worked for adults engaged in competitive integrated employment on behalf of whom incentive payments have been made.       | Data collected through Department survey (WIC Section 4870(e)) of regional centers.                                                                                                                                         |
| Policy              | Total number of 30-day, 6-month and 12-month incentive payments made for the fiscal year.                                                         | Data collected through Department survey (WIC Section 4870(e)) of regional centers.                                                                                                                                         |

| <b>Measure Type</b> | <b>Measures</b>                                                                                                                                                                                                                         | <b>Data Source/Description</b>                                                                                                    |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Incentive           | Percentage of adults having competitive, integrated employment as a goal/outcome in their IPP and have a job with reportable wages.                                                                                                     | Individual Program Plan (IPP) data (Employment life area) cross walked with data from Employment Development Department (EDD)     |
| Incentive           | Data Updates and Reporting <ul style="list-style-type: none"> <li>Percentage of individuals ages 16 and older who have updated employment-related information documented in the Client Development Evaluation Report (CDER).</li> </ul> | CDER Personal Outcomes Element questions 5 through 8.                                                                             |
| Incentive           | Development and Outreach <ul style="list-style-type: none"> <li>Implementation of the Employment Development and Outreach Plan to increase employment opportunities and outcomes for individuals.</li> </ul>                            | Regional center survey and Department monitoring of the Employment Development and Outreach Plans.<br><br>DUE DATE: July 31, 2027 |

**Equity and Cultural Competency**

| <b>Measure Type</b> | <b>Measures</b>                                                                                                                                                                                                                                         | <b>Data Source/Description</b>                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy              | <p>Expenditures: In-Home Purchase of Services (POS)</p> <p>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.</p>     | <p><b>Data source:</b> Age-adjusted per-capita POS expenditures by FY from CMF and POS records.</p> <p><b>Population:</b> Individuals living in family homes (residence codes 11, 78, 80)</p> <p><b>Definition:</b> How much average spending differs between racial groups and language groups compared to the regional center's overall average.</p>                          |
| Policy              | <p>Expenditures: In-Home Respite POS</p> <p>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.</p>                | <p><b>Data source:</b> Age-adjusted per-capita POS expenditures by FY from CMF and POS records.</p> <p><b>Population:</b> Individuals living in family homes (residence codes 11, 78, 80) who use respite services</p> <p><b>Definition:</b> How much average spending differs between racial groups and language groups compared to the regional center's overall average.</p> |
| Policy              | <p>Service Utilization: Early Start</p> <p>Per capita Early Start Expenditures, separated and compared by race, ethnicity and language preference.</p>                                                                                                  | <p><b>Data source:</b> POS expenditures and authorization amount by FY from CMF and POS records.</p> <p><b>Population:</b> Early Start participants age 0 to 36 months</p> <p><b>Definition:</b> How much utilization differs between racial groups and language groups, compared to the regional center's overall average.</p>                                                 |
| Incentive           | <p>Linguistic Diversity</p> <ul style="list-style-type: none"> <li>• Increase number of bilingual staff, including service coordinators, intake staff and first line supervisors, over FY 2025-26 in one of the RC's top 5 languages spoken.</li> </ul> | <p>CMF data for languages spoken most frequently and regional center reports on staff who are bilingual.</p> <p>DUE DATE: July 31, 2027</p>                                                                                                                                                                                                                                     |

***Innovation in Service Availability, Delivery and Technology***

| <b>Measure Type</b> | <b>Measure</b>                                                                                                                                                                                                                                 | <b>Data Source/Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incentive           | <p>Website Accessibility</p> <ol style="list-style-type: none"> <li>1. Regional center website meets 100% of Web Contents Accessibility Guidelines 2.1 (WCAG 2.1).</li> <li>2. Regional center's website meets WCAG 2.2 Guidelines.</li> </ol> | <p>Checklist and testing result submitted by each regional center which demonstrates the requirements of WCAG 2.1 or 2.2</p> <p>For measure two, regional centers will need to, at minimum, begin website revisions to meet WCAG 2.2 standards in FY 2025-26 and complete the revisions to fully meet 100% of the WCAG 2.2 standard within FY 2026-27. Regional centers will revise their websites to comply with WCAG 2.1 AA standards.</p> <p>DUE DATE: July 31, 2027</p> |

