



**REGIONAL CENTER OF ORANGE COUNTY  
BOARD OF DIRECTORS' MEETING  
AGENDA**

Date: **Thursday, May 7, 2020**  
Time: **6:00 – 7:30 p.m.**  
Via Electronic Means

<b>I.</b>	<b>Closed Session (Board Members Only)</b>	
A.	W&I Code §4663 and §4664	David M. Lester, Esq.
<b>II.</b>	<b>Recess</b>	
<b>III.</b>	<b>General Session</b>	
A.	Pledge of Allegiance/Reading of RCOC's Mission and Vision Statement	John "Chip" Wright
B.	Budget and Finance Committee	Mine Hagen
C.	Consent Calendar*	John "Chip" Wright
	<ol style="list-style-type: none"> <li>1. Approval of Board of Directors' Minutes for March 5, 2020**</li> <li>2. Approval of Board of Directors' Minutes for April 28, 2020**</li> <li>3. Budget and Finance Committee**               <ol style="list-style-type: none"> <li>a. Approval of Monthly Sufficiency of Allocation Report, February 2020**</li> <li>b. Approval of Monthly Sufficiency of Allocation Report, March 2020**</li> <li>c. Approval of Budget Amendment A-5, Fiscal Year 2019-20**</li> <li>d. Approval of Budget Amendment D-5, Fiscal Year 2017-18**</li> <li>e. Approval of Budget Amendment</li> </ol> </li> </ol>	
D.	Executive Director's Report	Larry Landauer
	<ol style="list-style-type: none"> <li>1. Operations Report – February 2020**</li> <li>2. Operations Report – March 2020**</li> <li>3. Performance Contract – February 2020**</li> <li>4. Performance Contract – March 2020**</li> <li>5. Employment Update</li> <li>6. Hy-Lond Update</li> <li>7. Housing Update</li> </ol>	Arturo Cazares Keli Radford Jack Stanton
E.	Community Forum***	John "Chip" Wright
F.	Executive Committee	John "Chip" Wright
	1. Approval of Board of Directors' Meeting Schedule for Fiscal Year 2020-21**	
G.	Board Recruitment and Training Committee**	John "Chip" Wright
	1. Approval of Board Membership for Sandy Martin for a One-Year Term Commencing September 1, 2020 and Ending August 31, 2021**	
H.	Policies and Outcomes Committee**	Cliff Amsden
	<ol style="list-style-type: none"> <li>1. Approval of Revisions to the Employment First Policy**</li> <li>2. Approval of Revisions to the Transportation Mobility Policy**</li> </ol>	
I.	Vendor Advisory Committee**	Tiffany Bauer
J.	Peer Advisory Committee**	Sylvia Delgado
K.	Legislative and Community Awareness Committee**	Liza Krassner
L.	ARCA Report	Liza Krassner
M.	Chairperson's Report	John "Chip" Wright
<b>IV.</b>	<b>Adjournment</b>	John "Chip" Wright

*\*All items on the Consent Calendar will be approved by one motion, and there will be no discussion on individual items unless a Board member or a member of the public requests that a specific item be pulled from the Consent Calendar for separate discussion and possible action.*

*\*\*Attachments for Board members in Board packet.*

*\*\*\*This is an opportunity for the public to comment on issues of interest. Speakers should complete the "Request to Speak" form located at the entrance to the meeting room and return the form to the Recording Secretary. Each person's presentation is limited to a maximum of five minutes.*

**Regional Center of Orange County  
Board of Directors' Meeting  
March 5, 2020  
Minutes**

**Board Members Present:** John "Chip" Wright, Chairperson  
Cliff Amsden (*departed at 6:50 p.m.*)  
Marcell Bassett  
Tiffany Bauer  
Meena Chockalingam  
Sylvia Delgado  
Mine Hagen  
Amy Jessee  
Liza Krassner  
Alan Martin  
Hilda Mendez  
Fernando Peña

**Board Members Absent:** Frances Hernandez

**Corporate Counsel Present:** David Lester, Esq.

**I. General Session**

Mr. Chip Wright called the meeting to order at 6:01 p.m.

**A. Pledge of Allegiance/Reading of RCOC's Mission and Vision Statement**

Mr. Fernando Peña led attendees in a recitation of the Pledge of Allegiance.  
Ms. Sylvia Delgado read RCOC's Mission and Vision Statement.

**B. Budget and Finance Committee**

Ms. Mine Hagen reported that the Committee met, reviewed and recommends for approval all items on the consent calendar. The Committee also discussed hiring, caseload ratios and transportation issues.

**C. Consent Calendar**

1. Approval of Board of Directors' Minutes for January 9, 2020
2. Budget and Finance Committee
  - a. Approval of Monthly Sufficiency of Allocation Report, December 2019
  - b. Approval of Monthly Sufficiency of Allocation Report, January 2020
  - c. Approval of Budget Amendment A-3, Fiscal Year 2019-20
  - d. Approval of Budget Amendment A-4, Fiscal Year 2019-20
  - e. Approval of CalPERS Requirement for a Publicly Available Pay Schedule Effective March 5, 2020

- f. Approval of Line of Credit for Fiscal Year 2019-20

*M/S/C to approve the consent calendar as presented*

**D. Executive Director's Report**

Ms. Christina Petteruto, RCOC's General Counsel, presented the following amendments to agreements for approval.

1. Approval of Amendment to Agreement with Brilliant Corners for Development of Housing for CPP Project 1617-24/1920-6

*M/S/C to approve an Amendment to Agreement with Brilliant Corners for Development of Housing for CPP Project 1617-24/1920-6*

2. Approval of Amendment to Agreement for Safety and Relationship Development Training with Get Safe

*M/S/C to approve an Amendment to Agreement for Safety and Relationship Development Training with Get Safe*

Mr. Landauer gave his Executive Director's Report, which included the following highlights:

- *Statewide News.* Mr. Landauer reported that the Governor's 2020-21 Budget for developmental services is \$9.2 billion, a net increase of \$1.0 billion over the updated 2019-20 budget. Some of the highlights of the Governor's Budget include:
  - *Performance Incentive Program* –\$78 million to establish a Performance Incentive Program administered through regional centers. The Performance Incentive Program will align with each regional center's performance contract and require regional centers to meet an advanced tier of performance measures and outcomes in order to receive incentive payments.
  - *State Operated Facilities* – \$11.9 million to extend the warm shutdown of Fairview Developmental Center through June 30, 2021. The Department of General Services is in the process of completing a site assessment which will provide the State with additional information as it decides how to dispose of the property.
- *Developmental Services (DS) Task Force.* Mr. Landauer reported that the DS Task Force workgroups will hold their first meetings throughout the months of February and March 2020. The workgroups include Community Resource, Oversight, Accountability & Transparency, Services Access & Equity, and System & Fiscal Reform, which have been designed to look at ways to strengthen community services.
- *DDS Deaf/Hard of Hearing Focus Group.* Mr. Landauer reported that DDS hosted a meeting on January 31, 2020 at Fairview Developmental Center to discuss how to improve support to those persons served who are also deaf.

- *Coronavirus Disease 2019 (COVID-19)*. Mr. Landauer reported that in the event of a local COVID-19 outbreak or quarantine, CalOptima will now allow early prescription refills and 90-day supplies of chronic medications.

Mr. Landauer also reported that Community Care Licensing will hold an informational call for licensees on March 4, 2020.

Mr. Landauer reviewed the recommended universal precautions to help stop the spread of the COVID-19 such as washing your hands, covering your cough, staying home if you are sick and cleaning common areas.

- *Purchase of Services (POS) Expenditures for Fiscal Year 2019-20*. Mr. Landauer reported that there is a projected surplus systemwide in the Purchase of Services allocation for fiscal year 2019-20.
- *Person Centered Thinking (PCT)*. Ms. Cristina Mercado, RCOC's PCT Coordinator, reported that vendor trainings and family trainings in English and Spanish are ongoing.
- *Employment*. Mr. Arturo Cazares reported that ARC Mid-Cities has closed its Orange County behavior management and supported employment programs due to low rates and higher insurance premiums.
- *Closure of Hy-Lond*. Ms. Keli Radford reported on the Hy-Lond residents who currently reside outside of Orange County until their new ResCare home is ready for occupancy. Ms. Radford stated that three residents have moved into their new home; two homes will be ready for occupancy in March 2020; and the final two homes have passed inspection and should be ready for occupancy in May 2020.
- *Legislative and Community Awareness*. Mr. Landauer reviewed some media highlights that featured the *Orange County Register's* story on Ms. Frances Hernandez joining RCOC's Board of Directors. Ms. Mine Hagen's interview with *Autism Parenting Magazine* was run in the February 2020 issue. *HR Executive Magazine* covered a story about employing people with autism that featured a quote from Mr. Arturo Cazares, with profiles and photos of three persons served by RCOC, including Board member Mr. Marcell Bassett. Mr. Landauer then stated that Ms. Anh Nguyen, RCOC's Consultant, continues to use social media to share RCOC's activities and promote RCOC in general.
- *Health and Wellness*. Mr. Landauer reported that the third phase of *Healthy Life, Happy Life* is on-going with approximately 125 participants.
- *Transportation*. Mr. Landauer reported that the next Board training on April 2, 2020, will be on transportation. It is a timely topic now that Western Transit Services has given notice to end transportation services for 124 persons served on March 31, 2020. In addition, several day program providers have notified RCOC that they wish to discontinue providing transportation to and from their day programs.
- *RCOC News*. Mr. Landauer reported that the Board held their biennial Board Retreat on Saturday, February 8, 2020. Ms. Sonja Petek from the Legislative Analyst's Office was a

guest speaker. The Board reviewed and discussed revisions to its Strategic Plan.

Mr. Landauer also reported that eight Board members attended ARCA's Academy Board Training in Sacramento on February 22, 2020. Some Board members who attended the training also participated in a State Capitol Tour on Friday February 21, 2020.

- *Disparity Public Meeting.* Mr. Landauer reported that the next public meeting is scheduled for Wednesday, March 11, 2020, at 6:30 p.m.
- *Spotlight Awards.* Mr. Landauer reported that the Spotlight Awards will be hosted by Ms. Michele Gile, Field Reporter from KCAL 9 and CBS 2 News on Friday, March 27, 2020, from 6:00 to 10:00 p.m. at the Embassy Suites – Anaheim South in Garden Grove.
- *Self-Determination Program (SDP).* Mr. Landauer reported that the next SDP Local Advisory Committee meeting is scheduled for Monday, March 30, 2020 at 6:30 p.m.

#### **E. Community Forum**

Ms. Debra Marsteller, President and CEO of Project Independence stated that with the current COVID-19 situation, she recommends that RCOC collaborate with vendors to prepare for the possibility of a pandemic. Ms. Marsteller suggested sharing resources, supplies and trainings on what to do if a person served falls ill.

#### **F. Executive Committee**

Mr. Wright stated that the Committee's next meeting is scheduled for Tuesday, March 16, 2020.

#### **G. Board Recruitment and Training**

Mr. Wright reported that the Board of Directors' training scheduled for April 2, 2020, was on the topic of Budget and Finance Fundamentals; however, the training will now cover the current challenges with transportation.

Mr. Wright also reported that the Committee interviewed a Board applicant earlier today. The Board continues to be in compliance with the composition requirements of the Lanterman Act.

The next meeting is scheduled for Monday, March 9, 2020.

#### **H. Policies and Outcomes Committee**

Mr. Cliff Amsden stated that the Committee met and reviewed four policies on February 18, 2020. Mr. Amsden reported that the Policy on Transportation will be tabled and reviewed at the next Policies and Outcomes Committee meeting due to impending modifications in services.

Mr. Amsden presented three policies for approval as recommended by the Policies and Outcomes Committee.

1. Approval of the Policy on Notification to Persons Served and Families of Significant Service Deficits

*M/S/C to approve the Policy on Notification to Persons Served and Families of Significant Service Deficits as recommended*

2. Approval of the Contract Policy

*M/S/C to approve the Contract Policy as recommended*

3. Approval of Revisions to the Document Retention and Destruction Policy

*M/S/C to approve revisions to the Document Retention and Destruction Policy as recommended*

The next Committee meeting is scheduled for April 20, 2020.

#### **I. Vendor Advisory Committee**

Ms. Tiffany Bauer reported that the Committee met and discussed the issue of transportation and its increased liability for vendors on January 14, 2020. The Committee met again on February 11, 2020 and discussed requirements and challenges with the new Electronic Visit Verification (EVV) requirement. EVV is a telephone and computer-based solution that electronically verifies when in-home service visits occur. EVV is mandated in all states for Medicaid-funded personal care services.

#### **J. Peer Advisory Committee**

Ms. Sylvia Delgado reported that the Committee met on Wednesday, January 15, 2020. Ms. Nicole Patterson, DDS' Coordinator of Advocacy Services, provided information on DDS' Consumer Advisory Committee (CAC) and reported that the CAC is currently recruiting new members. The CAC provides advice to DDS on policies, programs, legislation and regulations that affect the lives of persons served in California.

The Committee also met on February 19, 2020 and discussed recruitment efforts for PAC.

The next Committee meeting is scheduled for Wednesday, March 18, 2020.

#### **K. Legislative and Community Awareness Report**

Ms. Liza Krassner reported that the next Committee meeting is scheduled for Tuesday, March 14, 2020.

#### **L. ARCA Report**

Ms. Krassner reported that ARCA's Academy Board Training in Sacramento on Saturday, February 22, 2020 was very successful.

**M. Chairperson's Report**

Mr. Wright stated that after 61 years Fairview Developmental Center (FDC) is no longer home for persons served; they are all living in the community. On behalf of the Board of Directors, Mr. Wright then presented certificates of appreciation to employees, vendors and community members who were key to achieving this this monumental goal.

**II. Adjournment**

Mr. Wright adjourned the meeting at 7:14 p.m.

---

Sylvia Delgado, Secretary

*Recorder: Sandra Lomelí*



**Regional Center of Orange County  
Special Board of Directors' Meeting  
April 28, 2020  
Minutes**

**Board Members Present:** John "Chip" Wright, Chairperson  
Cliff Amsden  
Sylvia Delgado  
Liza Krassner  
Alan Martin  
Hilda Mendez  
Fernando Peña

**Board Members Present**  
*(via electronic means):* Frankie Hernandez *(joined at 3:03 p.m.)*  
Amy Jessee

**Board Members Absent:** Marcell Bassett  
Tiffany Bauer  
Meena Chockalingam  
Mine Hagen

**Corporate Counsel Present**  
*(via electronic means):* David Lester, Esq.

**I. General Session**

Mr. Chip Wright called the meeting to order at 3:01 p.m.

**A. Executive Committee**

Mr. David Lester, RCOC's Corporate Counsel, reported that the Executive Committee met on April 20, 2020, to review and discuss revisions to the Bylaws. Mr. Lester stated that the purpose of revising the Bylaws was to allow for quorum count, participation and voting to take place by electronic means.

1. Approval of Revisions to RCOC's Bylaws

*M/S/C to approve Revisions to RCOC's Bylaws, as presented.*

**E. Community Forum**

There were no speakers for community forum.

**II. Adjournment**

Mr. Wright adjourned the meeting at 3:06 p.m.

---

Sylvia Delgado, Secretary

*Recorder: Sandra Lomelí*

**Regional Center of Orange County  
Budget & Finance Committee  
Minutes  
March 5, 2020**

**Committee Members Present:** Mine Hagen, Chair  
Cliff Amsden  
Marcell Bassett  
Amy Jessee  
Fernando Peña  
John “Chip” Wright (*arrived at 4:06 p.m.*)

**Other Board Members Present:** Sylvia Delgado

**RCOC Staff Present:** Bette Baber, Chief Financial Officer  
Larry Landauer, Executive Director  
Liliana Castillo, Accounting Manager, POS  
Arturo Cazares, Associate Director, Employment  
Nancy Franco, Accounting Manager, Operations  
Bonnie Ivers, Clinical Director  
Raudel Perez, Administrator  
Keli Radford, Director of Services and Supports  
Marta Vasquez, Associate Finance Director

**Guest:** Anh Nguyen, Consultant

The meeting was called to order at 4:06 p.m.

1. Approval of Monthly Sufficiency of Allocation Reports, December 2019 and January 2020

Ms. Marta Vasquez reported that RCOC’s projected deficit is \$3.9 million, a reduction of \$15 million from the prior month’s projection. The reduction is due to the additional allocation of \$13.6 million in the A-3 budget amendment and lower than projected expenditure growth. RCOC will have a projected surplus of \$4.7 million if all \$8.5 million of the State Plan Amendment receivables are paid.

*M/S/C to approve the monthly SOARs.*

2. Approval of Budget Amendment A-3, Fiscal Year 2019-20

Ms. Baber reported that the Department of Developmental Services allocated an additional \$14.6 million to RCOC. The allocation included \$13.6 million for the providers’ supplemental rate increases effective January 1, 2020.

*RCOC Budget and Finance Committee Minutes  
March 5, 2020*

3. Approval of Budget Amendment A-4, Fiscal Year 2019-20

Ms. Baber reported that the Department of Developmental Services allocated an additional \$296,741 to RCOC for operations.

4. Approval of CalPERS Requirement for a Publicly Available Pay Schedule Effective March 5, 2020

Ms. Baber reported that two new titles were added to the salary schedule: Associate Director, IT and Manager, Safety Net and Resource Development.

5. Approval of Line of Credit for Fiscal Year 2019-20

Ms. Baber reported that Union Bank had committed \$44.5 million to RCOC for its line of credit.

6. Other

The committee discussed caseload growth and transportation. There is a scheduling crunch with ACCESS, OCTA's ADA service, when everyone wants to travel at peak times. For persons served who are employed, they must arrive on time or risk losing this jobs. Use of OCTA's fixed route (big bus) service promotes independence and flexibility. Mobility training and travel hosts were discussed as a means of increasing fixed-route ridership.

The meeting adjourned at 4:51 p.m.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

---

ACTION   X    
ACTION/CONSENT         
DISCUSSION         
INFO ONLY       

---

DATE: May 7, 2020  
TO: Board of Directors  
FROM: Budget and Finance Committee  
SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, February 2020**

BACKGROUND:

Staff presents the monthly sufficiency of allocation report to the Budget and Finance Committee for review and approval. This committee then presents the statement to the Board.

REASON FOR CURRENT ITEM:

The Board has a responsibility to monitor the Center's financial status.

FISCAL IMPACT:

None.

RECOMMENDATION:

That the Board approve the monthly sufficiency of allocation report as presented.

REGIONAL CENTER OF ORANGE COUNTY

MEMORANDUM

Date: April 30, 2020  
To: Board of Directors  
From: Budget and Finance Committee  
Subject: Highlights – February 2020 Sufficiency of Allocation Report (SOAR)

---

Purchase of Service (POS)

RCOC's projected deficit is \$817,777, a reduction of \$3 million over the prior month's projection. RCOC will have a projected surplus of \$7.7 million if all \$8.5 million of the State Plan Amendment receivables are paid.

On March 4, 2020, Governor Newsom declared a State of Emergency for California due to COVID-19. As a result of the State of Emergency, the Department of Developmental Services (DDS) authorized regional centers to pay vendors for absences that are the direct result of COVID-19. DDS also delegated to regional center executive directors authority to grant rate increases to protect consumer's health and safety related to COVID-19. At this time, RCOC's projected costs for COVID-19 are \$5.4 million.

As reported in the prior fiscal year, the increase in expenditures was due primarily to higher rates. The A-1 allocation included \$5.5 million in continuation costs for the minimum wage increase effective January 1, 2019; and, \$3.4 million for the California minimum wage increase effective January 1, 2020. RCOC estimates an increase in expenditures of \$14.2 million for the supplemental rate increases effective January 1, 2020. The time-limited funding to provide supplemental rate increases from January 1, 2020 through December 31, 2021, was contingent upon federal approval of matching federal funds; federal approval was obtained on December 19, 2019. Senate Bill 81 also states that the supplemental rate increases shall be suspended on December 31, 2021, unless the following applies:

*If, in the determination of the Department of Finance, the estimates of General Fund revenues and expenditures determined pursuant to Section 12.5 of Article IV of the California Constitution that accompany the May Revision, which is required to be released by May 14, 2021, pursuant to Section 13308 of the Government Code, contain projected annual General Fund revenues that exceed projected annual General Fund expenditures in the 2021–22 and 2022–23 fiscal years by the sum total of General Fund moneys appropriated for all programs subject to suspension on December 31, 2021, pursuant to the Budget Act of 2019 and the bills providing for appropriations related to the Budget Act of 2019 within the meaning of subdivision (e) of Section 12 of Article IV of the California Constitution, then the implementation of this section shall not be suspended..."*

As in the prior five fiscal years, RCOC had a large number of persons served (525) who graduated from school to regional center-funded adult day programs.

The other factor in expenditure growth is the number of persons served in the community who resided previously at Fairview Developmental Center. The continuation cost of those services is approximately \$14 million.

RCOC's caseload growth in fiscal year 2018-19 was 3.9%, an increase of 822 persons. To date in the current fiscal year, RCOC's caseload grew by 464 persons, for an annualized caseload growth of 2.8%; the regional center system grew by 9,462 persons for an annualized caseload growth of 3.7%.

Operations

RCOC will be within budget for both Operating Expense and Personal Services.

**Monthly Sufficiency of Allocation Report  
As of February 29, 2020**

	A	B	C	D	E	F	G	H
				SOAR	VARIANCE			
	A-5	ACTUAL	PROJECTED	PROJECTED	(column A-D)/A	(column A-D)	CHANGE	SPENT
PURCHASE OF SERVICE	ALLOCATION	SPENT	EXPENDITURES	EXPENDITURES	%	AMOUNT	FROM PRIOR	PRIOR YEAR
		YEAR TO DATE	AT "RUN RATE"	(4/10/2020)	YEAR TO DATE		MO. REPORTED	
(1) Licensed Residential Care	\$114,502,261	\$74,605,267	\$111,907,901	\$114,502,261	0%	\$0	\$0	\$89,692,670
(2) Day Care	3,137,019	1,877,799	2,816,699	3,137,019	0%	0	0	2,785,738
(3) Day Training	65,557,557	42,066,147	63,099,221	65,557,557	0%	0	0	59,665,859
(4) Habilitation	8,707,502	5,608,153	8,412,230	8,707,502	0%	0	0	8,757,222
(5) Transportation	20,365,978	9,151,161	18,302,322	20,365,978	0%	0	0	14,325,419
(6) Respite	36,259,229	21,146,462	31,719,693	36,259,229	0%	0	0	27,862,769
(7) Supported Living	41,189,572	26,713,268	40,069,902	41,189,572	0%	0	-1,622,260	39,532,712
(8) Non-medical	14,061,621	9,048,927	13,573,391	14,061,621	0%	0	0	15,421,951
(9) Medical	5,338,053	3,377,745	5,066,618	5,338,053	0%	0	0	4,805,799
(10) Other	90,833,049	60,349,428	90,524,142	91,650,826	-1%	-817,777	-1,435,921	81,234,153
(11) Early Start (Age 0-3)	30,410,414	18,793,136	28,189,704	30,410,414	0%	0	0	27,645,831
(12) Community Placement Plan	3,465,587	2,631,183	3,946,775	3,465,587	0%	0	0	3,349,563
(13) Purchase of Service Total	433,827,842	275,368,676	417,628,595	434,645,619	0%	-817,777	-3,058,181	375,079,686
<b>OPERATIONS</b>						\$7,727,578	** If all SPA receivables are paid.	
(14) Operating Expense (Gross)	7,600,000	4,729,692	7,094,537	7,600,000	0%	0	0	6,308,798
(15) Less Interest Income and SPA Fees	-300,000	-262,616	-393,924	-300,000	0%	0	0	-376,712
(16) Operating Expense (Net)	7,300,000	4,467,075	6,700,613	7,300,000	0%	0	0	5,932,085
(17) Personal Services	40,960,163	25,183,410	37,775,115	40,960,163	0%	0	0	35,488,913
(18) Family Resource Center	140,397	29,663	44,494	140,397	0%	0	0	61,593
(20) Operations Total	48,400,560	29,680,148	44,520,222	48,400,560	0%	0	0	41,482,591
(21) Total	\$482,228,402	\$305,048,824	\$462,148,817	\$483,046,179	0%	-\$817,777	-\$3,058,181	\$416,562,277

\* State Plan Amendment (SPA). Regional centers pay the Day Program and Transportation expenditures for persons who live in Intermediate Care Facilities (ICFs); DDS pays ICFs; ICFs pay regional centers.

STATEMENT OF ASSETS, LIABILITIES AND FUND BALANCES  
AS OF FEBRUARY 29, 2020

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	37,910,798.57	
Savings	15,705.47	\$570,971.16
Money market	0.00	
Payroll	216,910.18	
Donations	177,338.64	
Unemployment	325,939.93	
Certificate of deposit	0.00	
	-----	-----
Total current assets	38,646,992.79	570,971.16
	-----	-----
RECEIVABLES		
State claim	80,580,692.89	
Client support revenue	258,591.77	49,097.39
Due from State - prior years	12,301,583.22	
Due from ICF - ICF Supplemental Services	7,116,369.01	
	-----	-----
Total receivables	100,257,236.89	49,097.39
	-----	-----
PREPAID ITEMS		
Deposits	338,375.88	
Prepaid expense	0.00	
	-----	-----
Total prepaid items	338,375.88	0.00
	-----	-----
OTHER ASSETS		
Tenant improvements	572,319.02	
Building acquisition	63,613.98	
	-----	-----
Total other assets	635,933.00	0.00
	-----	-----
TOTAL ASSETS	\$139,878,538.56	\$620,068.55
	=====	=====
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$22,113,083.08	\$258,591.77
Due to State - ICF Supplemental Services	52,522.57	
Loans payable	0.00	
Cash advance	117,209,654.34	
Unemployment insurance	325,939.93	
	-----	-----
Total liabilities	139,701,199.92	258,591.77
	-----	-----
FUND BALANCES		
General	0.00	
Donations	177,338.64	
Custodial		361,476.78
	-----	-----
TOTAL LIABILITIES AND FUND BALANCES	\$139,878,538.56	\$620,068.55
	=====	=====



REGIONAL CENTER OF ORANGE COUNTY  
BRIAN'S FUND  
FEBRUARY 29, 2020

Beginning Balance		\$177,726.64
Donations	\$0.00	
Loan Payments	312.00	
Interest	0.00	
Disbursements:		
Moving expenses	-700.00	
Net Increase (Decrease)		<u>-388.00</u>
Ending Balance		<u><u>\$177,338.64</u></u>

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

---

ACTION   X    
ACTION/CONSENT         
DISCUSSION         
INFO ONLY       

---

DATE: May 7, 2020  
TO: Board of Directors  
FROM: Budget and Finance Committee  
SUBJECT: **Approval of Monthly Sufficiency of Allocation Report, March 2020**

BACKGROUND:

Staff presents the monthly sufficiency of allocation report to the Budget and Finance Committee for review and approval. This committee then presents the statement to the Board.

REASON FOR CURRENT ITEM:

The Board has a responsibility to monitor the Center's financial status.

FISCAL IMPACT:

None.

RECOMMENDATION:

That the Board approve the monthly sufficiency of allocation report as presented.