***Individual/Family Experience and Satisfaction***

| <b>Measure Type</b> | <b>Measures</b>                                                                                                                                                                                                                | <b>Data Source/Description</b>                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy              | Number and percent of individuals, by race/ethnicity, who are satisfied with the services and supports received by the family and family member.                                                                               | <p>Most recent National Core Indicator (NCI) data available:</p> <ul style="list-style-type: none"> <li>• Child Family Survey</li> <li>• Adult Family Survey</li> <li>• Family Guardian Survey</li> </ul>                                                                                                                                                                                                                     |
| Policy              | Number and percent of individuals, by race/ethnicity, whose IPP/IFSP includes all of the services and supports needed.                                                                                                         | <p>Most recent National Core Indicator (NCI) data available</p> <ul style="list-style-type: none"> <li>• Child Family Survey</li> <li>• Adult Family Survey</li> <li>• Family Guardian Survey</li> </ul>                                                                                                                                                                                                                      |
| Policy              | Number and percent of individuals who feel that services and supports have made a positive difference in the life of their family member.                                                                                      | <p>Most recent National Core Indicator (NCI) data available</p> <ul style="list-style-type: none"> <li>• Child Family Survey</li> <li>• Adult Family Survey</li> <li>• Family Guardian Survey</li> </ul>                                                                                                                                                                                                                      |
| Incentive           | <p>Individual Program Plan experience:</p> <ul style="list-style-type: none"> <li>• Percent of IPP surveys received by the Department compared to total number of IPP's completed per quarter (locked/ distributed)</li> </ul> | <p>A rate will be established, comparing the number of IPP surveys attributed to each regional center, completed through the IPP Survey link (or through email or by paper and received by the Department in its data system) compared to the number of IPP's attributed to each regional center and identified as locked and distributed in the regional center case management system, each quarter of the fiscal year.</p> |

***Person Centered Planning***

| <b><i>Measure Type</i></b> | <b><i>Measures</i></b>                                                                                                                                                                                                     | <b><i>Data Source/Description</i></b>                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incentive                  | Person Centered Facilitation Skills <ul style="list-style-type: none"> <li>Regional centers have one certified person-centered plan facilitation trainer employed for every 10,000 people enrolled in services.</li> </ul> | Client Master File and regional center reported. Regional centers will report: <ul style="list-style-type: none"> <li>The names of their employees who are certified to deliver Person Centered Plan Facilitation Training each quarter of the fiscal year.</li> </ul> To meet this measure regional centers must have a minimum of one certified trainer per 10,000 individuals served in the regional center service area in each quarter.<br><br>DUE DATE: July 31, 2027 |
| Incentive                  | Informational Outreach to Individuals and Families <ul style="list-style-type: none"> <li>Implementation of the informational outreach to individuals and families about person-centered practices.</li> </ul>             | Regional center reported <ul style="list-style-type: none"> <li>Number of informational outreach activities focused on person centered service practices to individuals and family members completed.</li> </ul> DUE DATE: July 31, 2027                                                                                                                                                                                                                                    |

**Service Coordination and Regional Center Operations**

| <b>Measure Type</b> | <b>Measure</b>                                                                                                                                                                                                                                                                                  | <b>Data Source/Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Compliance          | The regional center achieves an unqualified independent audit with no material finding(s).                                                                                                                                                                                                      | Yes/No—based on regional center independent audit findings submitted to the Department by April 1.                                                                                                                                                                                                                                                                                                                                                                                      |
| Compliance          | The regional center achieves substantial compliance with the Department fiscal audit.                                                                                                                                                                                                           | Yes/No—based on the Department internal document criteria.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Compliance          | The regional center operates within operations budget.                                                                                                                                                                                                                                          | Yes/No—actual expenditures plus late bills do not exceed operations budget. <ul style="list-style-type: none"> <li>Operations and Purchase of Service Claims Data</li> </ul>                                                                                                                                                                                                                                                                                                            |
| Compliance          | Compliance with Vendor Audit Requirements per contract, Article III, Section 9. <ul style="list-style-type: none"> <li>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.</li> </ul> | Yes/No - met or did not meet the required number of vendor audits per the contract, based on documentation regional center reports to the Department.                                                                                                                                                                                                                                                                                                                                   |
| Compliance          | Percentage of status 2 and U clients who have a Client Development Evaluation Report (CDER) updated or reviewed within the past 365 days.                                                                                                                                                       | Client Master File (CMF) and CDER <ul style="list-style-type: none"> <li>Percentage of status 2 and U individuals with current (within 1 year) CDER for ages 3 and above.</li> </ul>                                                                                                                                                                                                                                                                                                    |
| Compliance          | Intake/assessment timelines for individuals ages 3 and older. <ul style="list-style-type: none"> <li>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.</li> </ul>     | CMF<br><br>Calculated by first identifying the date of each status 2 (Lanterman Eligible) determination in FY 26-27, compared to the CMF date for intake/assessment (status 0).                                                                                                                                                                                                                                                                                                         |
| Compliance          | Percentage of Individual Program Plan's for individuals enrolled in a federal waiver that meet requirements outlined in WIC 4646 and 4646.5                                                                                                                                                     | Department Monitoring: Home and Community Based Services (HCBS) Biennial Department review per WIC Section 4646.5 (c)(3). <ul style="list-style-type: none"> <li>During Biennial monitoring reviews a random sample of IPP's are reviewed for those on the HCBS waiver (HCBS 1915c, and 1915i SPA) to ensure compliance with requirements outlined in WIC 4646 and 4646.5. The percentage is the number of IPP's reviewed that meet compliance compared to the total sample.</li> </ul> |