REGIONAL CENTER OF ORANGE COUNTY

MEMORANDUM

Date: April 30, 2020  
To: Board of Directors  
From: Budget and Finance Committee  
Subject: Highlights – March 2020 Sufficiency of Allocation Report (SOAR)

---

Purchase of Service (POS)

RCOC's projected deficit is \$817,777, a reduction of \$3 million over the prior month's projection. RCOC will have a projected surplus of \$7.7 million if all \$8.5 million of the State Plan Amendment receivables are paid.

On March 4, 2020, Governor Newsom declared a State of Emergency for California due to COVID-19. As a result of the State of Emergency, the Department of Developmental Services (DDS) authorized regional centers to pay vendors for absences that are the direct result of COVID-19. DDS also delegated to regional center executive directors authority to grant rate increases to protect consumer's health and safety related to COVID-19. At this time, RCOC's projected costs for COVID-19 are \$5.4 million.

As reported in the prior fiscal year, the increase in expenditures was due primarily to higher rates. The A-1 allocation included \$5.5 million in continuation costs for the minimum wage increase effective January 1, 2019; and, \$3.4 million for the California minimum wage increase effective January 1, 2020. RCOC estimates an increase in expenditures of \$14.2 million for the supplemental rate increases effective January 1, 2020. The time-limited funding to provide supplemental rate increases from January 1, 2020 through December 31, 2021, was contingent upon federal approval of matching federal funds; federal approval was obtained on December 19, 2019. Senate Bill 81 also states that the supplemental rate increases shall be suspended on December 31, 2021, unless the following applies:

*If, in the determination of the Department of Finance, the estimates of General Fund revenues and expenditures determined pursuant to Section 12.5 of Article IV of the California Constitution that accompany the May Revision, which is required to be released by May 14, 2021, pursuant to Section 13308 of the Government Code, contain projected annual General Fund revenues that exceed projected annual General Fund expenditures in the 2021–22 and 2022–23 fiscal years by the sum total of General Fund moneys appropriated for all programs subject to suspension on December 31, 2021, pursuant to the Budget Act of 2019 and the bills providing for appropriations related to the Budget Act of 2019 within the meaning of subdivision (e) of Section 12 of Article IV of the California Constitution, then the implementation of this section shall not be suspended..."*

As in the prior five fiscal years, RCOC had a large number of persons served (525) who graduated from school to regional center-funded adult day programs.

The other factor in expenditure growth is the number of persons served in the community who resided previously at Fairview Developmental Center. The continuation cost of those services is approximately \$14 million.

RCOC's caseload growth in fiscal year 2018-19 was 3.9%, an increase of 822 persons. To date in the current fiscal year, RCOC's caseload grew by 464 persons, for an annualized caseload growth of 2.8%; the regional center system grew by 9,462 persons for an annualized caseload growth of 3.7%.

Operations

RCOC will be within budget for both Operating Expense and Personal Services.

**Monthly Sufficiency of Allocation Report  
As of March 31, 2020**

	A	B	C	D	E	F	G	H
				SOAR	VARIANCE			
	A-5	ACTUAL	PROJECTED	PROJECTED	(column A-D)/A	(column A-D)	CHANGE	SPENT
PURCHASE OF SERVICE	ALLOCATION	SPENT	EXPENDITURES	EXPENDITURES	%	AMOUNT	FROM PRIOR	PRIOR YEAR
		YEAR TO DATE	AT "RUN RATE"	(4/10/2020)	YEAR TO DATE	MO. REPORTED		
(1) Licensed Residential Care	\$114,502,261	\$84,778,526	\$114,551,895	\$114,502,261	0%	\$0	\$0	\$89,692,670
(2) Day Care	3,137,019	2,028,196	2,816,553	3,137,019	0%	0	0	2,785,738
(3) Day Training	65,557,557	46,098,580	63,407,991	65,557,557	0%	0	0	59,665,859
(4) Habilitation	8,707,502	5,670,321	8,420,373	8,707,502	0%	0	0	8,757,222
(5) Transportation	20,365,978	9,255,013	18,510,026	20,365,978	0%	0	0	14,325,419
(6) Respite	36,259,229	21,147,100	33,703,324	36,259,229	0%	0	0	27,862,769
(7) Supported Living	41,189,572	30,079,498	40,379,498	41,189,572	0%	0	-1,622,260	39,532,712
(8) Non-medical	14,061,621	9,563,845	13,612,619	14,061,621	0%	0	0	15,421,951
(9) Medical	5,338,053	4,015,939	5,354,585	5,338,053	0%	0	0	4,805,799
(10) Other	90,833,049	60,244,043	90,366,065	91,650,826	-1%	-817,777	-1,435,921	81,234,153
(11) Early Start (Age 0-3)	30,410,414	20,533,158	28,265,911	30,410,414	0%	0	0	27,645,831
(12) Community Placement Plan	3,465,587	3,162,101	4,216,135	3,465,587	0%	0	0	3,349,563
(13) Purchase of Service Total	<u>433,827,842</u>	<u>296,576,320</u>	<u>423,604,973</u>	<u>434,645,619</u>	0%	-817,777	-3,058,181	<u>375,079,686</u>
<b>OPERATIONS</b>								
								\$7,727,578 ** If all SPA receivables are paid.
(14) Operating Expense (Gross)	7,600,000	5,144,668	6,859,558	7,600,000	0%	0	0	6,308,798
(15) Less Interest Income and SPA Fees	-300,000	-295,246	-393,661	-300,000	0%	0	0	-376,712
(16) Operating Expense (Net)	7,300,000	4,849,422	6,465,896	7,300,000	0%	0	0	5,932,085
(17) Personal Services	40,960,163	27,957,308	37,276,411	40,960,163	0%	0	0	35,488,913
(18) Family Resource Center	140,397	30,490	40,654	140,397	0%	0	0	61,593
(20) Operations Total	<u>48,400,560</u>	<u>32,837,221</u>	<u>43,782,961</u>	<u>48,400,560</u>	0%	0	0	<u>41,482,591</u>
(21) Total	<u>\$482,228,402</u>	<u>\$329,413,541</u>	<u>\$467,387,934</u>	<u>\$483,046,179</u>	0%	-\$817,777	-\$3,058,181	<u>\$416,562,277</u>

\* State Plan Amendment (SPA). Regional centers pay the Day Program and Transportation expenditures for persons who live in Intermediate Care Facilities (ICFs); DDS pays ICFs; ICFs pay regional centers.  
 \*\* Due to later payment dates, the Spent Year to Date amount (column B) for line items 5 through 10 is approximately one month less than expenditures for Residential Care and Day Training.

STATEMENT OF ASSETS, LIABILITIES AND FUND BALANCES  
AS OF MARCH 31, 2020

ASSETS	GENERAL FUND	CUSTODIAL FUND
CURRENT ASSETS		
Petty cash	\$300.00	
Checking	48,771,411.88	
Savings	21,299.80	\$492,599.98
Money market	0.00	
Payroll	218,469.23	
Donations	175,390.99	
Unemployment	325,954.17	
Certificate of deposit	0.00	
	-----	-----
Total current assets	49,512,826.07	492,599.98
	-----	-----
RECEIVABLES		
State claim	81,087,718.19	
Client support revenue	235,094.26	45,954.69
Due from State - prior years	2,654,205.23	
Due from ICF - ICF Supplemental Services	6,060,677.92	
	-----	-----
Total receivables	90,037,695.60	45,954.69
	-----	-----
PREPAID ITEMS		
Deposits	289,582.86	
Prepaid expense	0.00	
	-----	-----
Total prepaid items	289,582.86	0.00
	-----	-----
OTHER ASSETS		
Tenant improvements	572,319.02	
Building acquisition	63,613.98	
	-----	-----
Total other assets	635,933.00	0.00
	-----	-----
TOTAL ASSETS	\$140,476,037.53	\$538,554.67
	=====	=====
LIABILITIES AND FUND BALANCES		
LIABILITIES		
Accounts payable	\$22,712,515.46	\$235,094.26
Due to State - ICF Supplemental Services	52,522.57	
Loans payable	0.00	
Cash advance	117,209,654.34	
Unemployment insurance	325,954.17	
	-----	-----
Total liabilities	140,300,646.54	235,094.26
	-----	-----
FUND BALANCES		
General	0.00	
Donations	175,390.99	
Custodial		303,460.41
	-----	-----
TOTAL LIABILITIES AND FUND BALANCES	\$140,476,037.53	\$538,554.67
	=====	=====

REGIONAL CENTER OF ORANGE COUNTY  
BRIAN'S FUND  
MARCH 31, 2020

Beginning Balance		\$177,338.64
Donations	\$0.00	
Loan Payments	430.00	
Interest	22.35	
Disbursements:		
Rent deposit	(\$800.00)	
Rent deposit and moving costs	<u>-1,600.00</u>	
Subtotal Disbursements	<u>-2,400.00</u>	
Net Increase (Decrease)		<u>-1,947.65</u>
Ending Balance		<u><u>\$175,390.99</u></u>

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

---

ACTION   X    
ACTION/CONSENT         
DISCUSSION         
INFO ONLY       

---

DATE: May 7, 2020

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **Approval of Budget Amendment A-5, Fiscal Year 2019-20**

BACKGROUND:

Periodically, budget amendments are required to distribute and reallocate funds among regional centers or to change contract language. These amendments are numbered successively, e.g., A-1, A-2, etc.

REASON FOR CURRENT ITEM:

The Department of Developmental Services (DDS) has allocated additional funds to RCOC.

FISCAL IMPACT:

Operations .....	\$10,000
Purchase of Services, CDRP Start-Up .....	\$222,199
Total .....	\$232,199

RECOMMENDATION:

That the Board authorize the Chairpersons to execute this budget amendment upon receipt.

**STANDARD AGREEMENT AMENDMENT**

STD. 213 A (Rev 6/03)

 CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 1 Pages

AGREEMENT NUMBER

AMENDMENT NUMBER

HD199014

5

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME

Department of Developmental Services

CONTRACTOR'S NAME

Regional Center of Orange County, Inc.

2. The term of this

Agreement is: July 1, 2019, through June 30, 2026

3. The maximum amount of this

Agreement after this amendment is: \$482,228,402

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

a. The effective date of this amendment is March 24, 2019.

b. Section 8 of article I is amended and reads as follows: "8. The total amount payable to Contractor under this contract agreement shall not exceed \$482,228,402 Year 2019/2020 as reflected in Exhibit A, Page 1 of this contract".

Fiscal Year funds identified above may not be used for any other fiscal year, than the fiscal year specified unless authorized by the Department to do so.

c. Replaced by this amendment is Exhibit A, Page 1 which is attached hereto and made a part of this contract.

d. All other terms and conditions remain the same.

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.****CONTRACTOR**

CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.)

Regional Center of Orange County, Inc.

BY (Authorized Signature)



DATE SIGNED (Do not type)

PRINTED NAME AND TITLE OF PERSON SIGNING

John Wright, Board Chair

ADDRESS

1525 N. Tustin Avenue  
Santa Ana, CA 92705**STATE OF CALIFORNIA**

AGENCY NAME

Department of Developmental Services

BY (Authorized Signature)



DATE SIGNED (Do not type)

PRINTED NAME AND TITLE OF PERSON SIGNING

Gloria Contreras-Chipman, Acting Assistant Deputy Director

ADDRESS

1600 9<sup>th</sup> Street, Room 300, MS 3-18  
Sacramento, CA 95814CALIFORNIA  
Department of General Services  
Use Only Exempt per:



2019-20 Through A-5 Contract Budget Summary  
Exhibit A

Contract Number

HD199014

Intent Letter Emailed:

March 24, 2020

Contracting Agency: Regional Center of Orange County, Inc.

<b>TOTAL OPERATIONS (includes the line items listed below)</b>		<b>\$48,131,261</b>	Total Ops Authority	\$48,131,261
<small>In accordance with State Contract language under Article III: Fiscal Provisions Item #4 Payment Provisions, paragraph 3, the following Operation category expenditures must be claimed on a separate invoice:</small>				
Cal-Fresh		49,992	Less Separate Line Items:	
Mental Health Services Fund		0		-425,537
Total Foster Grandparent Sr Companion Program <sup>(b)</sup>		0		\$47,705,724
Disparities		10,000	Ops "Regular" Authority	
Total Community Placement Plan (CPP), and Related CPP Items		365,545		
<i>Regular CPP/CRDP Community Resource Development Plan</i>				0
<i>DC Closure Ongoing Workload (Non-CPP)</i>				365,545
<b>TOTAL PURCHASE OF SERVICES (includes the line items listed below)</b>		<b>\$433,827,842</b>	Total POS Authority	\$433,827,842
<small>In accordance with State Contract language under Article III: Fiscal Provisions Item #4 Payment Provisions, paragraph 3, the following Purchase of Service category expenditures must be claimed on a separate invoice:</small>				
<sup>a</sup> Part C		929,701	Less Separate Line Items:	
HCBSW Compliance		0		-4,395,288
Grand Total Community Placement Plan (CPP), and CPP Related Items		3,465,587		\$429,432,554
<i>Start-Up, CPP/CRDP</i>				1,672,199
<i>Safety Net Start-Up</i>				0
<i>Assessment</i>				0
<i>Placement</i>				1,793,388
<i>Development of STAR Home, Non-CPP funded, CPP Related</i>				0
Total Early Intervention Program, Family Resource Centers/Network		\$140,397	POS "Regular" Authority	
Total Family Resource Services		\$128,902		
<b>TOTAL BUDGET</b>		<b>\$482,228,402</b>		

a/ FGP: Program Title: Foster Grandparent Program, CFDA Number: 84.011, Award No.19SFPCA002, 06 30 2020 is the last year of the three year grant.

b/ Senlor Companion (GF) CFDA # 84.016, Program Title: Senlor Companion Program, Award No.19SCPCA002, 06 30 2020 is the last year of the three year grant.

c/Part C: CFDA Title: Infant and Toddler/Families (Part C) Program Title: Special Education-Grants for Infants and Families with Disabilities

CFDA Number: 84.181A, Award No: H181A190037, Federal Agency Name: Office of Special Education and Rehabilitative Services, United States Department of Education

Percent of Part C to Total Contract Funding: 0.19%

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

---

ACTION   X    
ACTION/CONSENT \_\_\_\_\_  
DISCUSSION \_\_\_\_\_  
INFO ONLY \_\_\_\_\_

---

DATE: May 7, 2020

TO: Board of Directors

FROM: Budget and Finance Committee

SUBJECT: **Approval of Budget Amendment D-5, Fiscal Year 2017-18**

BACKGROUND:

Periodically, budget amendments are required to distribute and reallocate funds among regional centers or to change contract language. These amendments are numbered successively, e.g., D-1, D-2, etc.

REASON FOR CURRENT ITEM:

The Department of Developmental Services (DDS) has allocated additional funds to RCOC.

FISCAL IMPACT:

Purchase of Services, CPP Start-Up .....\$281,253

RECOMMENDATION:

That the Board authorize the Chairperson to execute the budget amendment upon receipt.

STATE OF CALIFORNIA  
**STANDARD AGREEMENT AMENDMENT**  
 STD. 213 A (Rev 9/01)

CHECK HERE IF ADDITIONAL PAGES ARE ATTACHED 1 Pages

AGREEMENT NUMBER	AMENDMENT NUMBER
HD149014	D-5

1. This Agreement is entered into between the State Agency and Contractor named below:

STATE AGENCY'S NAME  
 Department of Developmental Services

CONTRACTOR'S NAME  
 Regional Center of Orange County, Inc.



2. The term of this Agreement is: July 1, 2014, through June 30, 2021

3. The maximum amount of this Agreement after this amendment is: \$401,334,581

4. The parties mutually agree to this amendment as follows. All actions noted below are by this reference made a part of the Agreement and incorporated herein:

- a. The effective date of this amendment is March 18, 2019.
- b. Section 8 of article I is amended and reads as follows: "8. The total amount payable to Contractor under this contract agreement shall not exceed \$401,334,581 Year 2017/2018 as reflected in Exhibit A, Page 1 of this contract".  
  
 Fiscal Year funds identified above may not be used for any other fiscal year, than the fiscal year specified unless authorized by the Department to do so.
- c. Replaced by this amendment is Exhibit A, Page 1 which is attached hereto and made a part of this contract.
- d. All other terms and conditions remain the same.

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

<b>CONTRACTOR</b>		CALIFORNIA Department of General Services Use Only
CONTRACTOR'S NAME (If other than an individual, state whether a corporation, partnership, etc.) Regional Center of Orange County, Inc.		
BY (Authorized Signature) 	DATE SIGNED (Do not type)	
PRINTED NAME AND TITLE OF PERSON SIGNING John Wright, Board Chair		
ADDRESS 1525 N. Tustin Avenue Santa Ana, CA 92705		
<b>STATE OF CALIFORNIA</b>		
AGENCY NAME Department of Developmental Services		<input type="checkbox"/> Exempt per:
BY (Authorized Signature) 	DATE SIGNED (Do not type)	
PRINTED NAME AND TITLE OF PERSON SIGNING KC Handren, Assistant Deputy Director		
ADDRESS 1600 9 <sup>th</sup> Street, Room 300, MS 3-18 Sacramento, CA 95814		

**CONTRACT BUDGET SUMMARY**  
**Exhibit A**

Contract Number HD149014

Regional Center of Orange County, Inc.  
Contracting Agency

Total D-5 Contract  
March 17, 2020

**TOTAL OPERATIONS**

**\$43,991,589**

In accordance with State Contract language under Article III: Fiscal Provisions Item #4 Payment Provisions, paragraph 3, the following Operation category expenditures must be claimed on a separate invoice:

Mental Health Services Fund \$0  
Foster Grandparent Program (federal portion only) (see footnote /a) \$0  
Agnews Ongoing Workload (Non-CPP) \$0  
Lanterman DC Closure (Non-CPP) \$0

Total Ops Authority	\$43,991,589
Less Separate Line Items:	-269,333
	<b>\$43,722,256</b>
<b>Ops "Regular" Authority</b>	

**Total Community Placement Plan (CPP)** **\$269,333**  
*Sonoma DC Closure* 0  
*Fairview Closure* 6,800  
*Porterville Closure* 0  
*Regular CPP* 262,533

**TOTAL PURCHASE OF SERVICES**

**\$357,202,595**

In accordance with State Contract language under Article III: Fiscal Provisions Item #4 Payment Provisions, paragraph 3, the following Purchase of Service category expenditures must be claimed on a separate invoice:

Program Development Fund (see footnote /b) \$176,208  
Part C (see footnote /c) \$916,502  
Safety Net General Fund (Non-CPP policy) \$0

Total POS Authority	\$357,202,595
Less Separate Line Items:	-4,008,463
	<b>\$353,194,132</b>
<b>POS "Regular" Authority</b>	

**Community Placement Plan (CPP):** **\$2,915,753**  
*Sonoma DC Closure Placement* 0  
*Fairview DC Closure Placement* 420,750  
*Porterville DC Closure Placement* 0  
**Regular CPP** **\$2,495,003**  
*Start-Up* 1,881,253  
*Safety Net Start-Up* 0  
*Assessment* 0  
*Placement* 613,750  
*Deflection* 0

**TOTAL EARLY INTERVENTION**

Family Resource Centers/Network **\$140,397**

**TOTAL FAMILY RESOURCE SERVICES**

**\$0**

**TOTAL BUDGET**

**\$401,334,581**

FGP Footnote /a: Program Title: Foster Grandparent Program, CFDA Number: 94.011, Award No. : 16SFPCA002

Senior Companion (GF) CFDA # 94.016, Program Title: Senior Companion Program, Award No. : 16SCPCA002

PDF Footnote /b: Please note no separate billing is necessary for PDF, this account is used to fund the CPP Start-Up Claims.

Part C Footnote /c: CFDA Title: Infant and Toddlers with Disabilities, Program Title: Special Education-Grants for Infants and Families with Disabilities  
CFDA Number: 84.181A, Award No: H181A170037

Since Grant Award Notification will occur after the execution of this contract and changes are limited to the Federal Award Number and calendar year awarded, updated Grant Award Notification will be maintained in DDS' contract file and incorporated by reference. A copy of the current Grant Award Notification shall be sent to Contractor as it is made available to DDS.

Federal Agency Name: Office of Special Education and Rehabilitative Services, United States Department of Education

Part C Percent of Contract Funding: 0.23%



## Summary of Information About Persons Served - February 2020

<b>NUMBER OF PERSONS SERVED</b>	<b>20,592</b>	<b>100%</b>
Children - Birth to Age Three Receiving Early Start Services	3,682	18%
Children - Ages Three to 17 Receiving Lanterman Services	6,646	32%
Adults - Ages 18 and Older Receiving Lanterman Services	10,264	50%

<b>Children - Birth to Age Three Receiving Prevention Resource and Referral Services</b>	<b>461</b>
--	------------

*Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:*

Intellectual Disability	11,889	63%
Epilepsy	2,907	16%
Cerebral Palsy	2,619	14%
Autism	7,675	40%
Fifth Category*	1,488	8%

\* condition closely related to intellectual disability and requiring similar treatment

*Note: Many persons served have more than one diagnosis so the percentage equals more than 100%.*

<b>NUMBER OF PERSONS REQUESTING ELIGIBILITY DETERMINATION</b>	<b>422</b>	
Early Start / Under Age Three / 45 days to complete determination	356	84%
Lanterman / Over Age Three / 120 days to complete determination	66	16%

<b>NUMBER OF PERSONS DETERMINED ELIGIBLE</b>	<b>36</b>	
Children - Birth to Age Three Eligible for Early Start Services	0	
Children and Adults - Ages Three and Older Eligible for Lanterman Services	32	
<ul style="list-style-type: none"> <li>• Number of children who received Early Start services</li> </ul>	33	
<ul style="list-style-type: none"> <li>• Number of children who received Early Start services and had a diagnosis of autism</li> </ul>	18	
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	4	

<b>NUMBER OF CHILDREN NO LONGER ELIGIBLE FOR EARLY START OR PREVENTION RESOURCE AND REFERRAL SERVICES</b>	<b>235</b>	
Children - Age Three No Longer Eligible for Early Start Services	172	
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	1	

# REGIONAL CENTER OF ORANGE COUNTY



## OPERATIONS REPORT

### FEBRUARY 2020 ACTIVITY

#### *Mission Statement*

*The Regional Center of Orange County (RCOC) is a private non-profit organization that, as mandated by the Lanterman Developmental Disabilities Services Act, collaborates with persons with developmental disabilities, their families and the community to secure individualized services and supports that enhance the quality of life for the people we serve and assist them in realizing their full potential.*

## COMMUNITY LIFE

### Related Guiding Principles

- *Persons served are in safe and supportive settings that promote a life of independence, acknowledge diverse cultural perspectives and that respect the inherent risks and valuable learning experiences that come from living in the community.*

### Provider Monitoring, Technical Support and Special Incident Investigation Activities Fiscal Year 2019-20

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	47	38	33	27	36	49
Unannounced	52	47	42	33	33	44
<b>Total Number of Reviews</b>	<b>99</b>	<b>85</b>	<b>75</b>	<b>60</b>	<b>69</b>	<b>93</b>

Provider Trainings	0	0	0	0	0	0
Technical Support	148	113	109	105	95	112
Corrective Action Plans	13	20	11	5	13	6
Special Incident Investigations*	73	42	30	60	30	39

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review	44	49					<b>323</b>
Unannounced	43	57					<b>351</b>
<b>Total Number of Reviews</b>	<b>87</b>	<b>61</b>					<b>674</b>

Provider Trainings	0	0					<b>0</b>
Technical Support	105	130					<b>917</b>
Corrective Action Plans	8	10					<b>86</b>
Special Incident Investigations*	41	45					<b>360</b>

\* California Code of Regulations, Title 17, Division 2, Chapter 3 - Community Services SubChapter 2 - Vendorization Article 2 - Vendorization Process, Section 54327 requires all vendors, excluding parents and consumers, to report the following special incidents.

Type of Special Incidents (from California Code of Regulations, Title 17)

(A) The consumer is missing and the vendor or long-term health care facility has filed a missing persons report with a law enforcement agency;

(B) Reasonably suspected abuse/exploitation including:

1. Physical;
2. Sexual;
3. Fiduciary;
4. Emotional/mental; or
5. Physical and/or chemical restraint.

(C) Reasonably suspected neglect including failure to:

1. Provide medical care for physical and mental health needs;
2. Prevent malnutrition or dehydration;
3. Protect from health and safety hazards;
4. Assist in personal hygiene or the provision of food, clothing or shelter or
5. Exercise the degree of care that a reasonable person would exercise in the position of having the care and custody of an elder or a dependent adult.

(D) A serious injury/accident including:

1. Lacerations requiring sutures or staples;
2. Puncture wounds requiring medical treatment beyond first aid;
3. Fractures;
4. Dislocations;
5. Bites that break the skin and require medical treatment beyond first aid;
6. Internal bleeding requiring medical treatment beyond first aid;
7. Any medication errors;
8. Medication reactions that require medical treatment beyond first aid; or
9. Burns that require medical treatment beyond first aid.

(E) Any unplanned or unscheduled hospitalization due to the following conditions:

1. Respiratory illness, including but not limited, to asthma; tuberculosis; and chronic obstructive pulmonary disease
2. Seizure-related;
3. Cardiac-related, including but not limited to, congestive heart failure; hypertension; and angina;
4. Internal infections, including but not limited to, ear, nose and throat; gastrointestinal; kidney; dental; pelvic; or urinary tract;
5. Diabetes, including diabetes-related complications;
6. Wound/skin care, including but not limited to, cellulitis and decubitus;
7. Nutritional deficiencies, including but not limited to, anemia and dehydration; or
8. Involuntary psychiatric admission;

(2) The following special incidents regardless of when or where they occurred:

(A) The death of any consumer, regardless of cause;

(B) The consumer is the victim of a crime including the following:

1. Robbery, including theft using a firearm, knife, or cutting instrument or other dangerous weapons or methods which force or threaten a victim;
2. Aggravated assault, including a physical attack on a victim using hands, fist, feet or a firearm, knife or cutting instrument or other dangerous weapon;
3. Larceny, including the unlawful taking, carrying, leading, or riding away of property, except for motor vehicles, from the possession or constructive possession of another person;
4. Burglary, including forcible entry; unlawful non-forcible entry; and, attempted forcible entry of a structure to commit a felony or theft therein;
5. Rape, including rape and attempts to commit rape.

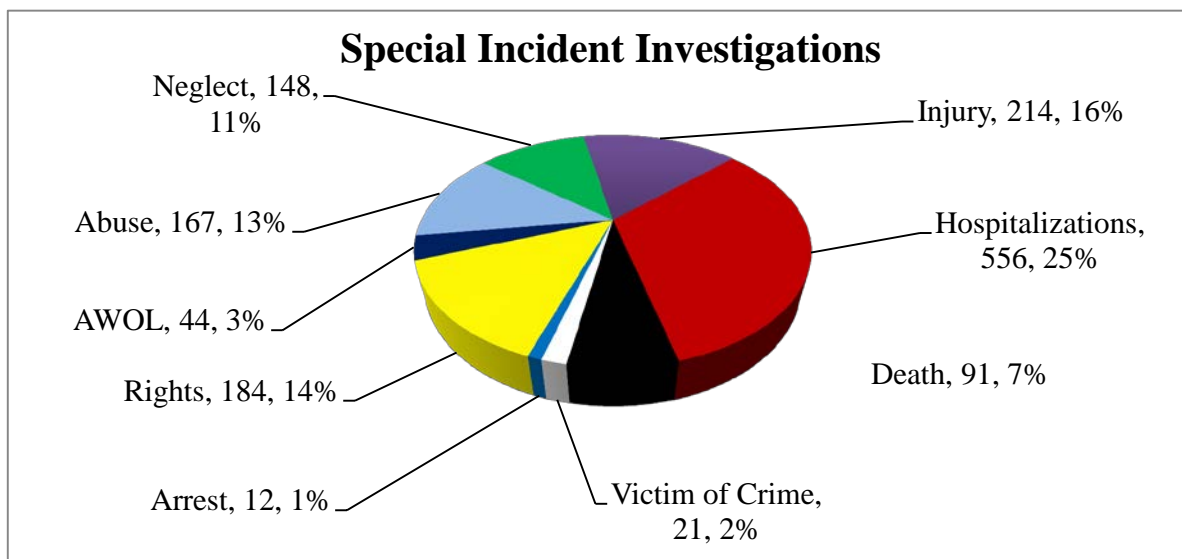
Title 17 does not require reporting on arrest or consumer rights violations; however, RCOC includes arrest and rights violations as reportable incidents.



**Type and Number of Special Incident Investigations**  
*Fiscal Year 2019-20*

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	9	5	6	6	3	2
Abuse	25	25	21	33	16	18
Neglect	22	23	16	12	24	17
Injury	36	34	19	24	21	30
Hospitalizations - Total	57	62	38	60	35	52
<i>Psychiatric</i>	14	14	12	17	8	11
<i>Medical</i>	43	48	26	43	27	41
Death	8	8	14	9	13	9
Victim of crime	4	1	0	4	3	2
Arrest	1	3	0	5	2	0
Rights	29	32	17	37	29	16
<b>Total</b>	<b>191</b>	<b>193</b>	<b>131</b>	<b>190</b>	<b>146</b>	<b>146</b>

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL	6	7					44
Abuse	10	19					167
Neglect	15	19					148
Injury	25	25					214
Hospitalizations - Total	70	53					427
<i>Psychiatric</i>	21	13					110
<i>Medical</i>	49	40					317
Death	22	8					91
Victim of Crime	1	6					21
Arrest	1	0					12
Rights	7	17					184
<b>Total</b>	<b>157</b>	<b>154</b>					<b>1,308</b>



**COMMUNITY LIFE continued**

**Provider Audits**  
*Fiscal Year 2019-20*

***Number of Audits / Appeals / Recoveries***

<b>Type of Audit</b>	<b>Jul.</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>
Service Billing	0	0	1	1	0	1
Staffing	0	0	2	0	0	0
Level 4I Consultant	5	3	0	0	0	0
P&I (consumer funds)	1	0	0	0	0	0
<b>Total Number of Audits</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>

***Number of Appeals / Recoveries (Vendors may appeal after monthly data is reported)***

State Appeal	5	0	0	0	0	0
Recovery	6	3	3	1	0	0

***Audit Findings (Dollar Amount)***

<i>Amount of Recovery</i>	\$26,277.47	\$5,287.50	\$7,667.50	\$90.50	\$0.00	\$0.00
---------------------------	-------------	------------	------------	---------	--------	--------

<b>Type of Audit</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>June</b>	<b>Total</b>
Service Billing	0	1					<b>4</b>
Staffing	0	2					<b>4</b>
Level 4I Consultant	0	0					<b>8</b>
P&I (consumer funds)	0	4					<b>5</b>
<b>Total Number of Audits</b>	<b>0</b>	<b>7</b>					<b>21</b>

***Number of Appeals / Recoveries***

State Appeal	0	0					<b>5</b>
Recovery	0	2					<b>15</b>

***Audit Findings (Dollar Amount)***

<i>Amount of Recovery</i>	\$0.00	\$2,834.60					<b>\$42,157.57</b>
---------------------------	--------	------------	--	--	--	--	--------------------

## FAMILY SUPPORTS

### Related Guiding Principles

- *Families are informed advocates for their loved ones with developmental disabilities.*
- *Families are the decision makers for their minor children.*
- *Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.*
- *Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.*

### *Fiscal Year 2019-20*

#### Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	106	108	107	104	108	112
Diapers - Family Member	4	2	2	2	2	2
Nursing Service - Family Member	59	55	57	54	52	52
Respite Service - Family Member	418	469	473	477	480	477
Transportation - Family Member	193	192	205	197	194	198
<b>Total Number of Voucher Authorizations</b>	<b>780</b>	<b>826</b>	<b>844</b>	<b>834</b>	<b>836</b>	<b>841</b>

#### Number of Authorizations for Voucher Services

Type of Service	Jan.	Feb.	Mar.	Apr.	May	June
Day Care - Family Member	110	110				
Diapers - Family Member	2	2				
Nursing Service - Family Member	53	59				
Respite Service - Family Member	478	491				
Transportation - Family Member	192	197				
<b>Total Number of Voucher Authorizations</b>	<b>835</b>	<b>859</b>				

## FAMILY SUPPORTS

### Related Guiding Principles

- Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.
- Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.

### Notifications of Community Events and Activities

*Fiscal Year 2019-20*

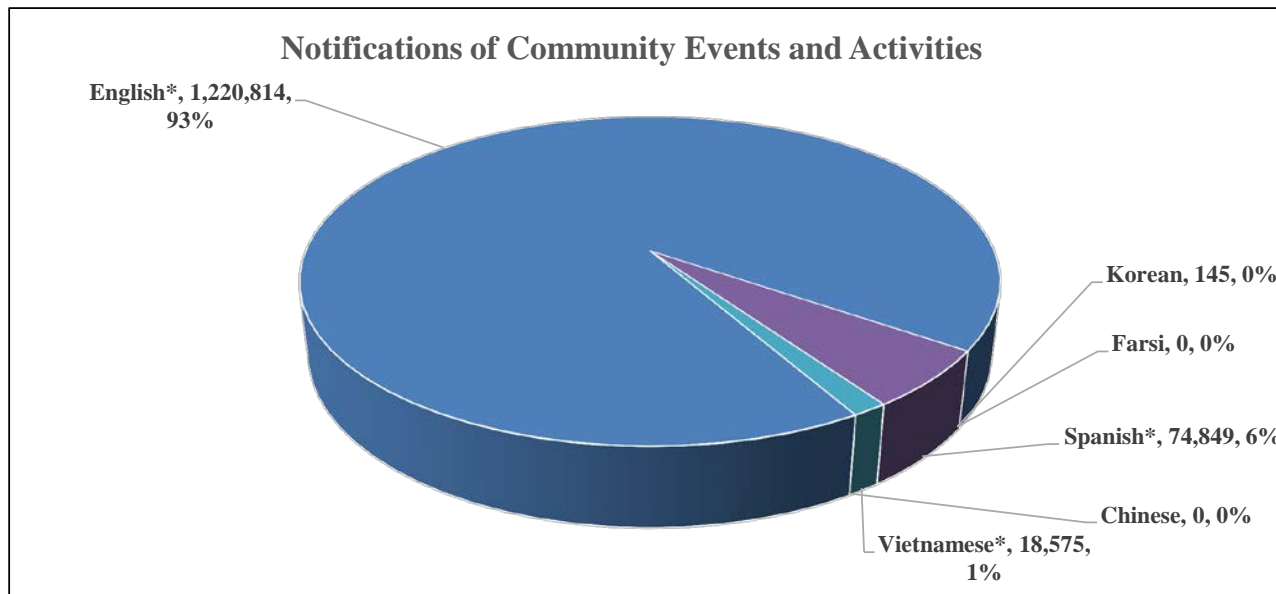
#### Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	87,081	151,031	152,392	202,376	127,924	101,029
Farsi	0	0	0	0	0	
Korean	145	0	0	0	0	
Spanish*	4,190	12,181	10,276	3,430	12,194	8,190
Vietnamese*	137	1,416	1,344	323	4,372	5,531
<b>Total Number of Notifications</b>	<b>91,553</b>	<b>164,628</b>	<b>164,012</b>	<b>206,129</b>	<b>144,490</b>	<b>114,750</b>

#### Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*	205,097	193,884					1,220,814
Farsi	0	0					0
Korean	0	0					145
Spanish*	15,597	8,791					74,849
Vietnamese*	3,281	2,171					18,575
Chinese	0	0					0
<b>Total Number of Notifications</b>	<b>223,975</b>	<b>204,846</b>					<b>1,314,383</b>

\* Threshold languages for RCOC



## FAMILY SUPPORTS

### Related Guiding Principles

- *Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.*
- *Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.*

### Community Outreach

*Fiscal Year 2019-20*

#### Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
<b>In Person</b>						
English	9	15	19	16	12	3
Spanish	5	6	6	3	5	5
Vietnamese	2	2	4	3	5	
Other Languages	1	0	0	1	0	2
<b>In Print</b>						
English	1	1	0	0	0	1
Spanish	0	0	0	0	0	1
Vietnamese	0	1	0	0	0	0
Other Languages	0	0	0	0	0	0
<b>TV / Radio</b>						
English	0	2	0	0	0	2
Spanish	0	0	0	0	0	1
Vietnamese	4	7	3	0	8	8
Other Languages	0	0	0	0	0	0
<b>Total Number of Outreach Events</b>	<b>22</b>	<b>34</b>	<b>32</b>	<b>23</b>	<b>30</b>	<b>26</b>

#### Number of Outreach Events

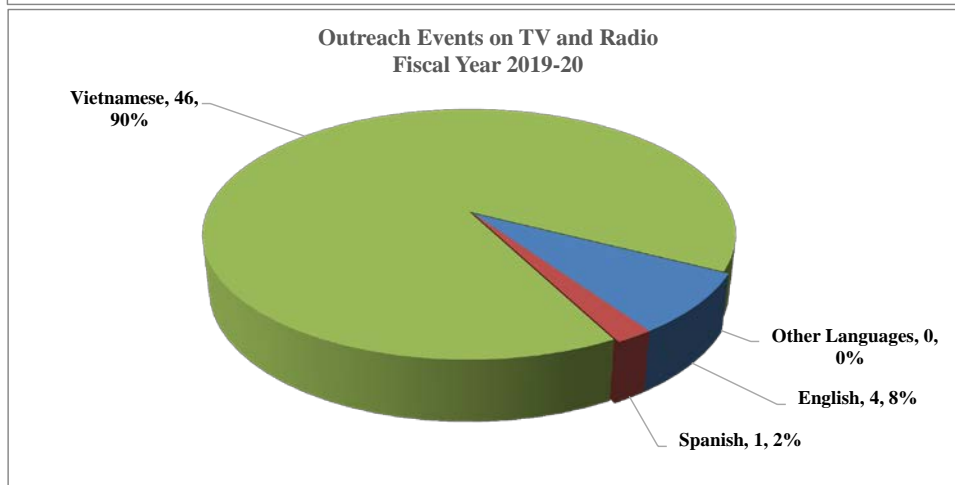
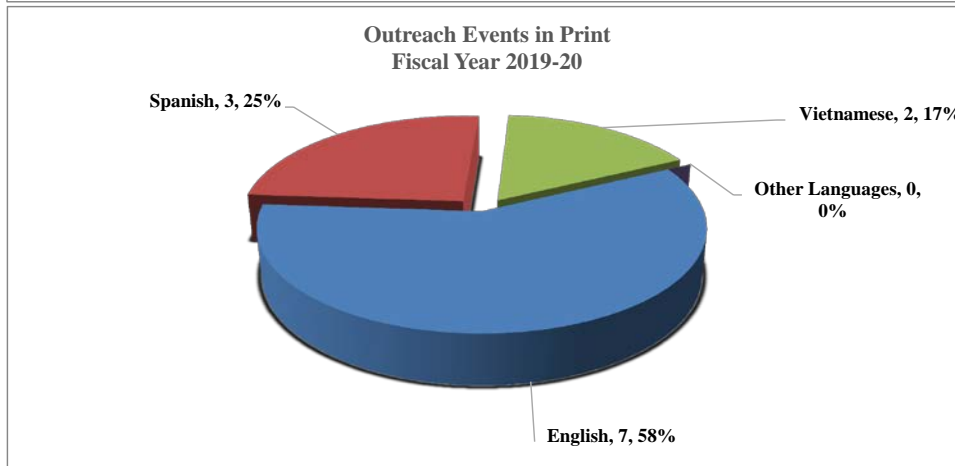
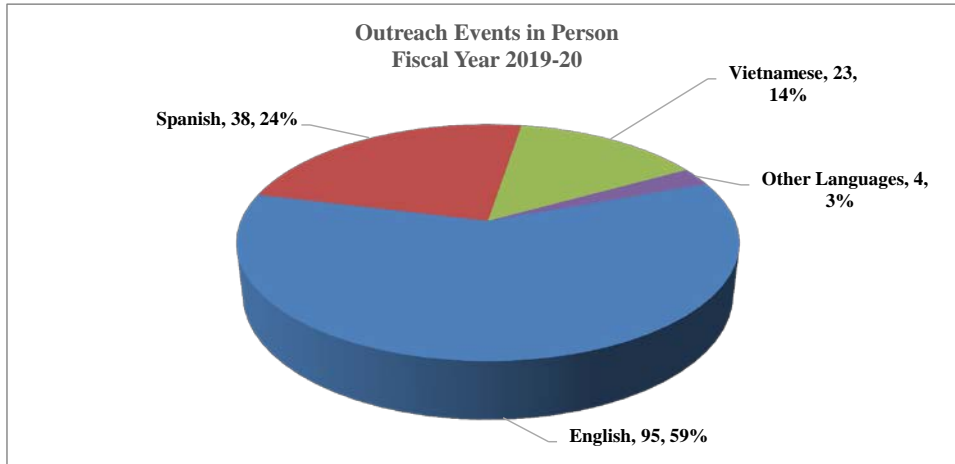
Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
<b>In Person</b>							
English	8	13					<b>95</b>
Spanish	3	5					<b>38</b>
Vietnamese	3	4					<b>23</b>
Other Languages	0	0					<b>4</b>
<b>In Print</b>							
English	0	4					<b>7</b>
Spanish	0	2					<b>3</b>
Vietnamese	0	1					<b>2</b>
Other Languages	0	0					<b>0</b>
<b>TV / Radio</b>							
English	0	0					<b>4</b>
Spanish	0	0					<b>1</b>
Vietnamese	8	8					<b>46</b>
Other Languages	0	0					<b>0</b>
<b>Total Number of Outreach Events</b>	<b>22</b>	<b>37</b>					<b>226</b>

## FAMILY SUPPORTS

### Related Guiding Principles

- Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.
- Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.

### Community Outreach Events in Person, in Print, on TV and Radio Fiscal Year 2019-20



## EARLY INTERVENTION / PREVENTION

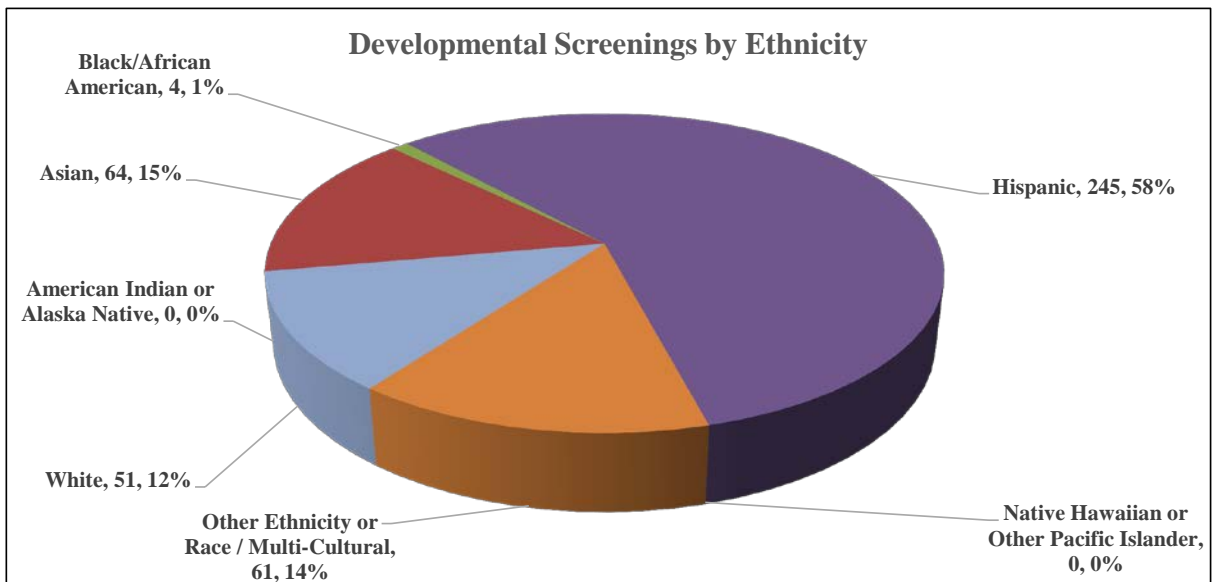
### Related Guiding Principles

- Prevention and early intervention services, supports and public awareness activities are designed and implemented to prevent the onset of a disability and/or to improve developmental outcomes.
- Persons served are provided with needed services and supports in a family-focused and collaborative fashion.

### Fiscal Year 2019-20

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0	0	0	0	0
Asian	4	3	3	12	15	0
Black/African American	0	0	0	1	1	0
Hispanic	12	18	23	19	30	0
Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0
Other Ethnicity or Race / Multi-Cultural	9	4	1	4	25	0
White	0	2	2	5	37	0
<b>Total Number Screened</b>	<b>25</b>	<b>27</b>	<b>29</b>	<b>41</b>	<b>108</b>	<b>0</b>
<b>Total Number Referred to RCOC</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>0</b>

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native	0	0					0
Asian	10	17					64
Black/African American	1	1					4
Hispanic	76	67					245
Native Hawaiian or Other Pacific Islander	0	0					0
Other Ethnicity or Race / Multi-Cultural	8	10					61
White	4	1					51
<b>Total Number Screened</b>	<b>99</b>	<b>96</b>					<b>425</b>
<b>Total Number Referred to RCOC</b>	<b>37</b>	<b>57</b>					<b>164</b>

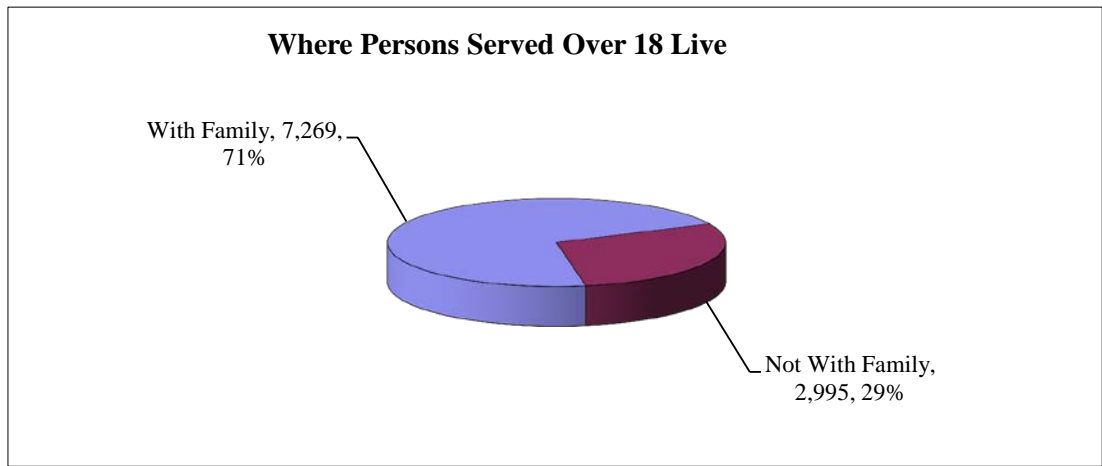
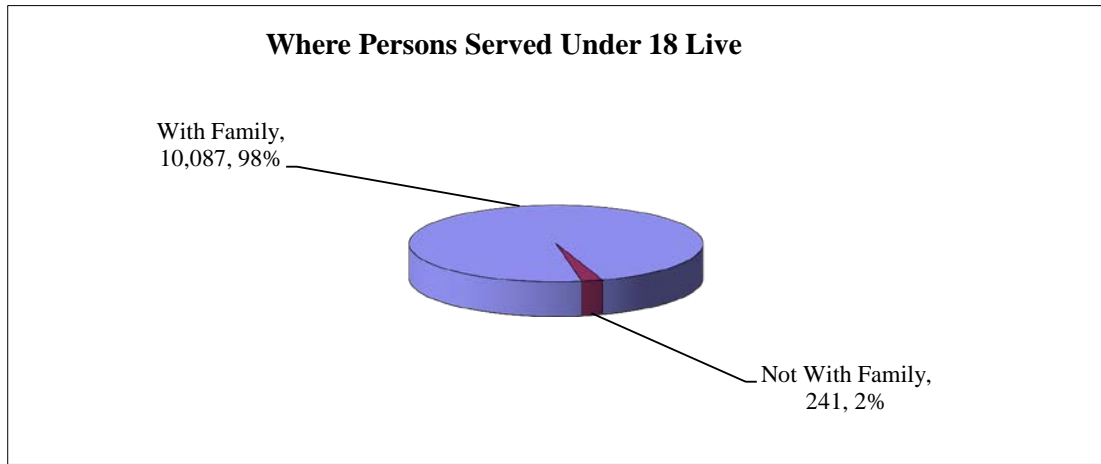


## LIVING OPTIONS

### Related Guiding Principles

- *Culturally-sensitive services and supports are provided so that persons served can make informed choices on where and with whom they live, including owning or renting their own homes.*
- *Families whose minor or adult children choose to remain in the family home are supported through available resources.*
- *Persons served live in homes where they receive quality care and can form relationships.*

Where Persons Served Live	Persons Served All	Persons Served Under 18	Persons Served Over 18
With Family	17,356	10,087	7,269
Not With Family	3,236	241	2,995
<b>Totals</b>	<b>20,592</b>	<b>10,328</b>	<b>10,264</b>

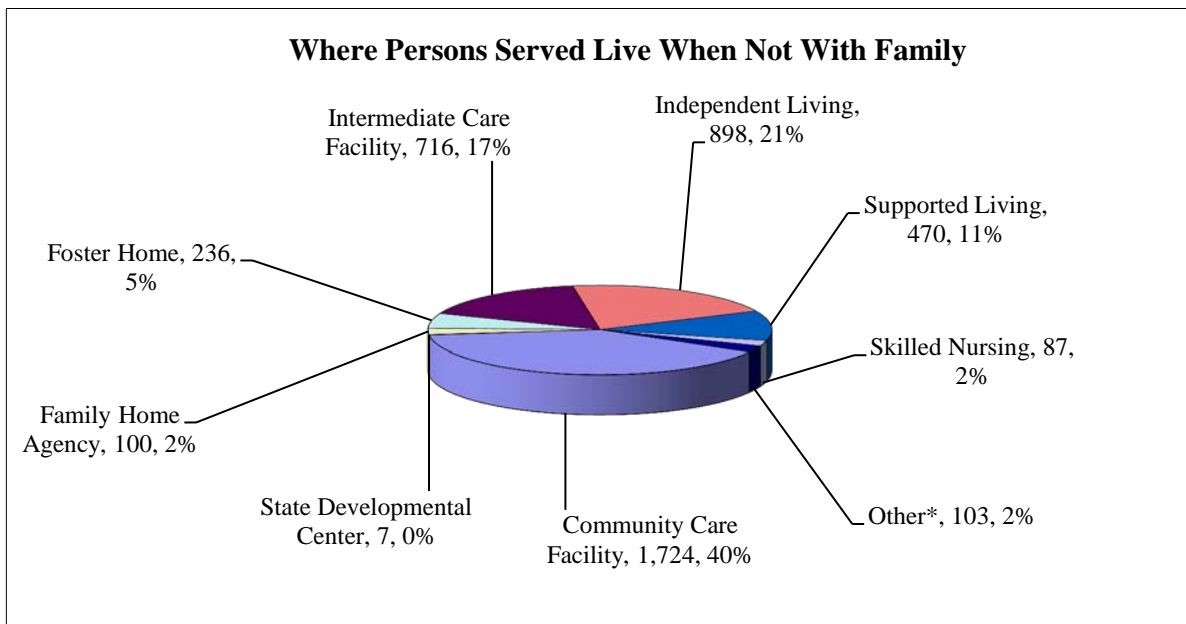




**LIVING OPTIONS, continued**

<b>Where Persons Served Live</b>	<b>All Persons Served</b>	<b>Persons Served Under 18</b>	<b>Persons Served Over 18</b>
Family Home	18,239	10,488	7,751
Community Care Facility	1,724	31	1,693
State Developmental Center	7	0	7
Family Home Agency	100	0	100
Foster Home	236	230	6
Intermediate Care Facility	716	5	711
Independent Living	898	0	898
Supported Living	470	0	470
Skilled Nursing	87	0	87
Other*	103	30	73
<b>Total</b>	<b>22,580</b>	<b>10,784</b>	<b>11,796</b>

<b>Other*</b>			
Acute General Hospital	3	0	3
California Youth Authority	0	0	0
Community Treatment	3	0	4
Correctional Institution	0	0	0
County Jail	3	0	1
Other	0	0	0
Out of State	3	0	2
Psychiatric Treatment	6	2	4
Rehabilitation Center	4	2	2
SDC / State Hospital	0	0	13
Sub-Acute	51	26	25
Transient / Homeless	21	0	19
<b>Total, Other*</b>	<b>94</b>	<b>30</b>	<b>73</b>



## LIVING OPTIONS, continued

### Other Living Options

#### Family Home Agency

A Family Home Agency (FHA) is a private, not-for-profit agency that is vendored to recruit, approve, train, and monitor family home providers, provide services and supports to family home providers, and assist persons served with moving into or relocating from family homes.

#### Foster Family Agency

Under the California Department of Social Services, county placement agencies use licensed, private Foster Family Agencies (FFAs) for the placement of children. By statute, FFAs are organized and operated on a non-profit basis and are engaged in the following activities: recruiting, certifying, and training foster parents, providing professional support to foster parents, and finding homes or other temporary or permanent placements for children who require more intensive care.