| <b>Measure Type</b> | <b>Measure</b>                                                                                                                                                                                                                                                                                         | <b>Data Source/Description</b>                                                                                                                                                                                                                        |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Policy              | <p>Vendorization</p> <ul style="list-style-type: none"> <li>Percentage of vendorizations that met the regulatory 45-day timeline in the Decision Stage.</li> <li>Average number of days from application submissions to final decision on vendorization approval.</li> </ul>                           | <p>Provider Directory, Vendorization Portal</p> <p>Total number of vendorization completed divided by the total number that was completed in 45 days or less.</p> <p>Average days from application submission to approval by the regional center.</p> |
| Compliance          | <p>Substantial compliance with HCBS Final Settings Rule: Community Settings requirements.</p> <ul style="list-style-type: none"> <li>The number of HCBS settings vendor audits completed compared to the number of HCBS vendors required to demonstrate compliance with the settings rules.</li> </ul> | <p>Regional center survey: Percentage of HCBS settings reviewed for compliance with final settings rules.</p>                                                                                                                                         |
| Policy              | <p>Medicaid Waiver Enrollment</p> <ul style="list-style-type: none"> <li>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.</li> </ul>                                             | <p>CMF Status 2 and U; Department data on Medicaid 1915c waiver enrollment for both traditional and SDP waivers.</p>                                                                                                                                  |
| Compliance          | <p>Special Incident Reports (SIRs) are submitted within the required timeframes.</p> <ul style="list-style-type: none"> <li>The percentage of SIR reports submitted by the vendor and regional center within the required timeframes.</li> </ul>                                                       | <p>Department Special Incident Reports (SIR) reports – annual percentage of SIRs reported on time under Title 17 requirements.</p> <ul style="list-style-type: none"> <li>Regional center timeliness</li> <li>Vendor Timeliness</li> </ul>            |
| Incentive           | <p>Choice of Services within Regional Centers</p> <ul style="list-style-type: none"> <li>Number of vendors for each core service type, delivering services within the regional center catchment area, reported by zip code.</li> </ul>                                                                 | <p>The number of vendors reporting services delivered under each service code, and within zip codes of the regional center.</p>                                                                                                                       |
| Incentive           | <p>Timely Authorizations</p> <ul style="list-style-type: none"> <li>Number of days between individual program plan (IPP) review and service authorization, reported as an average and range.</li> </ul>                                                                                                | <p>Data will be pulled from the Individual Program Plan (IPP), noting the date of the IPP review meeting, and the final date of service authorization from the Uniform Fiscal System.</p>                                                             |

| <b><i>Measure Type</i></b> | <b><i>Measure</i></b>                                                                                                                                                                            | <b><i>Data Source/Description</i></b>                                                                                                                                                                                                                                                                                                                      |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incentive                  | Service Coordinator Competency <ul style="list-style-type: none"><li>Number of new service coordinators who completed all requirements within the training standards and competencies.</li></ul> | The number of newly hired service coordinators registered within the Learning Management System (LMS) during the time period of July 1, 2026 to June 30, 2027.                                                                                                                                                                                             |
| Incentive                  | 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. <ul style="list-style-type: none"><li>The data on medical insurance must follow the standard format that is available in the SANDIS ID#s/Insurance field.</li></ul> |