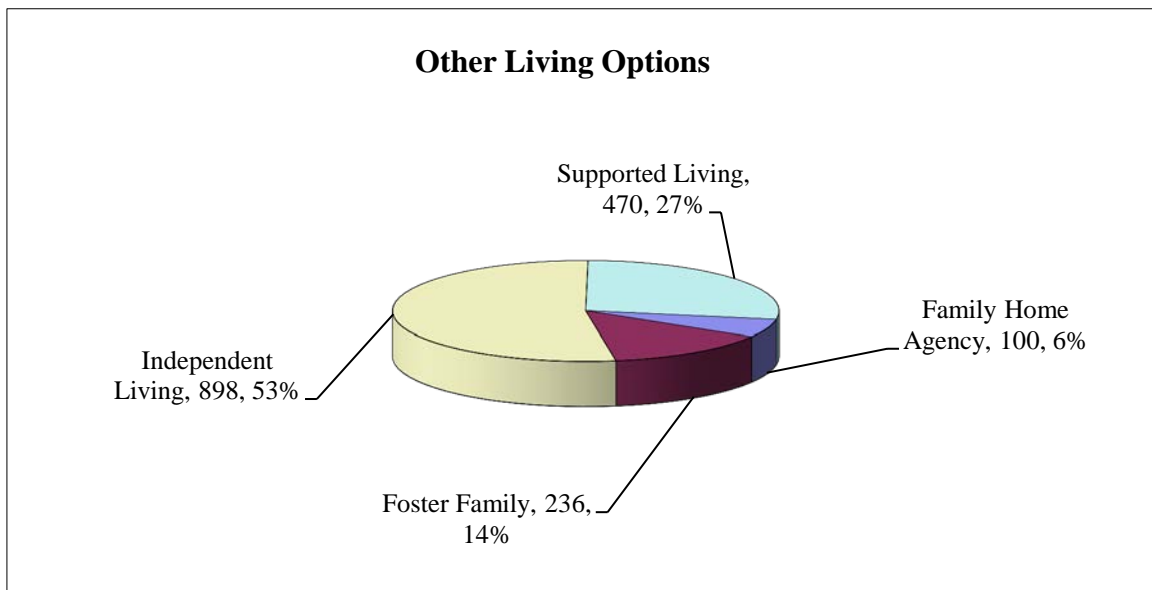
#### Independent Living

Independent Living services help persons served over 18 with the functional skills necessary to secure a self-sustaining, independent living situation in the community and/or may provide the support necessary to maintain those skills.

#### Supported Living

Supported Living Services (SLS) support efforts for persons served to live in their own home.

<b>Other Living Options</b>	<b>Total</b>	<b>Under 18</b>	<b>Over 18</b>
Family Home Agency	100	0	100
Foster Family	236	230	6
Independent Living	898	0	898
Supported Living	470	0	470
<b>Total</b>	<b>1,704</b>	<b>230</b>	<b>1,474</b>



## LIVING OPTIONS, continued

### **Living Options, facilities licensed by the State of California, Departments of Community Care Licensing, or Department of Health Care Services**

#### *Health Licensed Facilities*

Health facilities are licensed by the State of California, Department of Health Services to provide 24-hour medical residential care. Health facilities are funded by Medi-Cal. Health licensed facilities

General Acute Care Hospitals,  
Acute Psychiatric Hospitals,  
Skilled Nursing Facilities,  
Intermediate Care Facilities,  
Intermediate Care Facility – Developmentally Disabled,  
Intermediate Care Facility – Developmentally Disabled, – Habilitative,  
Intermediate Care Facility – Developmentally Disabled, – Nursing,  
Home Health Agencies and  
Congregate Living Health Facilities.

#### *Community Care Licensed Facilities*

Community Care Facilities (CCFs) are licensed by the State of California, Department of Social Services, Community Care Licensing Division to provide 24-hour non-medical residential care to children and adults with developmental disabilities who are in need of personal services, supervision, and/or assistance essential for self-protection or sustaining the activities of daily living. CCFs are funded by regional centers. Based upon the types of services provided and the persons served, each CCF vendored by a regional center is designated one of the following service levels:

*SERVICE LEVEL 1:* Limited care and supervision for persons with self-care skills and no behavior problems.

*SERVICE LEVEL 2:* Care, supervision, and incidental training for persons with some self-care skills and no major behavior problems.

*SERVICE LEVEL 3:* Care, supervision, and ongoing training for persons with significant deficits in self-help skills, and/or some limitations in physical coordination and mobility, and/or disruptive or self-injurious behavior.

*SERVICE LEVEL 4:* Care, supervision, and professionally supervised training for persons with deficits in self-help skills, and/or severe impairment in physical coordination and mobility, and/or severely disruptive or self-injurious behavior. Service Level 4 is subdivided into Levels 4A through 4I, in which staffing levels are increased to correspond to the escalating severity of disability levels.

## LIVING OPTIONS, continued

### Persons Served Who Reside in Licensed Facilities Funded by RCOF Fiscal Year 2019-20

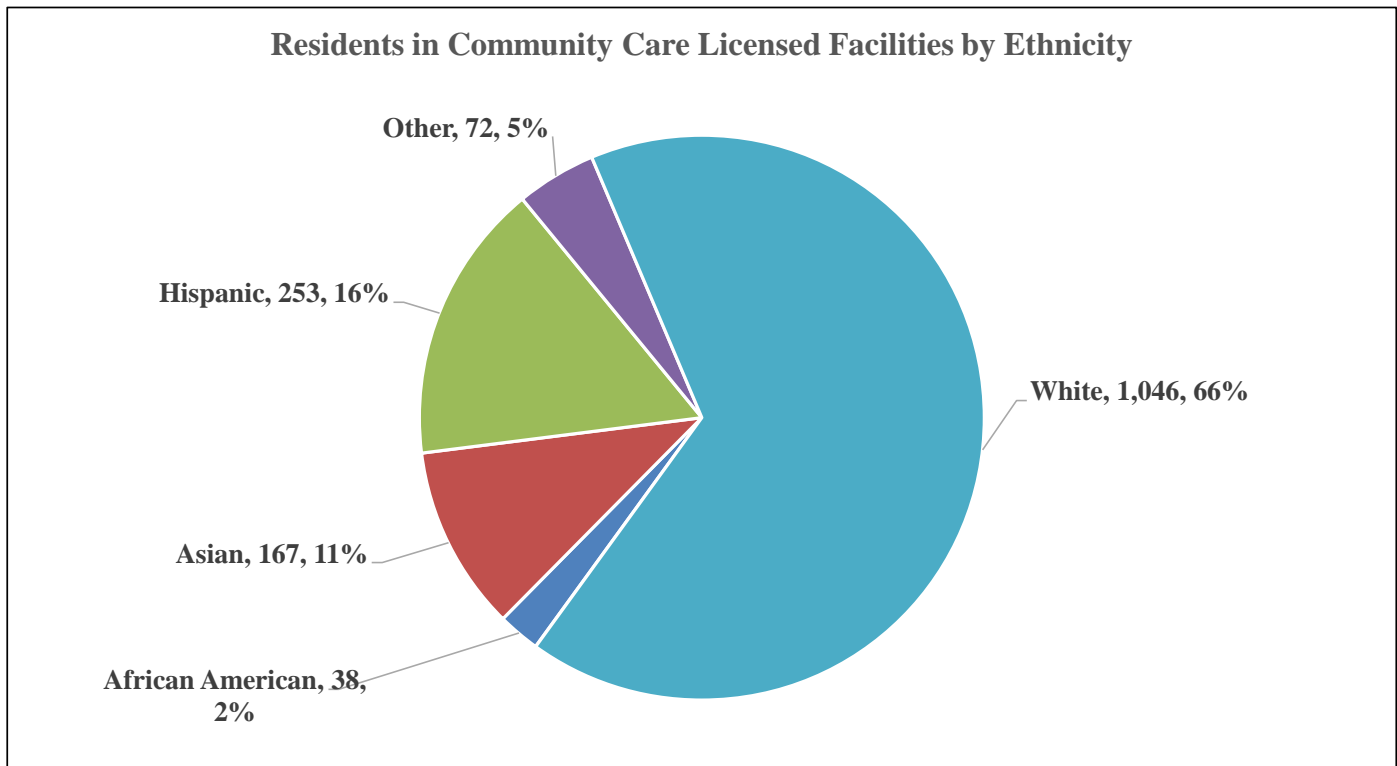
Licensed Facilities	Total	Over 18	Under 18
Level 2	266	266	0
Level 3	332	332	0
Level 4A	42	42	0
Level 4B	4	4	0
Level 4C	53	53	0
Level 4D	36	36	0
Level 4E	32	32	0
Level 4F	65	65	0
Level 4G	31	31	0
Level 4H	4	4	0
Level 4I	370	362	8
Elderly	1	1	0
ICF/DD-H	7	7	0
ICF/DD-N	6	6	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
<b>Total</b>	<b>1,249</b>	<b>1,241</b>	<b>8</b>

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	266	266	0
Level 3	332	332	0
Level 4	637	629	8
ICF/DD-H	7	7	0
ICF/DD-N	6	6	0
Elderly	1	1	0
Skilled Nursing	0	0	0
<b>Total</b>	<b>1,249</b>	<b>1,241</b>	<b>8</b>

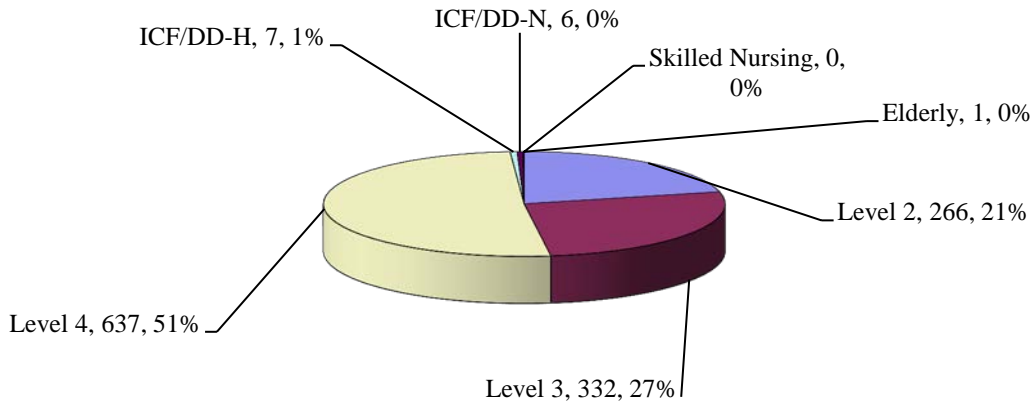
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity  
Fiscal Year 2019-20

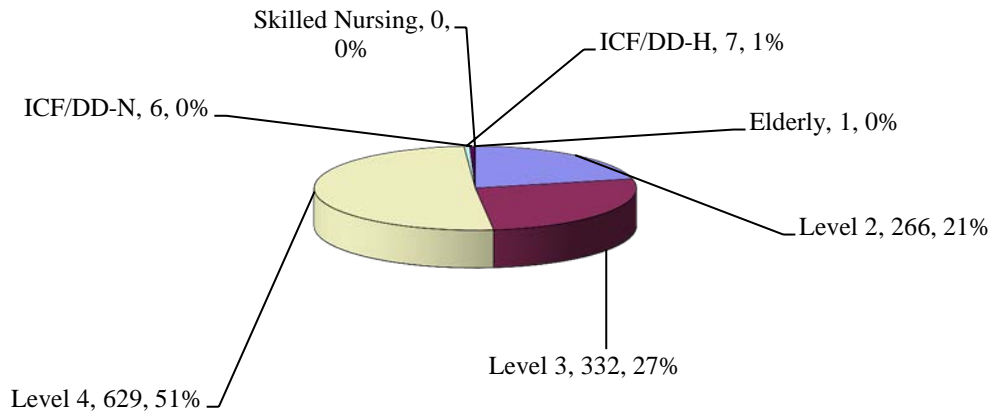
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	6	29	57	14	261	367
Level 3	12	33	62	16	280	403
Level 4A	1	4	6	2	30	43
Level 4B	0	1	0	0	7	8
Level 4C	1	11	10	2	46	70
Level 4D	0	6	6	1	32	45
Level 4E	0	6	6	2	24	38
Level 4F	3	12	11	1	47	74
Level 4G	0	8	3	2	26	39
Level 4H	0	0	3	1	2	6
Level 4I	15	57	89	31	291	483
<b>Total</b>	<b>38</b>	<b>167</b>	<b>253</b>	<b>72</b>	<b>1,046</b>	<b>1,576</b>



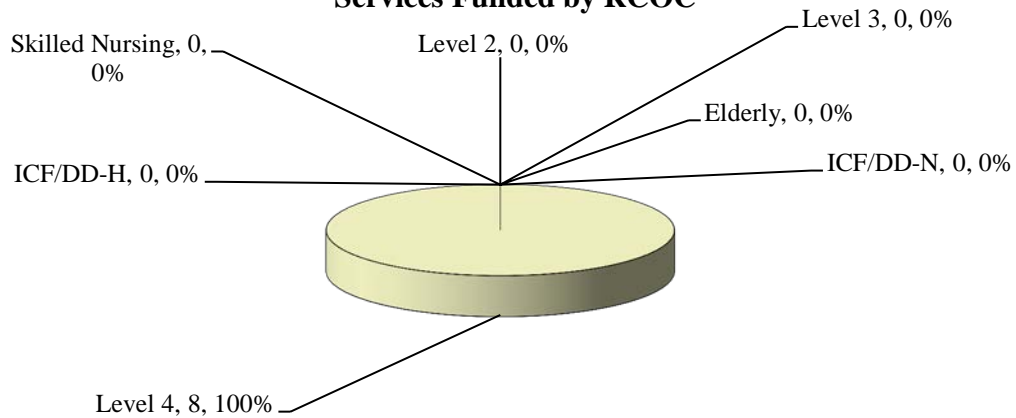
**Persons Served Who Reside in Licensed Facilities  
Services Funded by RCOC**



**Persons Served Over Age 18 Who Reside in Licensed Facilities  
Services Funded by RCOC**



**Persons Served Under Age 18 Who Reside in Licensed Facilities  
Services Funded by RCOC**

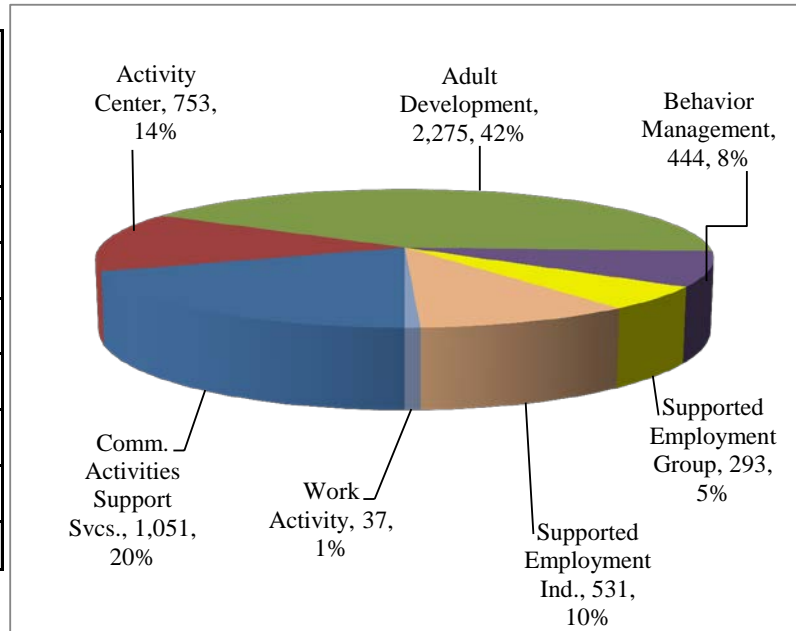


## WORK

### Related Guiding Principle

- *Persons served have the opportunity and support to work in integrated employment settings that are meaningful, valued by the community, and in which they are appropriately compensated and respected.*

Adult Day & Employment Services	Persons Served Over 18
Comm. Activities Support Svcs.	1,051
Activity Center	753
Adult Development	2,275
Behavior Management	444
Supported Employment Group	293
Supported Employment Ind.	531
Work Activity	37
<b>Total</b>	<b>5,384</b>



### Definitions:

**Community Activities Support Services** similar to a Behavior Management Program, this is a behavior management program with an enhanced ration of 1:1 or 1:2 due to severe behavioral challenges.

**Activity Center** means a day program that serves adults who generally have acquired most basic self-care skills, have some ability to interact with others, are able to make their needs known, and respond to instructions. Activity center programs focus on the development and maintenance of the functional skills required for self-advocacy, community integration and employment. Staff ratio ranges from 1:6 to 1:8.

**Adult Development Center** means a day program that serves adults who are in the process of acquiring self-help skills. Individuals who attend adult development centers generally need sustained support and direction in developing the ability to interact with others, to make their needs known, and to respond to instructions. Adult development center programs focus on the development and maintenance of the functional skills required for self-advocacy, community integration, employment, and self-care. Staff ratio ranges from 1:3 to 1:4.

**Behavior Management Program** means a day program that serves adults with severe behavior disorders and/or dual diagnosis who, because of their behavior problems, are not eligible for or acceptable in any other community-based day program. Staff ratio is 1:3.

**Supported Employment Program** means a program that meets the requirements of the term supported employment, i.e. services that are provided by a job coach in order to support and maintain an individual with developmental disabilities in employment, and of the terms, integrated work, supported employment placement, allowable supported employment services, group and individualized services. Staff ratio ranges from 1:1 to 1:4.

**Work Activity Program** includes, but is not limited to, Work Activity centers or settings that provide support to persons served engaged in paid work and have demonstrated that the program is in compliance with Department of Rehabilitation certification standards or are accredited by CARF. Staff ratio ranges from 1:12 to 1:20.

## SERVICE PLANNING AND COORDINATION

### Related Guiding Principles

- *Service coordinators are caring, knowledgeable and competent in service planning, coordination and resources.*
- *Service coordinators inform families of their rights and the services and supports available to them.*
- *Service planning and coordination is a collaborative effort between RCOC, persons served and their families to identify needed services and supports.*
- *Person-centered planning is based upon the choices and preferences of the persons served and their families, and the identification of generic services and natural supports.*
- *Services and supports assist person served and their families to develop support networks leading to reduced dependence on paid supports.*
- *Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of persons' served and their families' communities.*

### Service Coordination

*Fiscal Year 2019-20*

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	309.6	308.6	316.6	314.6	311.6	312.6
Number of Case-Carrying SCs	280.0	279.0	287.0	285.0	282.0	283.0
Number of Intake SCs	28.7	29.7	29.7	29.7	29.7	29.7
Number of State Developmental Center SCs	0.0	0.0	0.0	0.0	0.0	0.0
Number of Active Persons Served	22,156	22,221	22,295	22,339	22,418	22,479
Caseload Ratio, # of Active Persons Served/SCs	79.1	79.7	77.7	78.4	79.5	79.4

Service Coordination:	Jan.	Feb.	Mar.	Apr.	May	June
Number of Service Coordinators (SC)	311.6	315.6				
Number of Case-Carrying SCs	282.0	286.0				
Number of Intake SCs	29.7	29.7				
Number of State Developmental Center SCs	0.0	0.0				
Number of Active Persons Served	22,450	22,527				
Caseload Ratio, # of Active Persons Served/SCs	79.6	78.8				



**SERVICE PLANNING AND COORDINATION continued**

**Fair Hearings**  
**Fiscal Year 2019-20**

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
<b>Number of Unsettled Hearing Requests*</b>	<b>16</b>	<b>12</b>	<b>9</b>	<b>16</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>13</b>				
Eligibility - Lanterman	8	6	1	4	7	7	4	7				
Behavioral services	0	0	2	0	3	2	2	0				
Respite	0	0	1	2	1	1	2	2				
Day Care	0	0	0	2	0	0	0	0				
ILS/SLS	0	0	0	0	0	0	0	0				
Personal Assistance	1	1	0	0	0	1	2	1				
Other**	7	5	5	8	4	1	2	3				

\* Hearing Requests may list more than one issue; so, the number of issues may equal more than the number of hearing requests.

\*\* Other issues include but are not limited to living options.

<b>Number of New Hearing Requests Filed*</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>7</b>				
Eligibility - Lanterman	5	2	0	2	3	2	1	5				
Eligibility - Early Start	0	0	0	1	0	0	0	0				
Behavioral services	0	0	0	1	0	0	1	0				
Respite	0	0	1	0	1	0	1	0				
Day Care	0	0	0	0	0	0	0	0				
Social/Recreational	0	0	0	0	0	0	0	0				
Personal Assistance	1	0	0	0	0	1	1	0				
Other**	2	0	0	3	2	0	2	2				

\* Hearing Requests may list more than one issue; so, the number of issues may equal more than the number of hearing requests.

\*\* Other issues include but are not limited to living options.

<b>Number of All Meetings Held</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>				
Number of Informal Meetings Held	3	5	1	2	6	0	4	3				
Number of Mediations Held	1	1	0	1	0	0	0	1				
Number of SLFHs Held	0	1	1	3	0	0	0	0				

<b>Number of Requests in Scheduling*</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>3</b>				
--	----------	----------	----------	----------	----------	----------	----------	----------	--	--	--	--

\* Meetings in process of being scheduled; meetings on schedule but not yet held; meetings scheduled but not held due to continuances.

<b>Number of Requests Pending*</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>				
------------------------------------	----------	----------	----------	----------	----------	----------	----------	----------	--	--	--	--

\* State Level Fair Hearing (SLFH) held but awaiting decision.

<b>Number of Requests Settled</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>6</b>				
Withdrawn by Person Served/Family	3	2	0	1	1	0	1	1				
Settled in Informal	2	3	1	3	4	3	3	2				
Settled after further follow-up by RCOG	0	0	0	0	3	0	0	3				
Settled in Mediation	0	1	0	0	0	1	0	0				
SLFH Decision	0	0	0	2	1	0	1	0				

**State Level Fair Hearing Decisions**

<b>Prevailing Party</b>	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Person Served/Family	0	0	0	0	0	0	0	0				
RCOC	0	0	0	2	1	0	1	0				
Split	0	0	0	0	0	0	0	0				

## ADMINISTRATION AND GOVERNANCE

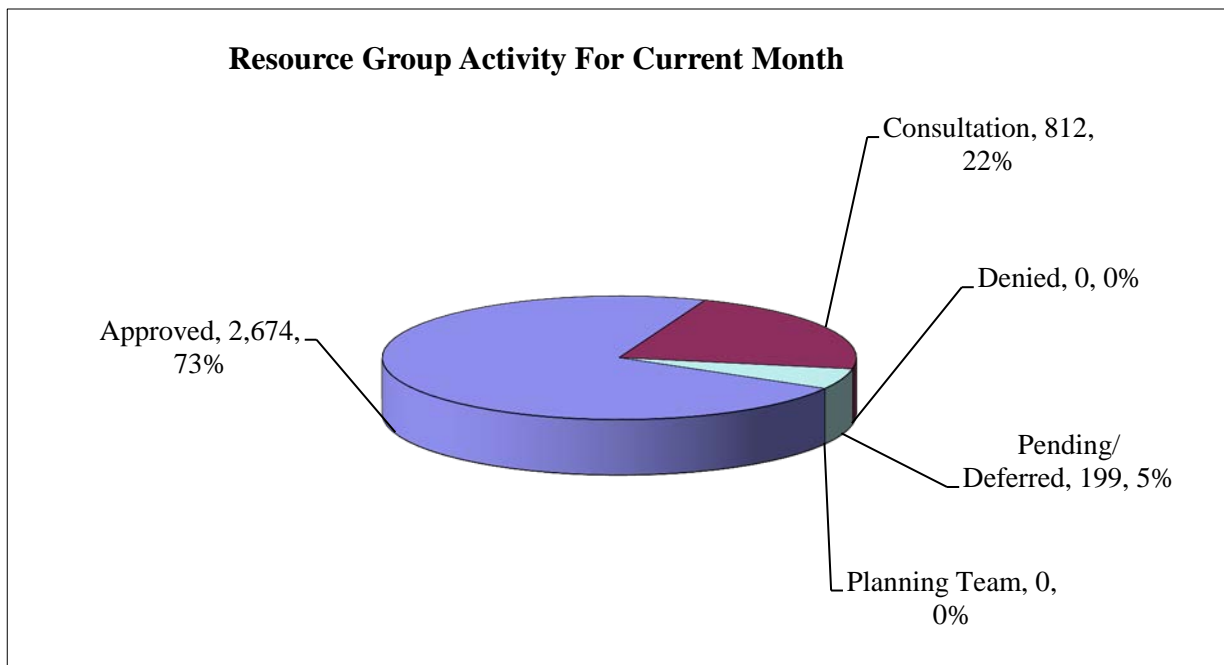
### Guiding Principle

- RCOC will maximize all alternative sources of funding for necessary services and supports including federal and generic funding.
- The public funds that support the service system are expended in a fashion that is cost-effective, consumer-directed, consistent with good business practices, and that reflect RCOC's Guiding Principles and diligent stewardship.

### Resource Group Activity for February 2020 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	594	268	0	32	0	894
Behavioral	106	53	0	16	0	175
Education	0	6	0	0	0	6
Eligibility/Health	97	2	0	4	0	103
Early Start	704	159	0	81	0	866
Living Options	218	137	0	1	0	356
Supported/Ind.	219	111	0	29	0	359
All Others	736	76	0	47	0	859
<b>Monthly Total</b>	<b>2,674</b>	<b>812</b>	<b>0</b>	<b>199</b>	<b>0</b>	<b>3,618</b>

<b>FY 2019-20 Total to Date</b>	23,241	8,242	0	1,779	0	<b>32,099</b>
-------------------------------------	--------	-------	---	-------	---	---------------



## Operations Report Summary - February 2020

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,682	8,003	8,900	7	<b>20,592</b>	10,328	10,264
<i>Percentage of Total</i>	<i>18%</i>	<i>39%</i>	<i>43%</i>	<i>0%</i>	<i>100%</i>	<i>50%</i>	<i>50%</i>

<b>Children served in Prevention Resource and Referral Services</b>	<b>461</b>
---	------------

Persons Served by Residence Status	All	Under 18	Over 18
Family Home	18,239	10,488	7,751
Community Care Facility	1,724	31	1,693
State Developmental Center	7	0	7
Family Home Agency	100	0	100
Foster Home	236	230	6
Intermediate Care Facility	716	5	711
Independent Living	898	0	898
Supported Living	470	0	470
Skilled Nursing	87	0	87
Other	103	30	73
<b>Total</b>	<b>22,580</b>	<b>10,784</b>	<b>11,796</b>

Special Incident Investigations	Year to Date
AWOL	44
Abuse	167
Neglect	148
Injury	214
Hospitalizations - Total	427
Death	91
Victim of crime	21
Arrest	12
Rights	184
<b>Total</b>	<b>1,308</b>

### Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	81	0	81
Level 3	75	1	73
Level 4	154	12	155
<b>Total Community Care Facilities</b>	<b>310</b>	<b>13</b>	<b>309</b>

Licensed Facility Monitoring	Year to Date
Annual Review	323
Unannounced	351
Total Number of Reviews	674
Provider Trainings	0
Technical Support	917
Corrective Action Plans	86

### Intermediate Care Facilities (ICF)

ICF-DD	0
ICF-DD/Habilitation	82
ICF-DD/Nursing	39
<b>Total ICF Facilities</b>	<b>121</b>

<b>Number of Audits</b>	<b>21</b>
<b>Amount of Recovery from Audits</b>	<b>\$42,158</b>

<b>Total Licensed Facilities</b>	<b>431</b>
----------------------------------	------------



## Summary of Information About Persons Served - March 2020

NUMBER OF PERSONS SERVED	20,592	100%
Children - Birth to Age Three Receiving Early Start Services	3,695	18%
Children - Ages Three to 17 Receiving Lanterman Services	6,633	32%
Adults - Ages 18 and Older Receiving Lanterman Services	10,264	50%

<b>Children - Birth to Age Three Receiving Prevention Resource and Referral Services</b>	<b>461</b>
--	------------

*Children and Adults - Ages Three and Older Receiving Lanterman Services with the Following Diagnoses:*

Intellectual Disability	11,876	63%
Epilepsy	2,906	16%
Cerebral Palsy	2,617	14%
Autism	7,712	40%
Fifth Category*	1,499	8%

\* condition closely related to intellectual disability and requiring similar treatment

*Note: Many persons served have more than one diagnosis so the percentage equals more than 100%.*

NUMBER OF PERSONS REQUESTING ELIGIBILITY DETERMINATION	244	
Early Start / Under Age Three / 45 days to complete determination	201	82%
Lanterman / Over Age Three / 120 days to complete determination	43	18%

NUMBER OF PERSONS DETERMINED ELIGIBLE	40	
Children - Birth to Age Three Eligible for Early Start Services	0	
Children and Adults - Ages Three and Older Eligible for Lanterman Services	32	
<ul style="list-style-type: none"> <li>• Number of children who received Early Start services</li> </ul>	29	
<ul style="list-style-type: none"> <li>• Number of children who received Early Start services and had a diagnosis of autism</li> </ul>	13	
Children - Birth to Age Three Eligible for Prevention Resource and Referral Services	8	

NUMBER OF CHILDREN NO LONGER ELIGIBLE FOR EARLY START OR PREVENTION RESOURCE AND REFERRAL SERVICES	235	
Children - Age Three No Longer Eligible for Early Start Services	191	
Children - Age Three No Longer Eligible for Prevention Resource and Referral Services	0	

# REGIONAL CENTER OF ORANGE COUNTY



## OPERATIONS REPORT

### MARCH 2020 ACTIVITY

#### *Mission Statement*

*The Regional Center of Orange County (RCOC) is a private non-profit organization that, as mandated by the Lanterman Developmental Disabilities Services Act, collaborates with persons with developmental disabilities, their families and the community to secure individualized services and supports that enhance the quality of life for the people we serve and assist them in realizing their full potential.*

## COMMUNITY LIFE

### Related Guiding Principles

- *Persons served are in safe and supportive settings that promote a life of independence, acknowledge diverse cultural perspectives and that respect the inherent risks and valuable learning experiences that come from living in the community.*

### Provider Monitoring, Technical Support and Special Incident Investigation Activities Fiscal Year 2019-20

Type and Number of Reviews	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Annual Review	47	38	33	27	36	49
Unannounced	52	47	42	33	33	44
<b>Total Number of Reviews</b>	<b>99</b>	<b>85</b>	<b>75</b>	<b>60</b>	<b>69</b>	<b>93</b>

Provider Trainings	0	0	0	0	0	0
Technical Support	148	113	109	105	95	112
Corrective Action Plans	13	20	11	5	13	6
Special Incident Investigations*	73	42	30	60	30	39

Type and Number of Reviews	Jan.	Feb.	Mar.	Apr.	May	June	Total
Annual Review	44	49	12				<b>335</b>
Unannounced	43	57	96				<b>447</b>
<b>Total Number of Reviews</b>	<b>87</b>	<b>61</b>	<b>108</b>				<b>782</b>

Provider Trainings	0	0	0				<b>0</b>
Technical Support	105	130	142				<b>1,059</b>
Corrective Action Plans	8	10	0				<b>86</b>
Special Incident Investigations*	41	45	15				<b>375</b>

\* California Code of Regulations, Title 17, Division 2, Chapter 3 - Community Services SubChapter 2 - Vendorization Article 2 - Vendorization Process, Section 54327 requires all vendors, excluding parents and consumers, to report the following special incidents.

Type of Special Incidents (from California Code of Regulations, Title 17)

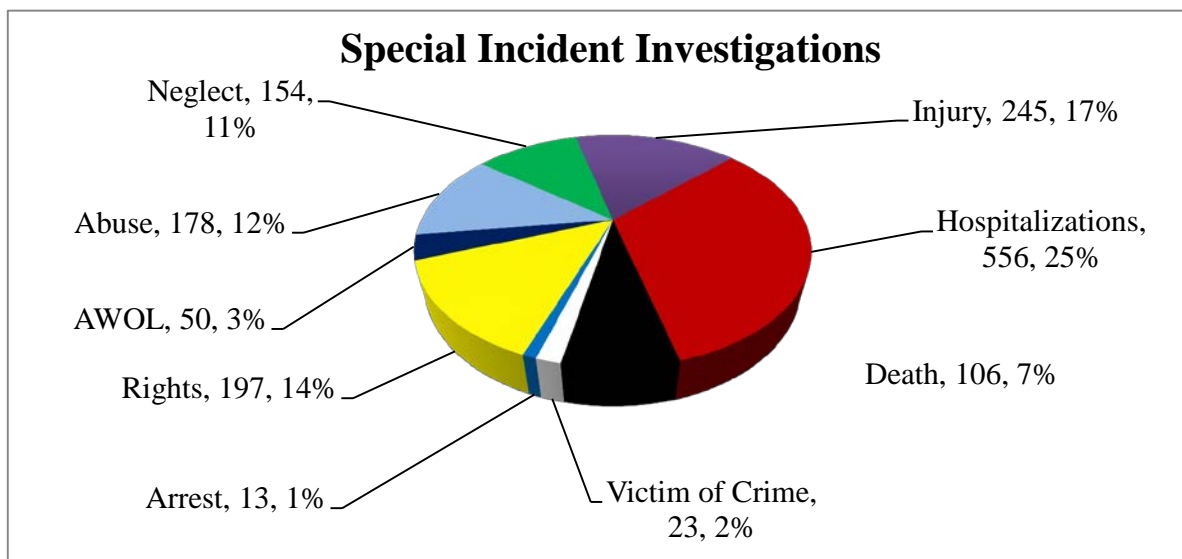
- (A) The consumer is missing and the vendor or long-term health care facility has filed a missing persons report with a law enforcement agency;
- (B) Reasonably suspected abuse/exploitation including:
  - 1. Physical;
  - 2. Sexual;
  - 3. Fiduciary;
  - 4. Emotional/mental; or
  - 5. Physical and/or chemical restraint.
- (C) Reasonably suspected neglect including failure to:
  - 1. Provide medical care for physical and mental health needs;
  - 2. Prevent malnutrition or dehydration;
  - 3. Protect from health and safety hazards;
  - 4. Assist in personal hygiene or the provision of food, clothing or shelter or
  - 5. Exercise the degree of care that a reasonable person would exercise in the position of having the care and custody of an elder or a dependent adult.
- (D) A serious injury/accident including:
  - 1. Lacerations requiring sutures or staples;
  - 2. Puncture wounds requiring medical treatment beyond first aid;
  - 3. Fractures;
  - 4. Dislocations;
  - 5. Bites that break the skin and require medical treatment beyond first aid;
  - 6. Internal bleeding requiring medical treatment beyond first aid;
  - 7. Any medication errors;
  - 8. Medication reactions that require medical treatment beyond first aid; or
  - 9. Burns that require medical treatment beyond first aid.
- (E) Any unplanned or unscheduled hospitalization due to the following conditions:
  - 1. Respiratory illness, including but not limited, to asthma; tuberculosis; and chronic obstructive pulmonary disease
  - 2. Seizure-related;
  - 3. Cardiac-related, including but not limited to, congestive heart failure; hypertension; and angina;
  - 4. Internal infections, including but not limited to, ear, nose and throat; gastrointestinal; kidney; dental; pelvic; or urinary tract;
  - 5. Diabetes, including diabetes-related complications;
  - 6. Wound/skin care, including but not limited to, cellulitis and decubitus;
  - 7. Nutritional deficiencies, including but not limited to, anemia and dehydration; or
  - 8. Involuntary psychiatric admission;
- (2) The following special incidents regardless of when or where they occurred:
  - (A) The death of any consumer, regardless of cause;
  - (B) The consumer is the victim of a crime including the following:
    - 1. Robbery, including theft using a firearm, knife, or cutting instrument or other dangerous weapons or methods which force or threaten a victim;
    - 2. Aggravated assault, including a physical attack on a victim using hands, fist, feet or a firearm, knife or cutting instrument or other dangerous weapon;
    - 3. Larceny, including the unlawful taking, carrying, leading, or riding away of property, except for motor vehicles, from the possession or constructive possession of another person;
    - 4. Burglary, including forcible entry; unlawful non-forcible entry; and, attempted forcible entry of a structure to commit a felony or theft therein;
    - 5. Rape, including rape and attempts to commit rape.

Title 17 does not require reporting on arrest or consumer rights violations; however, RCOC includes arrest and rights violations as reportable incidents.

**Type and Number of Special Incident Investigations**  
*Fiscal Year 2019-20*

Type of Incident	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
AWOL	9	5	6	6	3	2
Abuse	25	25	21	33	16	18
Neglect	22	23	16	12	24	17
Injury	36	34	19	24	21	30
Hospitalizations - Total	57	62	38	60	35	52
<i>Psychiatric</i>	14	14	12	17	8	11
<i>Medical</i>	43	48	26	43	27	41
Death	8	8	14	9	13	9
Victim of crime	4	1	0	4	3	2
Arrest	1	3	0	5	2	0
Rights	29	32	17	37	29	16
<b>Total</b>	<b>191</b>	<b>193</b>	<b>131</b>	<b>190</b>	<b>146</b>	<b>146</b>

Type of Incident	Jan.	Feb.	Mar.	Apr.	May	June	Total
AWOL	6	7	6				50
Abuse	10	19	11				178
Neglect	15	19	6				154
Injury	25	25	31				245
Hospitalizations - Total	70	53	42				469
<i>Psychiatric</i>	21	13	10				120
<i>Medical</i>	49	40	32				349
Death	22	8	15				106
Victim of Crime	1	6	2				23
Arrest	1	0	1				13
Rights	7	17	13				197
<b>Total</b>	<b>157</b>	<b>154</b>	<b>127</b>				<b>1,435</b>





**COMMUNITY LIFE continued**

**Provider Audits**  
*Fiscal Year 2019-20*

*Number of Audits / Appeals / Recoveries*

<b>Type of Audit</b>	<b>Jul.</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>
Service Billing	0	0	1	1	0	1
Staffing	0	0	2	0	0	0
Level 4I Consultant	5	3	0	0	0	0
P&I (consumer funds)	1	0	0	0	0	0
<b>Total Number of Audits</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>

*Number of Appeals / Recoveries (Vendors may appeal after monthly data is reported)*

State Appeal	5	0	0	0	0	0
Recovery	6	3	3	1	0	0

*Audit Findings (Dollar Amount)*

Amount of Recovery	\$26,277.47	\$5,287.50	\$7,667.50	\$90.50	\$0.00	\$0.00
--------------------	-------------	------------	------------	---------	--------	--------

<b>Type of Audit</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>June</b>	<b>Total</b>
Service Billing	0	1	2				<b>6</b>
Staffing	0	2	0				<b>4</b>
Level 4I Consultant	0	0	0				<b>8</b>
P&I (consumer funds)	0	4	3				<b>8</b>
<b>Total Number of Audits</b>	<b>0</b>	<b>7</b>	<b>5</b>				<b>26</b>

*Number of Appeals / Recoveries*

State Appeal	0	0	0				<b>5</b>
Recovery	0	2	2				<b>17</b>

*Audit Findings (Dollar Amount)*

Amount of Recovery	\$0.00	\$2,834.60	\$1,452.00				<b>\$43,609.57</b>
--------------------	--------	------------	------------	--	--	--	--------------------

## FAMILY SUPPORTS

### Related Guiding Principles

- *Families are informed advocates for their loved ones with developmental disabilities.*
- *Families are the decision makers for their minor children.*
- *Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.*
- *Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.*

### *Fiscal Year 2019-20*

#### Number of Authorizations for Voucher Services

Type of Service	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Day Care - Family Member	106	108	107	104	108	112
Diapers - Family Member	4	2	2	2	2	2
Nursing Service - Family Member	59	55	57	54	52	52
Respite Service - Family Member	418	469	473	477	480	477
Transportation - Family Member	193	192	205	197	194	198
<b><i>Total Number of Voucher Authorizations</i></b>	<b><i>780</i></b>	<b><i>826</i></b>	<b><i>844</i></b>	<b><i>834</i></b>	<b><i>836</i></b>	<b><i>841</i></b>

#### Number of Authorizations for Voucher Services

Type of Service	Jan.	Feb.	Mar.	Apr.	May	June
Day Care - Family Member	110	110	125			
Diapers - Family Member	2	2	2			
Nursing Service - Family Member	53	59	62			
Respite Service - Family Member	478	491	499			
Transportation - Family Member	192	197	189			
<b><i>Total Number of Voucher Authorizations</i></b>	<b><i>835</i></b>	<b><i>859</i></b>	<b><i>877</i></b>			

## FAMILY SUPPORTS

### Related Guiding Principles

- Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.
- Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.

### Notifications of Community Events and Activities

*Fiscal Year 2019-20*

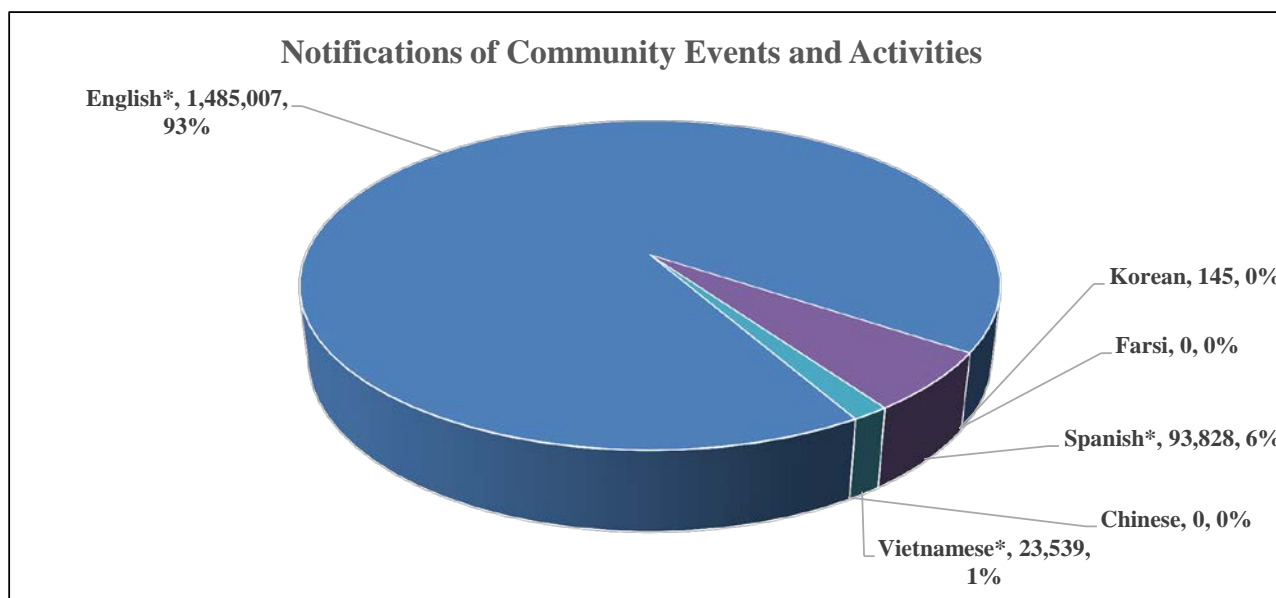
#### Number of Notifications

Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
English*	87,081	151,031	152,392	202,376	127,924	101,029
Farsi	0	0	0	0	0	
Korean	145	0	0	0	0	
Spanish*	4,190	12,181	10,276	3,430	12,194	8,190
Vietnamese*	137	1,416	1,344	323	4,372	5,531
<b>Total Number of Notifications</b>	<b>91,553</b>	<b>164,628</b>	<b>164,012</b>	<b>206,129</b>	<b>144,490</b>	<b>114,750</b>

#### Number of Notifications

Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
English*	205,097	193,884	264,193				1,485,007
Farsi	0	0	0				0
Korean	0	0	0				145
Spanish*	15,597	8,791	18,979				93,828
Vietnamese*	3,281	2,171	4,964				23,539
Chinese	0	0	0				0
<b>Total Number of Notifications</b>	<b>223,975</b>	<b>204,846</b>	<b>288,136</b>				<b>1,602,519</b>

\* Threshold languages for RCOC



## FAMILY SUPPORTS

### Related Guiding Principles

- *Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.*
- *Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.*

### Community Outreach

*Fiscal Year 2019-20*

#### Number of Outreach Events

Type of Outreach / Language	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
<b>In Person</b>						
English	9	15	19	16	12	3
Spanish	5	6	6	3	5	5
Vietnamese	2	2	4	3	5	
Other Languages	1	0	0	1	0	2
<b>In Print</b>						
English	1	1	0	0	0	1
Spanish	0	0	0	0	0	1
Vietnamese	0	1	0	0	0	0
Other Languages	0	0	0	0	0	0
<b>TV / Radio</b>						
English	0	2	0	0	0	2
Spanish	0	0	0	0	0	1
Vietnamese	4	7	3	0	8	8
Other Languages	0	0	0	0	0	0
<b>Total Number of Outreach Events</b>	<b>22</b>	<b>34</b>	<b>32</b>	<b>23</b>	<b>30</b>	<b>26</b>

#### Number of Outreach Events

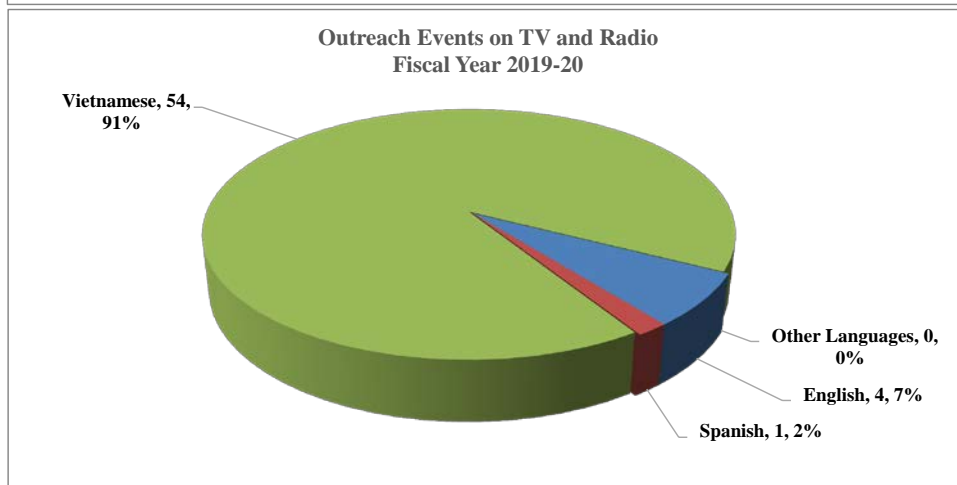
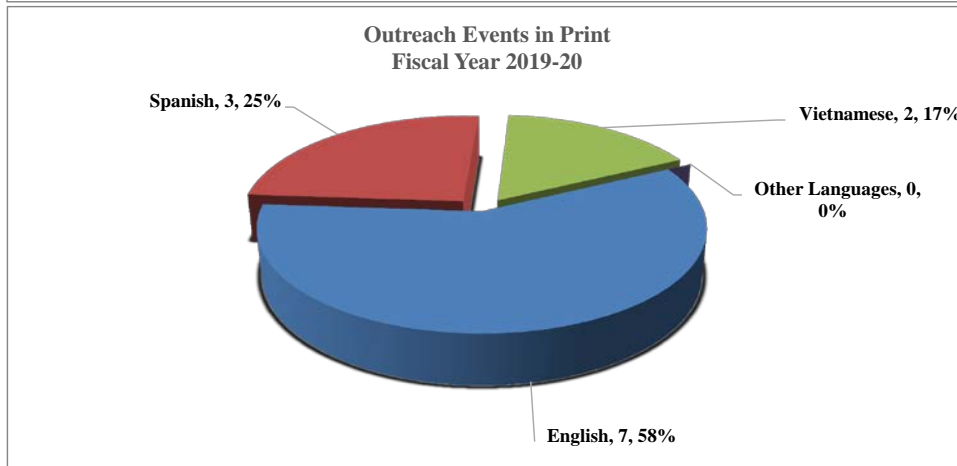
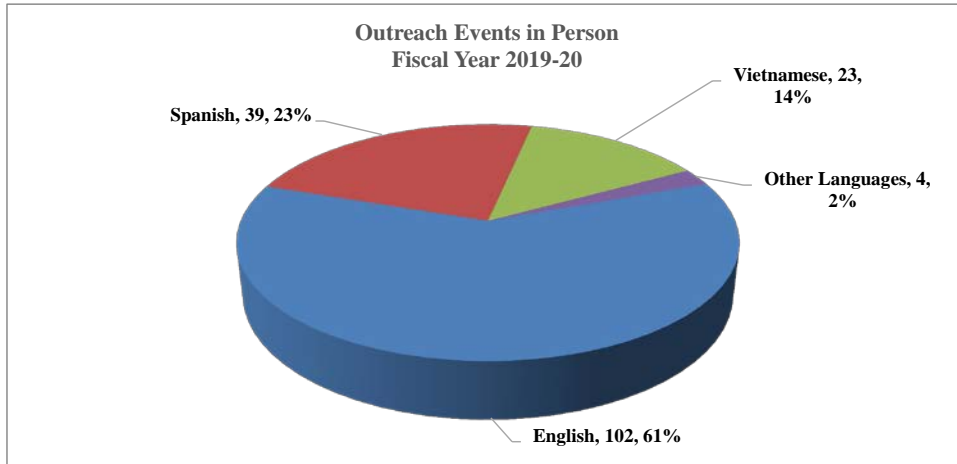
Language	Jan.	Feb.	Mar.	Apr.	May	June	Total
<b>In Person</b>							
English	8	13	7				<b>102</b>
Spanish	3	5	1				<b>39</b>
Vietnamese	3	4	0				<b>23</b>
Other Languages	0	0	0				<b>4</b>
<b>In Print</b>							
English	0	4	0				<b>7</b>
Spanish	0	2	0				<b>3</b>
Vietnamese	0	1	0				<b>2</b>
Other Languages	0	0	0				<b>0</b>
<b>TV / Radio</b>							
English	0	0	0				<b>4</b>
Spanish	0	0	0				<b>1</b>
Vietnamese	8	8	8				<b>54</b>
Other Languages	0	0	0				<b>0</b>
<b>Total Number of Outreach Events</b>	<b>22</b>	<b>37</b>	<b>16</b>				<b>242</b>

## FAMILY SUPPORTS

### Related Guiding Principles

- Family support services are flexible and innovative in meeting the family's needs as they evolve over time, are tailored to the preferences of the individual family, and are consistent with their cultural norms and customs.
- Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.

### Community Outreach Events in Person, in Print, on TV and Radio Fiscal Year 2019-20



## EARLY INTERVENTION / PREVENTION

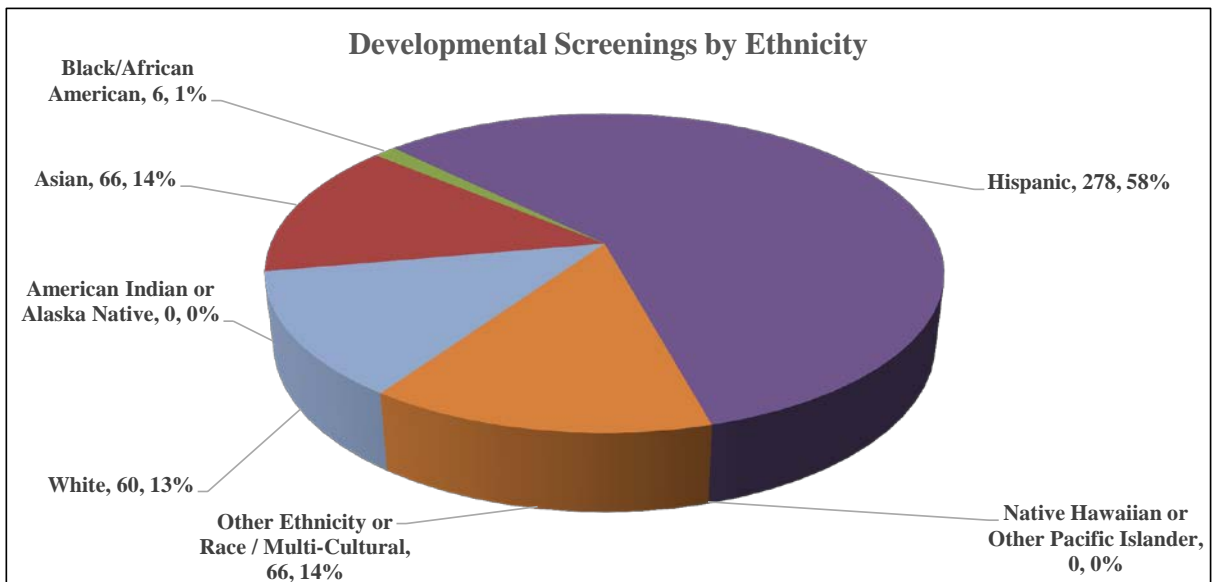
### Related Guiding Principles

- Prevention and early intervention services, supports and public awareness activities are designed and implemented to prevent the onset of a disability and/or to improve developmental outcomes.
- Persons served are provided with needed services and supports in a family-focused and collaborative fashion.

### Fiscal Year 2019-20

Developmental Screenings by Ethnicity	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
American Indian or Alaska Native	0	0	0	0	0	0
Asian	4	3	3	12	15	0
Black/African American	0	0	0	1	1	0
Hispanic	12	18	23	19	30	0
Native Hawaiian or Other Pacific Islander	0	0	0	0	0	0
Other Ethnicity or Race / Multi-Cultural	9	4	1	4	25	0
White	0	2	2	5	37	0
<b>Total Number Screened</b>	<b>25</b>	<b>27</b>	<b>29</b>	<b>41</b>	<b>108</b>	<b>0</b>
<b>Total Number Referred to RCOC</b>	<b>16</b>	<b>13</b>	<b>14</b>	<b>11</b>	<b>16</b>	<b>0</b>

Developmental Screenings by Ethnicity	Jan.	Feb.	Mar.	Apr.	May	June	Total
American Indian or Alaska Native	0	0	0				0
Asian	10	17	2				66
Black/African American	1	1	2				6
Hispanic	76	67	33				278
Native Hawaiian or Other Pacific Islander	0	0	0				0
Other Ethnicity or Race / Multi-Cultural	8	10	5				66
White	4	1	9				60
<b>Total Number Screened</b>	<b>99</b>	<b>96</b>	<b>51</b>				<b>476</b>
<b>Total Number Referred to RCOC</b>	<b>37</b>	<b>57</b>	<b>20</b>				<b>184</b>

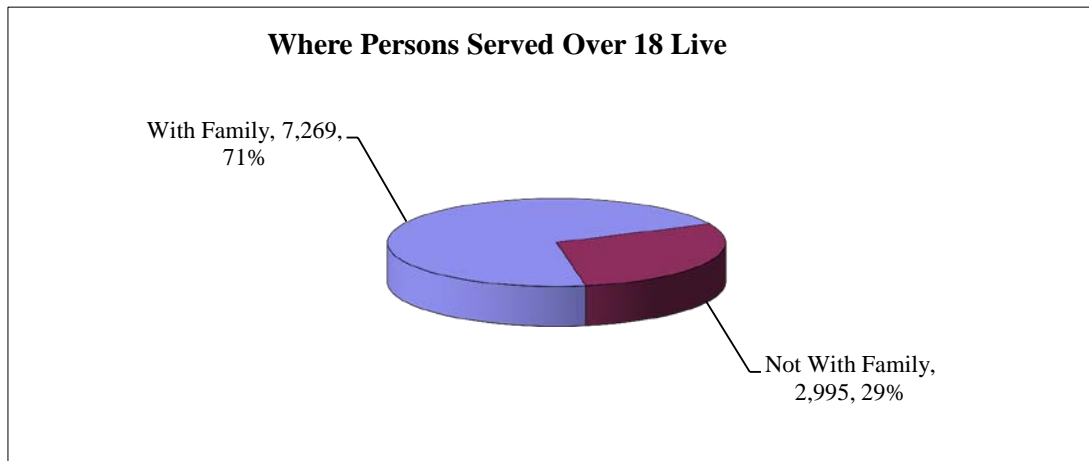
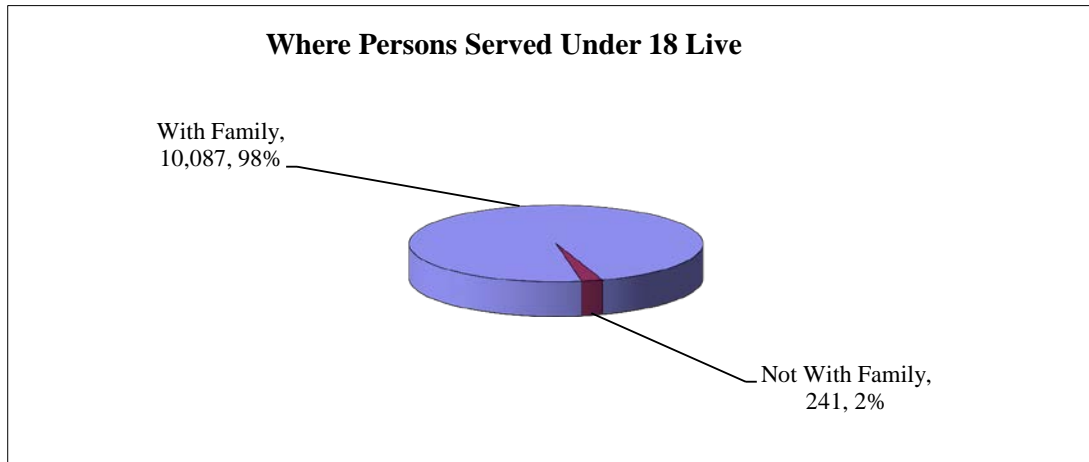


## LIVING OPTIONS

### Related Guiding Principles

- *Culturally-sensitive services and supports are provided so that persons served can make informed choices on where and with whom they live, including owning or renting their own homes.*
- *Families whose minor or adult children choose to remain in the family home are supported through available resources.*
- *Persons served live in homes where they receive quality care and can form relationships.*

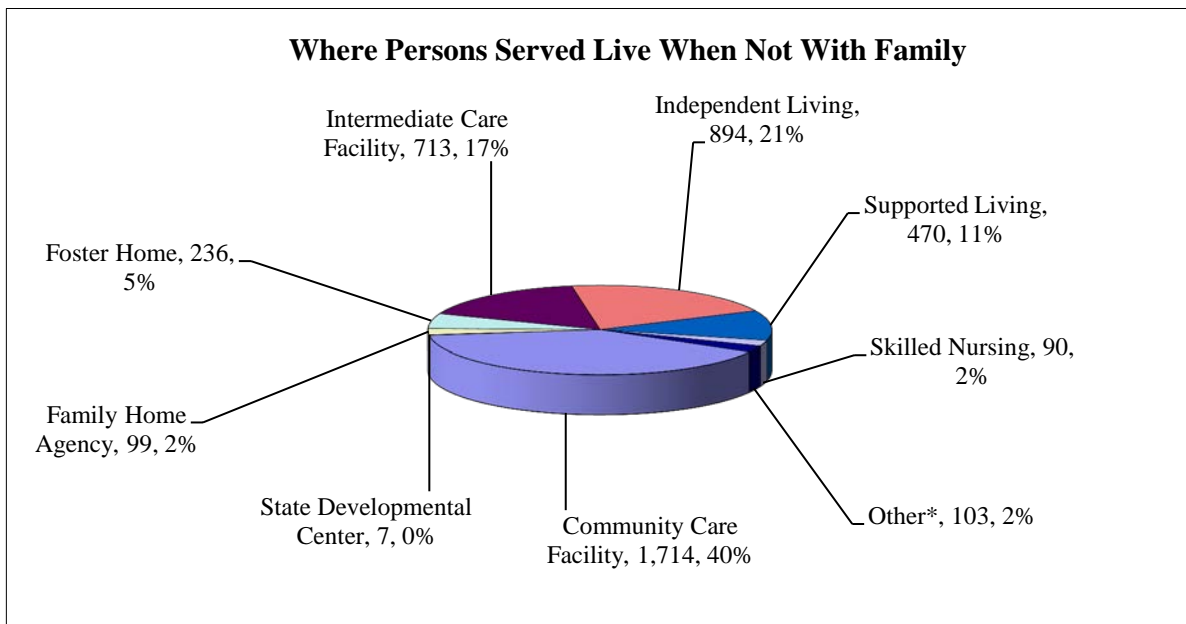
Where Persons Served Live	Persons Served All	Persons Served Under 18	Persons Served Over 18
With Family	17,356	10,087	7,269
Not With Family	3,236	241	2,995
<b>Totals</b>	<b>20,592</b>	<b>10,328</b>	<b>10,264</b>



**LIVING OPTIONS, continued**

<b>Where Persons Served Live</b>	<b>All Persons Served</b>	<b>Persons Served Under 18</b>	<b>Persons Served Over 18</b>
Family Home	18,308	10,520	7,788
Community Care Facility	1,714	33	1,681
State Developmental Center	7	0	7
Family Home Agency	99	0	99
Foster Home	236	230	6
Intermediate Care Facility	713	5	708
Independent Living	894	0	894
Supported Living	470	0	470
Skilled Nursing	90	0	90
Other*	103	30	73
<b>Total</b>	<b>22,634</b>	<b>10,818</b>	<b>11,816</b>

<b>Other*</b>			
Acute General Hospital	3	0	3
California Youth Authority	0	0	0
Community Treatment	4	0	4
Correctional Institution	0	0	0
County Jail	2	0	2
Other	0	0	0
Out of State	2	0	2
Psychiatric Treatment	8	1	7
Rehabilitation Center	5	2	3
SDC / State Hospital	7	0	7
Sub-Acute	50	25	25
Transient / Homeless	22	2	20
<b>Total, Other*</b>	<b>103</b>	<b>30</b>	<b>73</b>





## LIVING OPTIONS, continued

### Other Living Options

#### Family Home Agency

A Family Home Agency (FHA) is a private, not-for-profit agency that is vendored to recruit, approve, train, and monitor family home providers, provide services and supports to family home providers, and assist persons served with moving into or relocating from family homes.

#### Foster Family Agency

Under the California Department of Social Services, county placement agencies use licensed, private Foster Family Agencies (FFAs) for the placement of children. By statute, FFAs are organized and operated on a non-profit basis and are engaged in the following activities: recruiting, certifying, and training foster parents, providing professional support to foster parents, and finding homes or other temporary or permanent placements for children who require more intensive care.

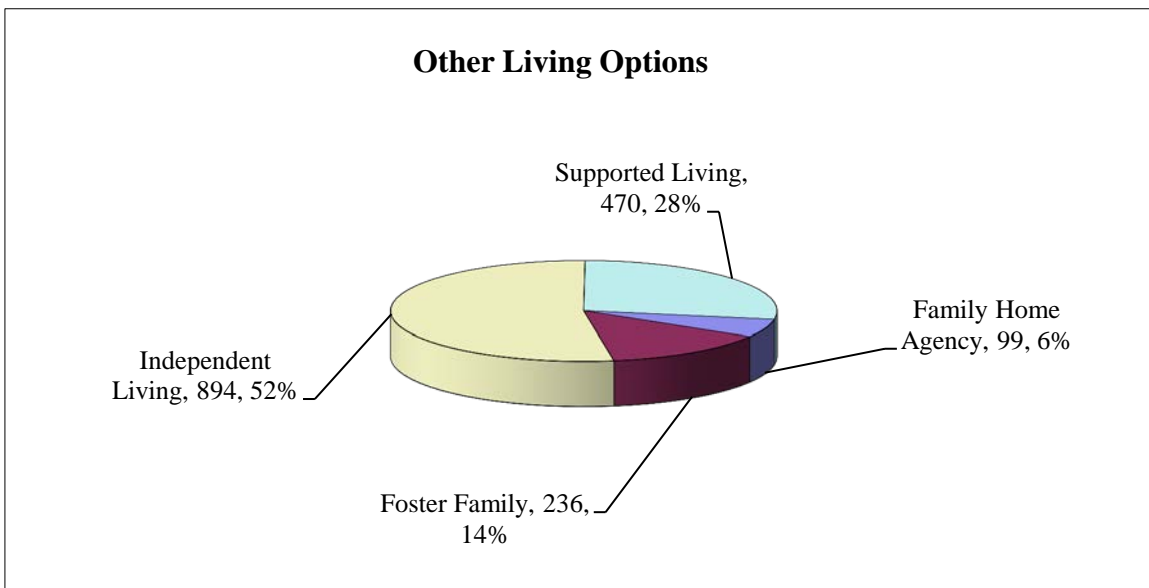
#### Independent Living

Independent Living services help persons served over 18 with the functional skills necessary to secure a self-sustaining, independent living situation in the community and/or may provide the support necessary to maintain those skills.

#### Supported Living

Supported Living Services (SLS) support efforts for persons served to live in their own home.

<b>Other Living Options</b>	<b>Total</b>	<b>Under 18</b>	<b>Over 18</b>
Family Home Agency	99	0	99
Foster Family	236	230	6
Independent Living	894	0	894
Supported Living	470	0	470
<b>Total</b>	<b>1,699</b>	<b>230</b>	<b>1,469</b>



## LIVING OPTIONS, continued

### **Living Options, facilities licensed by the State of California, Departments of Community Care Licensing, or Department of Health Care Services**

#### *Health Licensed Facilities*

Health facilities are licensed by the State of California, Department of Health Services to provide 24-hour medical residential care. Health facilities are funded by Medi-Cal. Health licensed facilities

General Acute Care Hospitals,  
Acute Psychiatric Hospitals,  
Skilled Nursing Facilities,  
Intermediate Care Facilities,  
Intermediate Care Facility – Developmentally Disabled,  
Intermediate Care Facility – Developmentally Disabled, – Habilitative,  
Intermediate Care Facility – Developmentally Disabled, – Nursing,  
Home Health Agencies and  
Congregate Living Health Facilities.

#### *Community Care Licensed Facilities*

Community Care Facilities (CCFs) are licensed by the State of California, Department of Social Services, Community Care Licensing Division to provide 24-hour non-medical residential care to children and adults with developmental disabilities who are in need of personal services, supervision, and/or assistance essential for self-protection or sustaining the activities of daily living. CCFs are funded by regional centers. Based upon the types of services provided and the persons served, each CCF vendored by a regional center is designated one of the following service levels:

*SERVICE LEVEL 1:* Limited care and supervision for persons with self-care skills and no behavior problems.

*SERVICE LEVEL 2:* Care, supervision, and incidental training for persons with some self-care skills and no major behavior problems.

*SERVICE LEVEL 3:* Care, supervision, and ongoing training for persons with significant deficits in self-help skills, and/or some limitations in physical coordination and mobility, and/or disruptive or self-injurious behavior.

*SERVICE LEVEL 4:* Care, supervision, and professionally supervised training for persons with deficits in self-help skills, and/or severe impairment in physical coordination and mobility, and/or severely disruptive or self-injurious behavior. Service Level 4 is subdivided into Levels 4A through 4I, in which staffing levels are increased to correspond to the escalating severity of disability levels.

## LIVING OPTIONS, continued

### Persons Served Who Reside in Licensed Facilities Funded by RCOF Fiscal Year 2019-20

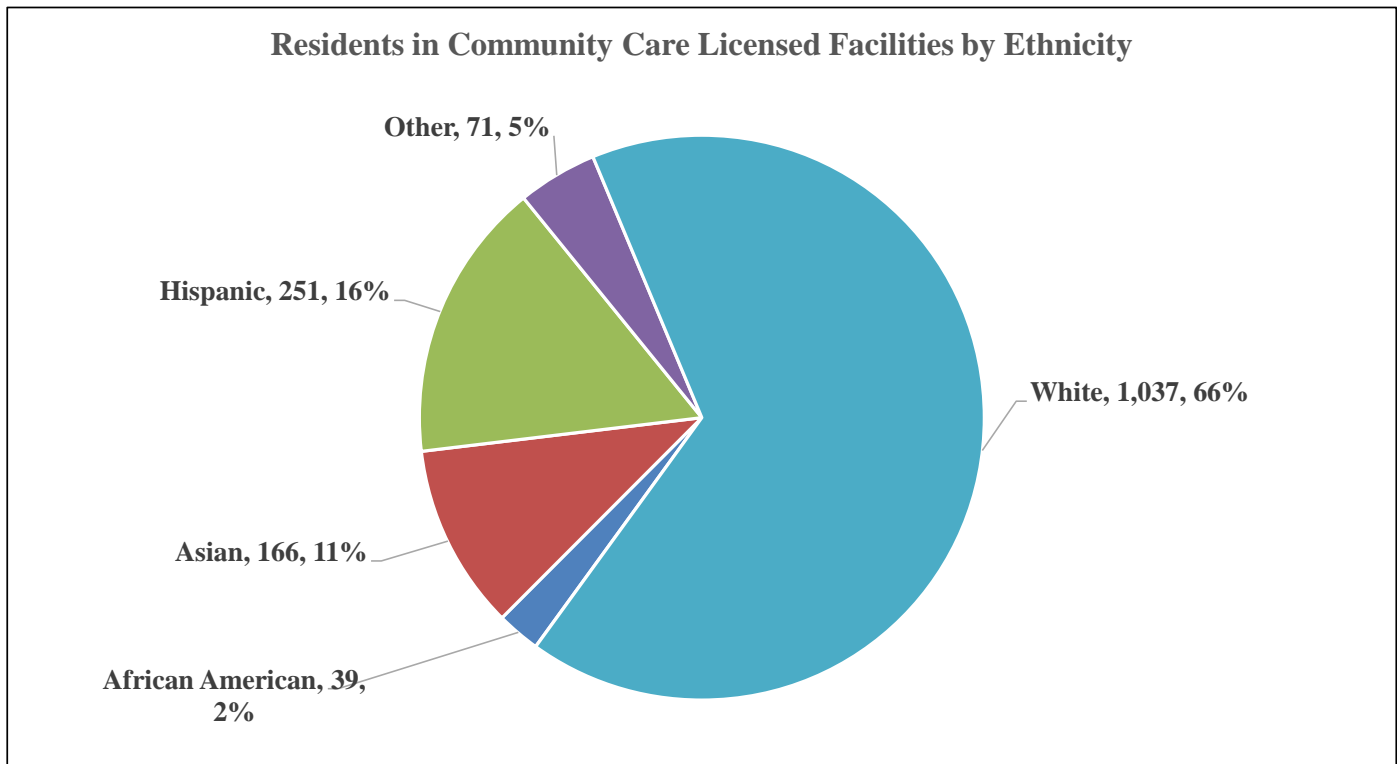
Licensed Facilities	Total	Over 18	Under 18
Level 2	265	265	0
Level 3	326	326	0
Level 4A	41	41	0
Level 4B	4	4	0
Level 4C	52	52	0
Level 4D	34	34	0
Level 4E	31	31	0
Level 4F	65	65	0
Level 4G	32	32	0
Level 4H	4	4	0
Level 4I	365	357	8
Elderly	1	1	0
ICF/DD-H	6	6	0
ICF/DD-N	2	2	0
ICF/DD	0	0	0
Skilled Nursing	0	0	0
<b>Total</b>	<b>1,228</b>	<b>1,220</b>	<b>8</b>

Licensed Facilities Summary	Total	Over 18	Under 18
Level 2	265	265	0
Level 3	326	326	0
Level 4	628	620	8
ICF/DD-H	6	6	0
ICF/DD-N	2	2	0
Elderly	1	1	0
Skilled Nursing	0	0	0
<b>Total</b>	<b>1,228</b>	<b>1,220</b>	<b>8</b>

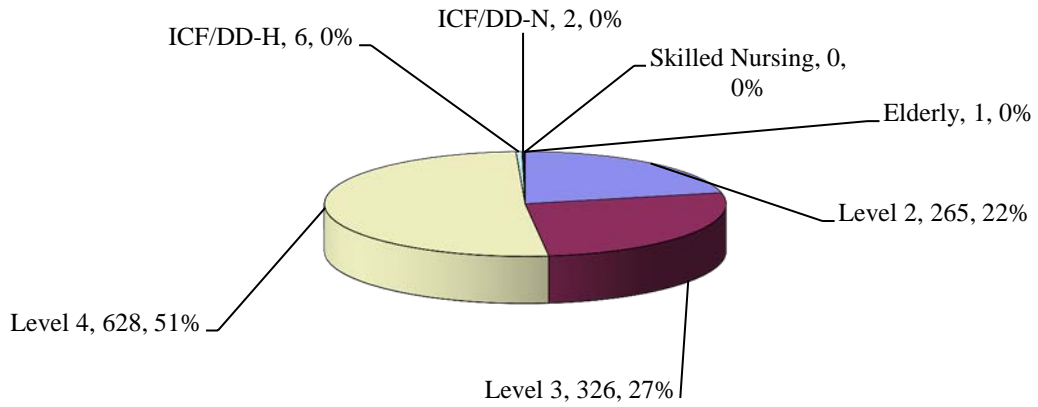
LIVING OPTIONS, continued

Persons Served Who Reside in Licensed Facilities Funded by RCOC by Ethnicity  
Fiscal Year 2019-20

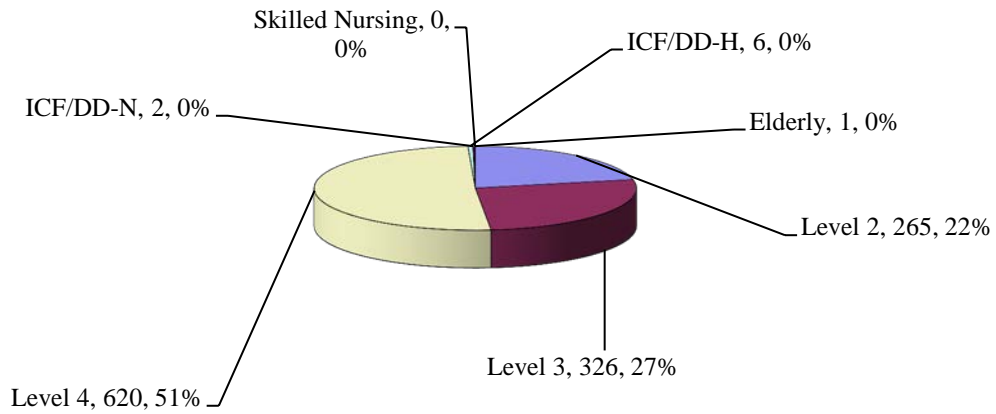
Licensed Facilities	African American	Asian	Hispanic	Other	White	Total
Level 2	7	28	57	14	259	365
Level 3	13	34	61	15	272	395
Level 4A	1	4	6	1	30	42
Level 4B	0	1	0	0	7	8
Level 4C	1	9	10	2	47	69
Level 4D	0	6	6	1	31	44
Level 4E	0	6	6	2	23	37
Level 4F	3	13	9	1	47	73
Level 4G	0	8	4	3	28	43
Level 4H	0	0	3	1	2	6
Level 4I	14	57	89	31	291	482
<b>Total</b>	<b>39</b>	<b>166</b>	<b>251</b>	<b>71</b>	<b>1,037</b>	<b>1,564</b>



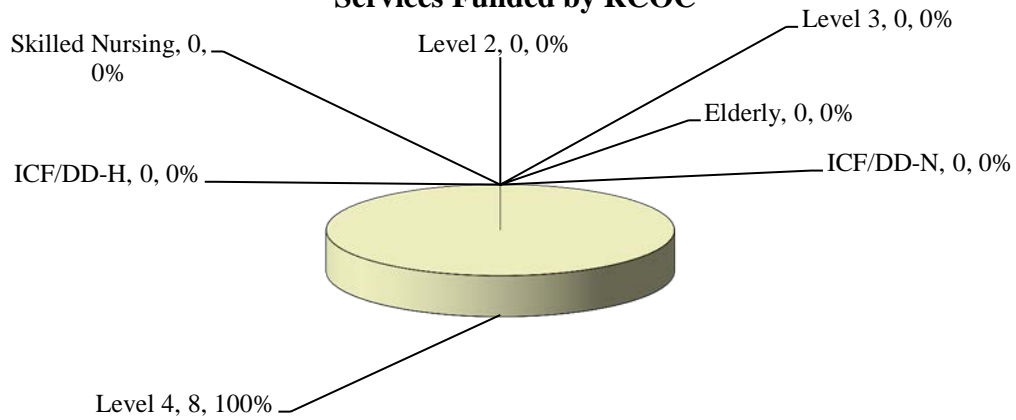
**Persons Served Who Reside in Licensed Facilities  
Services Funded by RCOC**



**Persons Served Over Age 18 Who Reside in Licensed Facilities  
Services Funded by RCOC**



**Persons Served Under Age 18 Who Reside in Licensed Facilities  
Services Funded by RCOC**

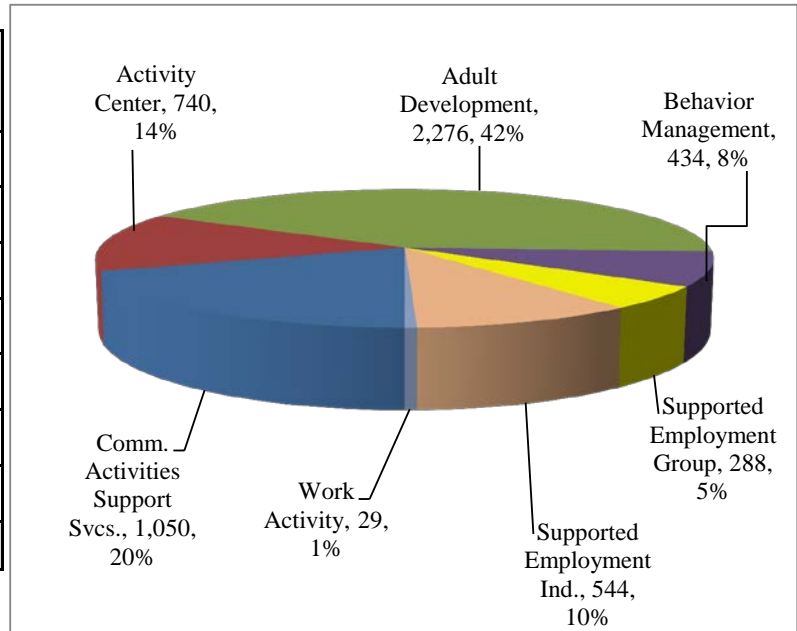


## WORK

### Related Guiding Principle

- *Persons served have the opportunity and support to work in integrated employment settings that are meaningful, valued by the community, and in which they are appropriately compensated and respected.*

Adult Day & Employment Services	Persons Served Over 18
Comm. Activities Support Svcs.	1,050
Activity Center	740
Adult Development	2,276
Behavior Management	434
Supported Employment Group	288
Supported Employment Ind.	544
Work Activity	29
<b>Total</b>	<b>5,361</b>



### Definitions:

**Community Activities Support Services** similar to a Behavior Management Program, this is a behavior management program with an enhanced ration of 1:1 or 1:2 due to severe behavioral challenges.

**Activity Center** means a day program that serves adults who generally have acquired most basic self-care skills, have some ability to interact with others, are able to make their needs known, and respond to instructions. Activity center programs focus on the development and maintenance of the functional skills required for self-advocacy, community integration and employment. Staff ratio ranges from 1:6 to 1:8.

**Adult Development Center** means a day program that serves adults who are in the process of acquiring self-help skills. Individuals who attend adult development centers generally need sustained support and direction in developing the ability to interact with others, to make their needs known, and to respond to instructions. Adult development center programs focus on the development and maintenance of the functional skills required for self-advocacy, community integration, employment, and self-care. Staff ratio ranges from 1:3 to 1:4.

**Behavior Management Program** means a day program that serves adults with severe behavior disorders and/or dual diagnosis who, because of their behavior problems, are not eligible for or acceptable in any other community-based day program. Staff ratio is 1:3.

**Supported Employment Program** means a program that meets the requirements of the term supported employment, i.e. services that are provided by a job coach in order to support and maintain an individual with developmental disabilities in employment, and of the terms, integrated work, supported employment placement, allowable supported employment services, group and individualized services. Staff ratio ranges from 1:1 to 1:4.

**Work Activity Program** includes, but is not limited to, Work Activity centers or settings that provide support to persons served engaged in paid work and have demonstrated that the program is in compliance with Department of Rehabilitation certification standards or are accredited by CARF. Staff ratio ranges from 1:12 to 1:20.

## SERVICE PLANNING AND COORDINATION

### Related Guiding Principles

- *Service coordinators are caring, knowledgeable and competent in service planning, coordination and resources.*
- *Service coordinators inform families of their rights and the services and supports available to them.*
- *Service planning and coordination is a collaborative effort between RCOC, persons served and their families to identify needed services and supports.*
- *Person-centered planning is based upon the choices and preferences of the persons served and their families, and the identification of generic services and natural supports.*
- *Services and supports assist person served and their families to develop support networks leading to reduced dependence on paid supports.*
- *Services and supports are sensitive to the diverse religious, cultural, language, socioeconomic and ethnic characteristics of persons' served and their families' communities.*

### Service Coordination

*Fiscal Year 2019-20*

Service Coordination:	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.
Number of Service Coordinators (SC)	309.6	308.6	316.6	314.6	311.6	312.6
Number of Case-Carrying SCs	280.0	279.0	287.0	285.0	282.0	283.0
Number of Intake SCs	28.7	29.7	29.7	29.7	29.7	29.7
Number of State Developmental Center SCs	0.0	0.0	0.0	0.0	0.0	0.0
Number of Active Persons Served	22,156	22,221	22,295	22,339	22,418	22,479
Caseload Ratio, # of Active Persons Served/SCs	79.1	79.7	77.7	78.4	79.5	79.4

Service Coordination:	Jan.	Feb.	Mar.	Apr.	May	June
Number of Service Coordinators (SC)	311.6	315.6	313.0			
Number of Case-Carrying SCs	282.0	286.0	283.3			
Number of Intake SCs	29.7	29.7	29.7			
Number of State Developmental Center SCs	0.0	0.0	0.0			
Number of Active Persons Served	22,450	22,527	22,593			
Caseload Ratio, # of Active Persons Served/SCs	79.6	78.8	79.7			

**SERVICE PLANNING AND COORDINATION continued**

**Fair Hearings**  
**Fiscal Year 2019-20**

	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
<b>Number of Unsettled Hearing Requests*</b>	<b>16</b>	<b>12</b>	<b>9</b>	<b>16</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>13</b>	<b>17</b>			
Eligibility - Lanterman	8	6	1	4	7	7	4	7	6			
Behavioral services	0	0	2	0	3	2	2	0	0			
Respite	0	0	1	2	1	1	2	2	2			
Day Care	0	0	0	2	0	0	0	0	2			
ILS/SLS	0	0	0	0	0	0	0	0	0			
Personal Assistance	1	1	0	0	0	1	2	1	2			
Other**	7	5	5	8	4	1	2	3	5			

\* Hearing Requests may list more than one issue; so, the number of issues may equal more than the number of hearing requests.

\*\* Other issues include but are not limited to living options.

<b>Number of New Hearing Requests Filed*</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>8</b>			
Eligibility - Lanterman	5	2	0	2	3	2	1	5	2			
Eligibility - Early Start	0	0	0	1	0	0	0	0	0			
Behavioral services	0	0	0	1	0	0	1	0	0			
Respite	0	0	1	0	1	0	1	0	1			
Day Care	0	0	0	0	0	0	0	0	1			
Social/Recreational	0	0	0	0	0	0	0	0	0			
Personal Assistance	1	0	0	0	0	1	1	0	1			
Other**	2	0	0	3	2	0	2	2	3			

\* Hearing Requests may list more than one issue; so, the number of issues may equal more than the number of hearing requests.

\*\* Other issues include but are not limited to living options.

<b>Number of All Meetings Held</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>5</b>			
Number of Informal Meetings Held	3	5	1	2	6	0	4	3	3			
Number of Mediations Held	1	1	0	1	0	0	0	1	2			
Number of SLFHs Held	0	1	1	3	0	0	0	0	0			

<b>Number of Requests in Scheduling*</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>8</b>			
--	----------	----------	----------	----------	----------	----------	----------	----------	----------	--	--	--

\* Meetings in process of being scheduled; meetings on schedule but not yet held; meetings scheduled but not held due to continuances.

<b>Number of Requests Pending*</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>			
------------------------------------	----------	----------	----------	----------	----------	----------	----------	----------	----------	--	--	--

\* State Level Fair Hearing (SLFH) held but awaiting decision.

<b>Number of Requests Settled</b>	<b>5</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>4</b>			
Withdrawn by Person Served/Family	3	2	0	1	1	0	1	1	1			
Settled in Informal	2	3	1	3	4	3	3	2	1			
Settled after further follow-up by RCOG	0	0	0	0	3	0	0	3	1			
Settled in Mediation	0	1	0	0	0	1	0	0	1			
SLFH Decision	0	0	0	2	1	0	1	0	0			

**State Level Fair Hearing Decisions**

<b>Prevailing Party</b>	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
Person Served/Family	0	0	0	0	0	0	0	0	0			
RCOG	0	0	0	2	1	0	1	0	0			
Split	0	0	0	0	0	0	0	0	0			



## ADMINISTRATION AND GOVERNANCE

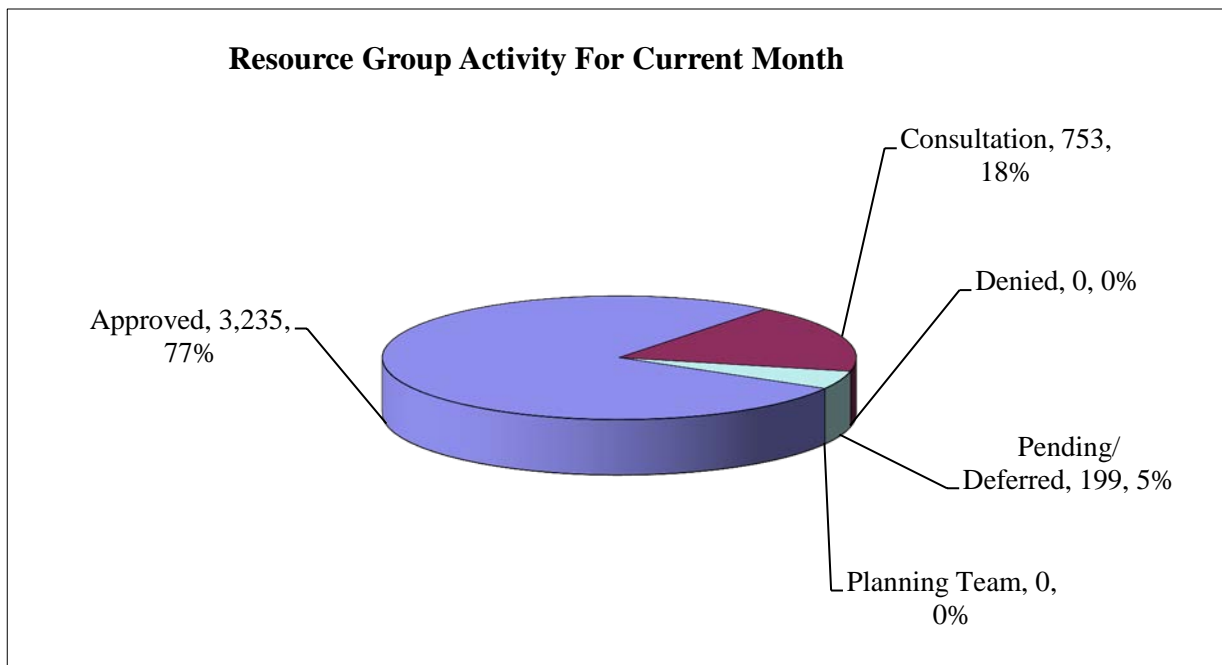
### Guiding Principle

- RCOC will maximize all alternative sources of funding for necessary services and supports including federal and generic funding.
- The public funds that support the service system are expended in a fashion that is cost-effective, consumer-directed, consistent with good business practices, and that reflect RCOC's Guiding Principles and diligent stewardship.

### Resource Group Activity for March 2020 and Fiscal Year to Date

Disposition	Approved	Consultation	Denied	Pending/Deferred	Planning Team	Total
Adult Day	636	247	0	62	0	945
Behavioral	130	47	0	10	0	187
Education	0	0	0	0	0	0
Eligibility/Health	98	2	0	5	0	105
Early Start	773	106	0	65	0	866
Living Options	453	178	0	0	0	631
Supported/Ind.	291	100	0	32	0	423
All Others	854	73	0	48	0	975
<b>Monthly Total</b>	<b>3,235</b>	<b>753</b>	<b>0</b>	<b>199</b>	<b>0</b>	<b>4,132</b>

<b>FY 2019-20 Total to Date</b>	2,648	9,213	0	2,001	0	<b>32,099</b>
---------------------------------	-------	-------	---	-------	---	---------------



## Operations Report Summary - March 2020

About Persons Served	Early Start	Medicaid Waiver	All Other	SDC	Total	Under 18	Over 18
Number of Persons Served	3,695	7,989	8,901	7	<b>20,592</b>	10,328	10,264
<i>Percentage of Total</i>	<i>18%</i>	<i>39%</i>	<i>43%</i>	<i>0%</i>	<i>100%</i>	<i>50%</i>	<i>50%</i>

<b>Children served in Prevention Resource and Referral Services</b>	<b>461</b>
---	------------

Persons Served by Residence Status	All	Under 18	Over 18
Family Home	18,308	10,520	7,788
Community Care Facility	1,714	33	1,681
State Developmental Center	7	0	7
Family Home Agency	99	0	99
Foster Home	236	230	6
Intermediate Care Facility	713	5	708
Independent Living	894	0	894
Supported Living	470	0	470
Skilled Nursing	90	0	90
Other	103	30	73
<b>Total</b>	<b>22,634</b>	<b>10,818</b>	<b>11,816</b>

Special Incident Investigations	Year to Date
AWOL	50
Abuse	178
Neglect	154
Injury	245
Hospitalizations - Total	469
Death	106
Victim of crime	23
Arrest	13
Rights	197
<b>Total</b>	<b>1,435</b>

### Number of Licensed Facilities

Community Care Facilities	Total	Under 18	Over 18
Level 2	80	0	80
Level 3	75	1	74
Level 4	154	12	155
<b>Total Community Care Facilities</b>	<b>309</b>	<b>13</b>	<b>309</b>

Licensed Facility Monitoring	Year to Date
Annual Review	335
Unannounced	447
Total Number of Reviews	782
Provider Trainings	0
Technical Support	1,059
Corrective Action Plans	86

### Intermediate Care Facilities (ICF)

ICF-DD	0
ICF-DD/Habilitation	82
ICF-DD/Nursing	39
<b>Total ICF Facilities</b>	<b>121</b>

<b>Number of Audits</b>	<b>26</b>
<b>Amount of Recovery from Audits</b>	<b>\$43,610</b>

<b>Total Licensed Facilities</b>	<b>430</b>
----------------------------------	------------



## Performance Contract Summary

RCOC as of 3/01/2020	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	22,541	7	0%	0.04%	-7
Children in Foster Homes (FH)	10,779	230	220	2.13%	10
Children Own Home Parent/Guardian	10,779	10,484	10,500	97.26%	-16
Total # Children (FH,Parent/Guardian)	10,779	10,714	10,720	99.40%	-6
Adult FHA	11,755	100	103	0.85%	-3
Independent Living (IL)	11,755	889	895	7.56%	-6
Adults Residing Own Home - Parent	11,755	7,750	7,650	65.93%	100
Supported Living (SL)	11,755	467	481	3.97%	-14
Total # Adults (FHA, IL,Parent/Guardian, SL)	11,755	9,206	9,129	78.32%	77
Children Residing in a CCF (7+ beds)	10,779	0	0	0%	0
Children Residing in a ICF (7+ beds)	10,779	2	0	0.02%	-2
Children Residing in a Nursing Facility (7+ beds)	10,779	0	0	0%	0
Total Children Residing in 7+ bed facilities	10,779	2	0	0.02%	-2
Adults Residing in a CCF (7+ beds)	11,784	163	130	1.38%	-33
Adults Residing in a ICF (7+ beds)	11,784	20	30	0.17%	10
Adults Residing in a Nursing Facility (7+ beds)	11,784	86	80	0.73%	-6
Total Adults Residing in 7+ bed facilities	11,784	269	240	2.28%	-29
Total Individuals Over Age 3 with <=120 days	200	198	100%	99%	99%
Total Individuals Over Age 3 with 121-240 days	200	2	0%	1%	1%
Total Individuals Over Age 3 Over 240 days	200	0	0%	0%	0%
Adults with Integrated Employment Goal	11,755	47%	50%		
Total Number of Incentive Payments Made	11,755	330			
Avg. Wage and Hour After Incentive Payment	11,755	\$11.31			
Number of 16-64 Earned Income	11,755	2,341			
Percentage of 16-64 Earned Income	11,755	21%			
Annual Earnings of 16-64	11,755	\$7,580			
Number of Adults in CIE After Paid Intern	11,755	1			
Percentage Adults Transitioned Internship to CIE	11,755	13%			
Total Annual Expenditures Residence/Ethnicity	22,541				
Number and Percent Race/Ethnicity Satisfied with Services	22,541				
Number and Percent Families by Race/Ethnicity IPP/IFSP Includes Needed Services	22,541				

## Performance Contract 2020 Cover Sheet



= Better than Statewide Average



= Below Regional Center of Orange County Goal



= Met Regional Center of Orange County Goal



= Met or Exceeded Regional Center of Orange County Goal



= Exceeded Regional Center of Orange County Goal

There will be a variance between consumer data in the Operations Report and the Performance Contract. Consumer data for the Operations Report and the Performance Contract are produced on different dates and from different databases. The Operations Report numbers are based on RCOC's local database as of the end of the month. The Performance Contract numbers are based on RCOC's information as submitted to DDS on a different date.



## Performance Contract 2020

A. Regional Center of Orange County will maintain compliance in the following areas based upon criteria set forth in RCOC's contract with the Department of Developmental Services.

Compliance Measure	Outcome
Unqualified audit with no material findings	Yes
Substantial compliance with DDS fiscal audit	Yes
Accuracy percent of POS fiscal projections	Yes
Operates within OPS budget	Yes
Certified to participate in Waiver	Yes
Compliance with vendor audit requirements per contract, Article III, sec. 10	Met
CDER/ESR current	99.98
Intake/Assessment and IFSP (0-2)	99.52
IPP development biennial	Annual, 99.46
IFSP development	69.28

## Performance Contract 2020

### I. Developmental Center

#### A. Total number and % of regional center caseload in developmental centers.

	Percentage	All consumers	Consumers in DC			
Statewide Average	0.1%	343,636	327			
RCOC Public Hearing 8/14/19	0.1%	22,085	20	Goal	%	# Attained
RCOC 3/01/20	0%	22,541	7	0%	0%	-7
Analysis as of Public Hearing	RCOC % of DD population	6.43%	RCOC % of DC population			6.12%

#### Planned Activities

**Statement:** The Regional Center of Orange County (RCOC) is committed to providing assistance to individuals and their families who choose to move from a State Developmental Center (SDC) into a less restrictive environment within their home communities.

**Objective:** RCOC will continue to seek new and innovative methods of utilizing available resources, developing non-existing resources, and creating and implementing transition plans that will allow individuals to establish themselves and participate successfully in their home community living arrangements.

- Implementation of Community Placement Plan for FYs 2017-2018 and 2018-2019.

**Progress:** In FY 2018-2019, RCOC moved 39 persons served from Developmental Centers into the community. During Public Meetings in August 2019, RCOC had 20 persons served, or 0.09%, in Developmental Centers. RCOC is developing homes for all residents in developmental centers in anticipation of the pending closure dates no later than December 31, 2019.



#### Number of Persons Served Residing DCs



	Total Active Caseload	Goal	DC	%	Number Attained
Jan-20	22,486	0%	8	0%	-8
Feb-20	22,541	0%	7	0%	-7
Mar-20	22,597	0%	7	0%	-7
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



## Performance Contract 2020

### II. Children Residing with Families (Child is defined as under 18 years of age).

#### Planned Activities

**Statement:** The Regional Center of Orange County ensures that children will reside with their families by providing the needed supports and services regardless of the severity of the child's disability.

**Objectives:** Service Coordinators continue to identify, publicize and facilitate access to supports and services for children with developmental disabilities who are considered at risk for out-of-home placement. RCOC will hold an annual presentation on supports and services for persons served including residential and vocational (day services) and other generic resources.

- Continue to assess current supports and services.
- RCOC will work with the Orange County community in effort to support programs, trainings and services designed to provide equal access to child care for families of children with special needs (autism).
- Continue to develop innovative resources for children 0-3 years old (i.e., respite placement)
- RCOC will ensure that persons served are provided opportunities for safety awareness training through schools and other similar programs available.
- Review and revise services, e.g. respite and family support.
- RCOC will assure that families receive full information about the developmental needs of the persons served and what types of services are available.
- RCOC will assure that persons served and their caregivers receive complete assessments and have the opportunity to ask questions, advocate, and access to services. To be evaluated and monitored by a National Core Indicators (NCI) survey of persons served and their caregivers.



**Progress:** A. During public meetings, RCOC had 208, or 1.96%, children in foster homes.

A. Number and % of regional center children in foster homes.

	Percentage	All children	Children in FH	Goal	%	# Attained
Statewide Average	2.67%	173,363	4,634			
RCOC Public Hearing 8/14/19	1.96%	10,631	208	220	2.13%	10
RCOC 3/01/20	2.13%	10,779	230			
Analysis as of Public Hearing			RCOC % of DD population 6.13%			RCOC % of FH population 4.49%



	Total Children Status 1&2	Goal	Children in Foster Homes	%	Number Attained
Jan-20	10,753	220	231	2.15%	11
Feb-20	10,779	220	230	2.13%	10
Mar-20	10,806	220	229	2.12%	9
Apr-20		220			
May-20		220			
Jun-20		220			
Jul-20		220			
Aug-20		220			
Sep-20		220			
Oct-20		220			
Nov-20		220			
Dec-20		220			





**Progress:** B. During public meetings, RCOC had 10,355, or 97.40%, of children in own home-parent/guardian.

B. Number and % of regional center children in own home-parent/guardian.

	Percentage	All children	Children in own home Parent/Guardian	Goal	%	# Attained
Statewide Average	96.75%	173,363	167,729			
RCOC Public Hearing 8/14/19	97.40%	10,631	10,355	10,500	97.26%	-16
RCOC 3/01/20	97.26%	10,779	10,484	10,500	97.26%	-16
Analysis as of Public Hearing			RCOC % of DD population 6.13%			RCOC % of FH population 6.17%



	Total Children Status 1&2	Goal	Children in own home Parent/Guardian	%	Number Attained
Jan-20	10,753	10,500	10,451	97.19%	-49
Feb-20	10,779	10,500	10,484	97.26%	-16
Mar-20	10,806	10,500	10,500	97.26%	10
Apr-20		10,500			
May-20		10,500			
Jun-20		10,500			
Jul-20		10,500			
Aug-20		10,500			
Sep-20		10,500			
Oct-20		10,500			
Nov-20		10,500			
Dec-20		10,500			



**Progress:** C. During public meetings, RCOC had 10,563, or 99.36%, of children in homes.

C. Total number and % of regional center children in homes (This is a total of sections A and B above).

	Percentage	All children	Total Number Children in Homes	Goal	%	# Attained
Statewide Average	99.42%	173,363	172,363			
RCOC Public Hearing 8/14/19	99.36%	10,631	10,563			
RCOC 3/01/20	99.40%	10,779	10,714	10,720	99.40%	-6
Analysis as of Public Hearing		RCOC % of DD population	6.13%	RCOC % of FH population		6.13%



	Total Children Status 1&2	Goal	Total Number Children in Homes	%	Number Attained
Jan-20	10,753	10,720	10,682	99.34%	-38
Feb-20	10,779	10,720	10,714	99.40%	-6
Mar-20	10,806	10,720	10,739	99.38%	19
Apr-20		10,720			
May-20		10,720			
Jun-20		10,720			
Jul-20		10,720			
Aug-20		10,720			
Sep-20		10,720			
Oct-20		10,720			
Nov-20		10,720			
Dec-20		10,720			



## Performance Contract 2020

### III. Adults Residing in Home Settings

#### Planned Activities

**Statement:** RCOC works with persons served and their caregivers and advocates to empower and enable them to assert the rights of persons served to determine and control the living arrangements of their choice. This may include owning, renting, or leasing the home where the persons served resides.

**Objective:** Using the Person Centered Thinking (PCT) Individual Program Planning process, Service Coordinators will continue to identify regional center adult persons served who have the hopes and desires to live in a new living arrangement. Cases are reviewed at least annually for the least restrictive environment.

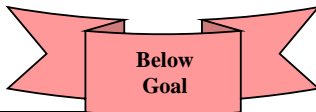
- RCOC will provide service coordinator training to assist families in establishing maintenance plans in the event of temporary caregiver illness/incapacity and for eventual transition plans.
- RCOC will request vendors to include successory maintenance and transitional plans in the event of temporary illness/incapacity and transfer of ownership in their program designs.
- RCOC will ensure that persons served are provided opportunities for safety awareness training on a regular and as needed basis.
- RCOC will review and revise services, e.g. respite and family support.
- RCOC will assure that persons served and their caregivers receive complete assessments and have opportunity to ask questions, advocate, and access services. To be evaluated and monitored by an NCI survey of persons served and their caregivers.



**Progress:** A. During public meetings, RCOC had 94, or 0.82%, of adults residing in Adult FHA.

A. Total number and % of regional center adult caseload residing in an Adult Family Home Agency (FHA).

	Percentage	Total Adults status 2	Adults in FHA	Goal	%	# Attained
Statewide Average	0.96%	169,946	1,630			
RCOC Public Hearing 8/14/19	0.82%	11,434	94			
RCOC 3/01/20	0.85%	11,755	100	103	0.85%	-3
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population			5.77%



	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jan-20	11,725	103	98	0.84%	-5
Feb-20	11,755	103	100	0.85%	-3
Mar-20	11,784	103	99	0.84%	-4
Apr-20		103			
May-20		103			
Jun-20		103			
Jul-20		103			
Aug-20		103			
Sep-20		103			
Oct-20		103			
Nov-20		103			
Dec-20		103			



**Progress:** B. During public meetings, RCOC had 863, or 7.55%, of adults residing in independent living.

B. Total number and % of regional center adults residing in independent living.

	Percentage	Total Adults status 2	Adults in Independent Living	Goal	%	# Attained
Statewide Average	10.36%	169,946	17,605			
RCOC Public Hearing 8/14/19	7.55%	11,434	863	895	7.56%	-6
RCOC 3/01/20	7.56%	11,755	889	895	7.56%	-6
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		4.90%

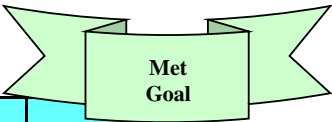


	Total Adults Status 2	Goal	Adults in Independent Living	%	Number Attained
Jan-20	11,725	895	885	7.55%	-10
Feb-20	11,755	895	889	7.56%	-6
Mar-20	11,784	895	888	7.54%	-7
Apr-20		895			
May-20		895			
Jun-20		895			
Jul-20		895			
Aug-20		895			
Sep-20		895			
Oct-20		895			
Nov-20		895			
Dec-20		895			

**Progress:** C. During public meetings, RCOC had 7,477, or 65.39%, of adults residing in own home-parent.

C. Total number and % of regional center adults residing in own home-parent.

	Percentage	Total Adults status 2	Adults Residing Own Home - Parent	Goal	%	# Attained
Statewide Average	63.89%	169,946	108,576			
RCOC Public Hearing 8/14/19	65.39%	11,434	7,477			
RCOC 3/01/20	65.93%	11,755	7,750	7,650	65.93%	100
Analysis as of Public Hearing			RCOC % of DD population 6.73%		RCOC % of FH population 6.89%	



	Total Adults Status 2	Goal	Adults Residing Own Home - Parent	%	Number Attained
Jan-20	11,725	7,650	7,734	65.96%	84
Feb-20	11,755	7,650	7,750	65.93%	100
Mar-20	11,784	7,650	7,787	66.08%	137
Apr-20		7,650			
May-20		7,650			
Jun-20		7,650			
Jul-20		7,650			
Aug-20		7,650			
Sep-20		7,650			
Oct-20		7,650			
Nov-20		7,650			
Dec-20		7,650			



**Progress:** D. During public meetings, RCOC had 467, or 4.08%, of adults residing in supported living.

D. Total number and % of regional center adults residing in supported living.

	Percentage	Total Adults status 2	Adults Residing Supported Living	Goal	%	# Attained
Statewide Average	5.33%	169,946	9,065			
RCOC Public Hearing 8/14/19	4.08%	11,434	467			
RCOC 3/01/20	3.97%	11,755	467	481	3.97%	-14
Analysis as of Public Hearing	RCOC % of DD population	6.73%		RCOC % of FH population	5.15%	



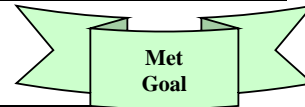
	Total Adults Status 2	Goal	Adults Residing Supported Living	%	Number Attained
Jan-20	11,725	481	463	3.95%	-18
Feb-20	11,755	481	467	3.97%	-14
Mar-20	11,784	481	467	3.96%	-14
Apr-20		481			
May-20		481			
Jun-20		481			
Jul-20		481			
Aug-20		481			
Sep-20		481			
Oct-20		481			
Nov-20		481			
Dec-20		481			



**Progress:** E. During public meetings, RCOC had 8,901, or 77.85%, of adults residing in home-settings.

E. Total number and % of regional center adults in home settings (This is a total of sections A, B, C and D above).

	Percentage	Total Adults status 2	Total Number Adults in Home Settings	Goal	%	# Attained
Statewide Average	80.54%	169,946	136,876			
RCOC Public Hearing 8/14/19	77.85%	11,434	8,901			
RCOC 3/01/20	78.32%	11,755	9,206	9,129	78.32%	77
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		6.50%



	Total Adults Status 2	Goal	Total Number Adults in Home Settings	%	Number Attained
Jan-20	11,725	9,129	9,129	78.29%	51
Feb-20	11,755	9,129	9,206	78.23%	77
Mar-20	11,784	9,129	9,241	78.42%	112
Apr-20		9,129			
May-20		9,129			
Jun-20		9,129			
Jul-20		9,129			
Aug-20		9,129			
Sep-20		9,129			
Oct-20		9,129			
Nov-20		9,129			
Dec-20		9,129			





## Performance Contract 2020

### IV. Children Residing in Facilities with Seven or More Beds (Excluding Developmental Centers)

#### Planned Activities

**Statement:** RCOC provides for the needs of children with medical issues or challenging behaviors in seven or greater bed facilities for limited time periods when smaller facilities cannot meet needs.

**Objective:** RCOC will place only those children with medical issues or challenging behaviors in seven or greater bed facilities.

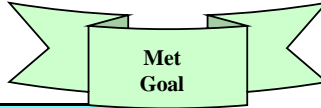
- RCOC will continue seeking appropriate placement in smaller facilities for these children and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports to ensure success for these persons served.
- RCOC will adhere to Trailer Bill Language relating to the use of larger facilities to ensure the least restrictive environment is supported.



**Progress:** A. During public meetings, RCOC had 0, or 0.00%, of children residing in a Community Care Facility (CCF)(7+ beds). Placements to 7+ bed CCF facilities are at family request and/or due to specialized services.

A. Total number and % of regional center children residing in a CCF (7+ beds).

	Percentage	Total Children status 1 & 2	Children Residing in a CCF (7+ beds)	Goal	%	# Attained
Statewide Average	0.01%	171,363	26			
RCOC Public Hearing 8/14/19	0%	10,631	0			
RCOC 3/01/20	0%	10,779	0	0%	0%	0%
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population			0%



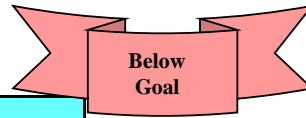
	Total Children status 1&2	Goal	Children Residing in a CCF (7+ beds)	%	Number Attained
Jan-20	10,753	0	2	0.02%	-2
Feb-20	10,779	0	0	0%	0
Mar-20	10,806	0	0	0%	0
Apr-20		0			
May-20		0			
Jun-20		0			
Jul-20		0			
Aug-20		0			
Sep-20		0			
Oct-20		0			
Nov-20		0			
Dec-20		0			



**Progress:** B. During public meetings, RCOC had 2, or 0.02% of children residing in an Immediate Care Facility (CCF)(7+ beds). Placements to 7+ bed ICF facilities are at family request and/or due to specialized services.

B. Total number and % of regional center children residing in an ICF (7+ beds).

	Percentage	Total Children status 1 & 2	Children Residing in an ICF (7+ beds)	Goal	%	# Attained
Statewide Average	0.02%	173,363	33			
RCOC Public Hearing 8/14/19	0.02%	10,631	2			
RCOC 3/01/20	0.02%	10,779	2	0%	0.02%	-2
Analysis as of Public Hearing		RCOC % of DD population	6.13%		RCOC % of FH population	6.06%



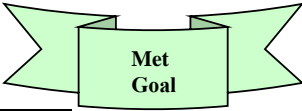
	Total Children status 1&2	Goal	Children Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	10,753	0%	2	0.02%	-2
Feb-20	10,779	0%	2	0.02%	-2
Mar-20	10,806	0%	2	0.02%	-2
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



**Progress:** C. During public meetings, RCOC had no children residing in a nursing facility. Placements to nursing facilities are at family request and/or due to specialized services.

C. Total number and % of regional center children residing in a nursing facility.

	Percentage	Total Children status 1 & 2	Children Residing in a Nursing Facility (7+ beds)	Goal	%	# Attained
Statewide Average	0%	171,363	7			
RCOC Public Hearing 8/14/19	0%	10,631	0			
RCOC 3/01/20	0%	10,779	0	0%	0%	0%
Analysis as of Public Hearing		RCOC % of DD population	6.20%		RCOC % of FH population	0%



	Total Children status 1&2	Goal	Children Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	10,753	0%	0	0%	0
Feb-20	10,779	0%	0	0%	0
Mar-20	10,806	0%	0	0%	0
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



**Progress:** D. During public meetings, RCOC had 2, or 0.02%, of children residing in a facility with 7+ beds. Placements to 7+ bed facilities are at family request and/or due to specialized services.

D. Total number and % of regional center children residing in a facility with 7+ beds (This is a total of sections A, B and C above).

**Total number and % of regional center adult caseload residing in own**

	Percentage	Total Children status 1 & 2	Total Children Residing in 7+ bed facilities	Goal	%	# Attained
Statewide Average	0.04%	171,363	66			
RCOC Public Hearing 8/14/19	0.02%	10,631	2			
RCOC 3/01/20	0.02%	10,779	2	0%	0.02%	-2
Analysis as of Public Hearing		RCOC % of DD population	6.20%		RCOC % of FH population	3.03%



	Total Children status 1&2	Goal	Total Children Residing in 7+ bed facilities	%	Number Attained
Jan-20	10,753	0%	4	0.04%	-4
Feb-20	10,779	0%	2	0.02%	-2
Mar-20	10,806	0%	2	0.02%	-2
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



## Performance Contract 2020

### V. Adults Residing in Facilities with Seven or More Beds (Excluding Developmental Centers).

#### Planned Activities

**Statement:** RCOC continues to ensure that individuals with developmental disabilities have more choices in living options regardless of the severity of their disabilities.

**Objective:** RCOC will place only those adults with medical issues or challenging behaviors in seven or greater bed facilities.

- RCOC will continue seeking appropriate placement in smaller facilities for these persons served and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports to ensure success for these persons served.
- RCOC will adhere to Trailer Bill Language relating to the use of larger residential facilities to ensure the least restrictive environment is supported.



**Progress:** A. During public meetings, RCOC had 168, or 1.47%, of adults residing in a CCF (7+ beds). Placements to 7+ bed facilities are at family request and/or due to specialized services. RCOC also has several long-term care providers with facilities in this category. RCOC will continue to work with these vendors to implement Trailer Bill Language regarding use of these programs.

A. Total number and % of regional center adult caseload residing in a Community Care Facility (CCF)(7+ beds).

	Percentage	Total Adults status 2	Adults Residing in a CCF (7+ beds)	Goal	%	# Attained
Statewide Average	1.03%	169,946	1,745			
RCOC Public Hearing 8/14/19	1.47%	11,434	168			
RCOC 3/01/20	1.40%	11,755	163	130	1.40%	-33
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		9.63%



	Total Adults Status 2	Goal	Adults Residing in a CCF (7+ beds)	%	Number Attained
Jan-20	11,725	130	163	1.40%	-33
Feb-20	11,755	130	163	1.40%	-33
Mar-20	11,784	130	161	1.40%	-31
Apr-20		130			
May-20		130			
Jun-20		130			
Jul-20		130			
Aug-20		130			
Sep-20		130			
Oct-20		130			
Nov-20		130			
Dec-20		130			



**Progress:** B. During public meetings, RCOC had 64, or 0.56%, of adults residing in an Intermediate Care Facility (ICF)(7+ beds). Placements to 7+ bed facilities are at family request and/or due to specialized services.

B. Total number and % of regional center adults residing in an ICF (7+ beds).

	Percentage	Total Adults status 2	Adults Residing in a ICF (7+ beds)	Goal	%	# Attained
Statewide Average	0.57%	169,946	975			
RCOC Public Hearing 8/14/19	0.56%	11,434	64			
RCOC 3/01/20	0.17%	11,755	20	30	0.17%	10
Analysis as of Public Hearing		RCOC % of DD population	6.73%		RCOC % of FH population	6.56%



	Total Adults Status 2	Goal	Adults Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	11,725	30	20	0.17%	10
Feb-20	11,755	30	20	0.17%	10
Mar-20	11,784	30	19	0.16%	11
Apr-20		30			
May-20		30			
Jun-20		30			
Jul-20		30			
Aug-20		30			
Sep-20		30			
Oct-20		30			
Nov-20		30			
Dec-20		30			





**Progress:** C. During public meetings, RCOC had 89, or 0.78%, of adults residing in a nursing facility. Placements to nursing facilities are at family request and/or due to specialized services.

C. Total number and % of regional center adult caseload residing in a nursing facility.

	Percentage	Total Adults status 2	Adults Residing in a Nursing Facility (7+ beds)	Goal	%	# Attained
Statewide Average	0.63%	169,946	1,079			
RCOC Public Hearing 8/14/19	0.78%	11,434	89			
RCOC 3/01/20	0.73%	11,755	86	80	0.73%	-6
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		8.25%



	Total Adults Status 2	Goal	Adults Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	11,725	80	87	0.74%	-7
Feb-20	11,755	80	86	0.73%	-6
Mar-20	11,784	80	89	0.76%	-9
Apr-20		80			
May-20		80			
Jun-20		80			
Jul-20		80			
Aug-20		80			
Sep-20		80			
Oct-20		80			
Nov-20		80			
Dec-20		80			



**Progress:** D. During public meetings, RCOC had 321, or 2.81%, of adults residing in a facility with 7+ beds. Placements to 7+ bed facilities are at family request and/or due to specialized services.

D. Total number and % of regional center adults residing in a facility with 7+ beds (This is a total of sections A, B and C above).

	Percentage	Total Adults status 2	Total Adults Residing in 7+ bed facilities	Goal	%	# Attained
Statewide Average	2.24%	169,946	3,799			
RCOC Public Hearing 8/14/19	2.81%	11,434	321			
RCOC 3/01/20	2.29%	11,755	269	240	2.29%	-29
Analysis as of Public Hearing			RCOC % of DD population 6.73%			RCOC % of FH population 8.45%



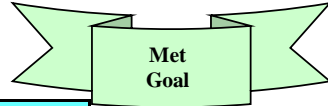
	Total Adults Status 2	Goal	Total Adults Residing in 7+ bed facilities	%	Number Attained
Jan-20	11,725	240	270	2.30%	-30
Feb-20	11,755	240	269	2.29%	-29
Mar-20	11,784	240	269	2.28%	-29
Apr-20		240			
May-20		240			
Jun-20		240			
Jul-20		240			
Aug-20		240			
Sep-20		240			
Oct-20		240			
Nov-20		240			
Dec-20		240			

**Progress:** C. During public meetings, RCOC had 0, or 0.00%, of regional center individuals over age 3 with over 240 days.

C. Total number and % of regional center individuals over age 3 with over 240 days.

Statewide Average  
 RCOC Public Hearing 8/14/19  
 RCOC 3/01/20

Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 days	Goal	%
4.11%	7,291	300		
0%	223	0		
0%	200	0	0%	0%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 days	% Attained
Jan-20	194	0%	0	0%
Feb-20	200	0%	0	0%
Mar-20	208	0%	0	0%
Apr-20		0%		
May-20		0%		
Jun-20		0%		
Jul-20		0%		
Aug-20		0%		
Sep-20		0%		
Oct-20		0%		
Nov-20		0%		
Dec-20		0%		

## Performance Contract 2020

### VI. Intake Duration

#### Planned Activities

**Statement:** Management and Service Coordinator staff receive a monthly report on the duration of individuals ages 3 and over who are in the intake process.

**Objective:** RCOC will continue to ensure that the duration of individuals ages 3 and over in the intake process is within mandated timeline.

- RCOC will provide persons served and their caregivers/advocates with initial information about developmental needs, and about the services and supports available, inside and outside of RCOC.

**Progress:** A. During public meetings, RCOC had 230, or 100%, of regional center individuals over age 3 with <=120 days.

A. Total number and % of regional center individuals over age 3 with <= 120 days.

Statewide Average

RCOC Public Hearing 8/14/19

RCOC 3/01/20

Percentage	Total # Age 3 or Over	Total # Over Age 3 with <=120 days	Goal	% Attained
89.84%	7,291	6,550		
100%	230	230		
98.56%	200	198	100%	99%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 days	% Attained
Jan-20	194	100%	194	100%
Feb-20	200	100%	198	99%
Mar-20	208	100%	205	98.56%
Apr-20		100%		
May-20		100%		
Jun-20		100%		
Jul-20		100%		
Aug-20		100%		
Sep-20		100%		
Oct-20		100%		
Nov-20		100%		
Dec-20		100%		



**Progress:** B. During public meetings, RCOC had 0, or 0.00%, of regional center individuals over age 3 with 121-240 days.

B. Total number and % of regional center individuals over age 3 with 121-240 days.

Statewide Average  
 RCOC Public Hearing 8/14/19  
 RCOC 3/01/20

Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 with 121-240 days	Goal	% Attained
6.05%	7,291	441		
0%	230	0		
1%	200	2	0%	1%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with 121-240 days	%
Jan-20	194	0%	0	0%
Feb-20	200	0%	2	1%
Mar-20	208	0%	3	1.44%
Apr-20		0%		
May-20		0%		
Jun-20		0%		
Jul-20		0%		
Aug-20		0%		
Sep-20		0%		
Oct-20		0%		
Nov-20		0%		
Dec-20		0%		



**Performance Contract 2020**

**VII. National Core Indicators (NCI) Employment**

**Planned Activities**

**Statement:** RCOC has adopted an Employment First Policy making integrated competitive employment the first option considered by planning teams for every working adult served by RCOC.

**Objective:** RCOC will implement its Employment First Policy by providing persons served and family members with information regarding the opportunity and support to work in employment settings that are meaningful to them and by annually reviewing those opportunities with individuals to ensure they are engaged in activities of their choosing. RCOC will make incentive payments to vendors who assist individuals obtain competitive, integrated employment and maintain those positions over time.

**Progress:** A. Results from the National Core Indicator Surveys conducted in FY 2011-2012, 46% of the people interviewed who did not have a job in the community, reported wanting one. In FY 2014-2015, 47% of those interviewed indicating a desire for work in the community. Results of recent interviews have not been submitted to regional centers.

A. Percentage of adults who reported having integrated employment as a goal in their IPPs.

	Percentage	
RCOC FY 2010-11	40%	
RCOC FY 2011-12	46%	Goal
RCOC FY 2014-15*	47%	50%

\*NOTE: Surveys are being conducted again in FY 2017-18, results unavailable



**Progress: B.** RCOC will authorize incentive payments to service providers who assist individuals obtaining competitive integrated employment. RCOC will make initial payments based upon hire date, and additional payments will be made upon subsequent milestones related to length of employment.

B. Total number of \$1,000, \$1,250, and \$1,500 incentive payments made within the fiscal year.

Fiscal Year	\$1,000	\$1,250	\$1,500
2016-2017	95	38	0
2017-2018	155	97	78

\*NOTE: Incentive payments started in FY 2016-17, partial year data



**Progress: C.** RCOC will work with local employment agencies and businesses to assist individuals obtain desired hours of employment on a weekly/monthly basis. Individuals will review this during the initial hiring phase when incentive payments are being sought.

C. Average wages and hours worked for adults engaged in competitive, integrated employment when incentive payments have been made on their behalf.

Fiscal Year	Hours Week	Wage
2016-2017	17	\$10.77
2017-2018	23.5	\$11.31



## Performance Contract 2020

### VIII. Employment Development Department (EDD) Employment

#### Planned Activities

**Statement:** RCOC service coordinators and vendors are implementing RCOC's Employment First Policy of integrated competitive employment as the first option for persons served.

**Objective:** RCOC service coordinators will implement the Employment First Policy by providing persons served and families information on job preparation and procurement at annual Individual Transition Meetings through the school and Individual Program Planning meetings through RCOC. RCOC will continue to work on development of new programs that will emphasize a focus on competitive employment as a primary outcome. RCOC will work with service providers and employers to move individuals participating in Paid Internship Program (PIP) into Competitive Integrated Employment (CIE).

**Progress:** A. Results from the Employment Development Department (EDD) conducted in 2016 indicate that 2,085 persons served ages 16-64 had earned income. In 2017, 2,341 persons served ages 16-64 had earned income.

A. Number of persons served ages 16-64 with earned income.

	RCOC	Statewide Avg.
2015	2,175	962
2016	2,085	1,201
2017	2,341	1,294





**Progress: B.** Results from the Employment Development Department in 2016 indicate that 22% of persons served ages 16-64 reported having earned income. In 2017, the percentage of persons served ages 16-64 reporting earned income was 21%.

B. Percentage of people ages 16-64 reporting earned income.

	RCOC	Statewide Avg.
2013	12.80%	12%
2014	17.90%	13.10%
2015	27%	16%
2016	22%	17%
2017	21%	17%



**Progress: C.** Results from the Employment Development Department in 2016 indicate that average annual wage for persons served ages 16-64 was \$6,613. In 2017, the average annual wage for persons served ages 16-64 was \$7,580. This measure will also compare average annual wages of all people with disabilities.

C. Annual earnings of age group 16-64 of people with intellectual disabilities, compared with all persons with disabilities in California.

	RCOC	Statewide Avg.
2013	\$6,691	\$6,697
2014	\$6,086	\$7,044
2015	\$5,681	\$7,248
2016	\$6,613	\$8,327
2017	\$7,580	\$9,033



**Progress: D.** In FY 2016-2017, RCOC began working with service providers to place individuals into Paid Internship Program (PIP) opportunities to help develop employment interests, and lead into opportunities for competitive integrated employment. The PIP was initiated in FY 2016-2017. In 2018 RCOC had 1 individual within a paid internship that resulted in employment.

D. Number of adults placed in competitive, integrated employment following participation in a Paid Internship Program.

	Total
2016-2017	0
2017-2018	1



**Progress: E.** RCOC will obtain data related to the overall percentage of adults participating in a paid internship who transition into a competitive employment setting. This program began in FY 2016-17.

E. Percentage of adults who transitioned from internship to competitive employment.

	% of Adults
2016-2017	NA
2017-2018	13%



**Progress: F.** RCOC will monitor the hourly/salaried wages and hours worked per week for persons served who participate in a paid internship. Hours and wages will be competitively based on the job type and market rate for each setting.

F. Average hourly wage and weekly hours worked in Paid Internship Program during the previous fiscal year.

	Hours Wk.	Wage
2016-2017	18	\$10.13
2017-2018	14.25	\$11.25



## Performance Contract 2020

### IX. Reducing Disparities and Improving Equity in Purchase of Service Expenditures.

**Statement:** RCOC works to ensure that support services are flexible and innovative in meeting the family's needs as they evolve over time; are tailored to the preferences of the individual family; and are consistent with their cultural norms and customs.

**Objective:** RCOC service coordinators will work with persons served and families to develop IPP goals and objectives to address their choices of living situations. RCOC will work to develop services in the community that meet the cultural and background preferences of persons served and family members to ensure the availability of resources. RCOC will continue outreach efforts within our community to overcome potential cultural barriers when identifying appropriate services. RCOC is working to expand family outreach and support options by developing new resources within our community. RCOC will continue to develop community programs that allow for a range of options for persons served when selecting those services. RCOC service coordinators will receive initial and ongoing training related to IPP development that ensures meaningful participation of persons served and their families and will focus on Person Centered Thinking skills and outcomes. RCOC will be working to simplify and translate important documents. RCOC continues to outreach with outside agencies such as parent support group leaders, family support groups, social services agencies, faith-based organizations and educational agencies, as well as providing information via e-mail in the primary language of the family.

**Progress:** A. Review of fiscal year 2017-18 purchase of service data and client master file (CMF) for initial data resource. Fiscal year 2018-19 data reflects either an increase or decrease in services and expenditures related to disparity criteria.



**Progress:** A. Review of fiscal year 2018-19 purchase of service data and client master file (CMF). Initial data generation will be compared to subsequent FY information.

A. Percent of total annual purchase of service expenditures by individual's ethnicity and age: Birth to age 2; Age 3-21; 22 and older.

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	10 ↑	0.2% ↑	\$59,684 ↑	66.4% ↑
Asian	977 ↑	21.9% ↓	\$8,598,999 ↑	66.5%
Black/African American	66 ↓	1% ↓	\$404,984 ↓	59.7% ↓
Hispanic	2,051 ↑	33.5% ↑	\$13,139,181 ↑	60.3% ↓
Native Hawaiian or Other Pacific Islander	5 ↑	0.0%	\$14,669 ↑	60.3% ↓
Other Ethnicity or Race / Multi-Cultural	1,368 ↓	23.8% ↑	\$9,336,444 ↑	60.5% ↑
White	1,083 ↑	19.6% ↑	\$7,681,140 ↑	61.6% ↑
<b>Totals</b>	<b>5,560 ↑</b>	<b>100.0%</b>	<b>\$39,235,099 ↑</b>	<b>62% ↑</b>

#### Age 3 Years to 21 Years

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	14 ↓	0.1% ↓	\$131,305 ↓	66.9% ↓
Asian	1,680 ↑	17.3% ↓	\$16,992,859 ↓	68.1% ↑
Black/African American	178 ↑	2.3% ↑	\$2,310,611 ↓	66.5% ↓
Hispanic	3,637 ↑	31% ↓	\$30,509,833 ↓	64.5% ↓
Native Hawaiian or Other Pacific Islander	8 ↑	0.0%	\$33,228 ↑	54.3% ↑
Other Ethnicity or Race / Multi-Cultural	1,716 ↑	18.5% ↑	\$18,177,715 ↑	64.4% ↓
White	2,196 ↓	30.7% ↑	\$30,248,367 ↑	72.5% ↑
<b>Totals</b>	<b>9,217</b>	<b>100.0%</b>	<b>\$101,045,979</b>	<b>65.7%</b>

#### Age 22 Years and Older

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	20	0.3%	\$1,024,276 ↑	88.5% ↑
Asian	1,231 ↑	11.2% ↑	\$34,537,997 ↑	83.3% ↑
Black/African American	225 ↑	2.9% ↑	\$9,056,696 ↑	84.8% ↑
Hispanic	2,314 ↑	18.3% ↑	\$56,732,844 ↑	82.2% ↑
Native Hawaiian or Other Pacific Islander	5	0.1%	\$205,670 ↑	85% ↑
Other Ethnicity or Race / Multi-Cultural	764 ↑	7.9% ↑	\$24,433,171 ↑	84.4%
White	4,480 ↑	59.3% ↓	\$183,531,064 ↑	85.8% ↑
<b>Totals</b>	<b>9,039 ↑</b>	<b>100.0%</b>	<b>\$309,521,717 ↑</b>	<b>84.8% ↑</b>



**Progress:** B. Review of fiscal year 2018-19 purchase of service data and regional center caseload data. Initial data generation will be compared to subsequent FY information.

B. Number of individuals receiving only case management services by age and ethnicity: Birth to age 2; Age 3-21; 22 and older.

**Birth to 2 Years Old**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	10 ↑	0	0.0%
Asian	977 ↑	32 ↑	3.3% ↑
Black/African American	66 ↓	4 ↑	6.1% ↑
Hispanic	2,051 ↑	75 ↓	3.7% ↓
Native Hawaiian or Other Pacific Islander	5 ↑	1	20% ↓
Other Ethnicity or Race / Multi-Cultural	1,368 ↑	52 ↑	3.8% ↑
White	1,083 ↑	48 ↓	4.4% ↓
<b>Totals</b>	<b>5,560 ↑</b>	<b>212 ↓</b>	<b>3.8% ↓</b>

**Age 3 Years to 21 Years**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	14 ↓	2 ↓	14.3% ↓
Asian	1,680 ↑	429 ↓	25.5% ↓
Black/African American	178 ↑	60 ↑	33.7% ↑
Hispanic	3,637 ↑	1,455 ↑	40% ↑
Native Hawaiian or Other Pacific Islander	8 ↑	3 ↑	37.5% ↑
Other Ethnicity or Race / Multi-Cultural	1,716 ↑	480 ↑	28% ↑
White	2,196 ↓	543 ↑	24.7% ↑
<b>Totals</b>	<b>9,429 ↑</b>	<b>2,972 ↑</b>	<b>31.5% ↑</b>

**Age 22 Years and Older**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	20 ↑	2	10% ↓
Asian	1,231 ↑	242 ↑	19.7% ↑
Black/African American	225 ↑	39 ↑	17.3% ↓
Hispanic	2,314 ↑	525 ↑	22.7% ↑
Native Hawaiian or Other Pacific Islander	5	0	0.0%
Other Ethnicity or Race / Multi-Cultural	764 ↑	118 ↓	15.5% ↓
White	4,480 ↑	511 ↓	11.4% ↓
<b>Totals</b>	<b>9,039 ↑</b>	<b>1,437</b>	<b>15.9%</b>



**Progress:** C. Review of fiscal year 2018-19 purchase of service data and Client Master File. Initial data generation will be compared to subsequent FY information.

C. Per capita purchase of service expenditures by individual's primary language for all ages (30 or more people with language).

<b>Primary Language</b>	<b>Total People</b>	<b>POS Authorized Per Capita</b>	<b>Percentage Utilized</b>
English	18,071 ↑	\$20,498 ↑	79.85% ↑
Spanish	4,394 ↑	\$12,008 ↑	73.34% ↑
Mandarin Chinese	66 ↑	\$14,923 ↓	68.05% ↓
Vietnamese	1,122 ↑	\$13,033 ↓	76.61% ↑
Korean	148 ↑	\$22,728 ↑	79.47% ↑
Tagalog	29 ↓	\$24,774 ↑	79.88% ↑
Arabic	40	\$13,345 ↓	66% ↓



## Performance Contract Summary

RCOC as of 4/01/2020	All	RCOC #	Goal	Percentage	# Attained
Developmental Center (DC)	22,597	7	0%	0.03%	-7
Children in Foster Homes (FH)	10,806	229	220	2.12%	9
Children Own Home Parent/Guardian	10,806	10,510	10,500	97.26%	10
Total # Children (FH,Parent/Guardian)	10,806	10,739	10,720	99.38%	19
Adult FHA	11,784	99	103	0.84%	-4
Independent Living (IL)	11,784	888	895	7.54%	-7
Adults Residing Own Home - Parent	11,784	7,787	7,650	66.08%	137
Supported Living (SL)	11,784	467	481	3.96%	-14
Total # Adults (FHA, IL,Parent/Guardian, SL)	11,784	9,241	9,129	78.42%	112
Children Residing in a CCF (7+ beds)	10,806	0	0%	0%	0
Children Residing in a ICF (7+ beds)	10,806	2	0%	0.02%	-2
Children Residing in a Nursing Facility (7+ beds)	10,806	0	0%	0%	0
Total Children Residing in 7+ bed facilities	10,806	2	0%	0.02%	-2
Adults Residing in a CCF (7+ beds)	11,784	161	130	1.37%	-31
Adults Residing in a ICF (7+ beds)	11,784	19	30	0.16%	11
Adults Residing in a Nursing Facility (7+ beds)	11,784	89	80	0.76%	-9
Total Adults Residing in 7+ bed facilities	11,784	269	240	2.28%	-29
Total Individuals Over Age 3 with <=120 days	208	205	100%	98.56%	98.56%
Total Individuals Over Age 3 with 121-240 days	208	3	0%	1.44%	1.44%
Total Individuals Over Age 3 Over 240 days	208	0	0%	0%	0%
Adults with Integrated Employment Goal	11,784	47%	50%		
Total Number of Incentive Payments Made	11,784	330			
Avg. Wage and Hour After Incentive Payment	11,784	\$11.31			
Number of 16-64 Earned Income	11,784	2,341			
Percentage of 16-64 Earned Income	11,784	21%			
Annual Earnings of 16-64	11,784	\$7,580			
Number of Adults in CIE After Paid Intern	11,784	1			
Percentage Adults Transitioned Internship to CIE	11,784	13%			
Total Annual Expenditures Residence/Ethnicity	22,597				
Number and Percent Race/Ethnicity Satisfied with Services	22,597				
Number and Percent Families by Race/Ethnicity IPP/IFSP Includes Needed Services	22,597				



## Performance Contract 2020 Cover Sheet



= Better than Statewide Average



= Below Regional Center of Orange County Goal



= Met Regional Center of Orange County Goal



= Met or Exceeded Regional Center of Orange County Goal



= Exceeded Regional Center of Orange County Goal

There will be a variance between consumer data in the Operations Report and the Performance Contract. Consumer data for the Operations Report and the Performance Contract are produced on different dates and from different databases. The Operations Report numbers are based on RCOC's local database as of the end of the month. The Performance Contract numbers are based on RCOC's information as submitted to DDS on a different date.



## Performance Contract 2020

A. Regional Center of Orange County will maintain compliance in the following areas based upon criteria set forth in RCOC's contract with the Department of Developmental Services.

<b>Compliance Measure</b>	<b>Outcome</b>
Unqualified audit with no material findings	Yes
Substantial compliance with DDS fiscal audit	Yes
Accuracy percent of POS fiscal projections	Yes
Operates within OPS budget	Yes
Certified to participate in Waiver	Yes
Compliance with vendor audit requirements per contract, Article III, sec. 10	Met
CDER/ESR current	99.98
Intake/Assessment and IFSP (0-2)	99.52
IPP development biennial	Annual, 99.46
IFSP development	69.28

## Performance Contract 2020

### I. Developmental Center

#### A. Total number and % of regional center caseload in developmental centers.

	Percentage	All consumers	Consumers in DC			
Statewide Average	0.10%	343,636	327			
RCOC Public Hearing 8/14/19	0.09%	22,085	20	Goal	%	# Attained
RCOC 4/01/20	0.03%	22,597	7	0	0.03%	-7
Analysis as of Public Hearing	RCOC % of DD population	6.43%	RCOC % of DC population	6.12%		

#### Planned Activities

**Statement:** The Regional Center of Orange County (RCOC) is committed to providing assistance to individuals and their families who choose to move from a State Developmental Center (SDC) into a less restrictive environment within their home communities.

**Objective:** RCOC will continue to seek new and innovative methods of utilizing available resources, developing non-existing resources, and creating and implementing transition plans that will allow individuals to establish themselves and participate successfully in their home community living arrangements.

- Implementation of Community Placement Plan for FYs 2017-2018 and 2018-2019.

**Progress:** In FY 2018-2019, RCOC moved 39 persons served from Developmental Centers into the community. During Public Meetings in August 2019, RCOC had 20 persons served, or 0.09%, in Developmental Centers. RCOC is developing homes for all residents in developmental centers in anticipation of the pending closure dates no later than December 31, 2019.

#### Number of Persons Served Residing DCs



	Total Active Caseload	Goal	DC	%	Number Attained
Jan-20	22,486	0%	8	0.04%	-8
Feb-20	22,541	0%	7	0.03%	-7
Mar-20	22,597	0%	7	0.03%	-7
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			

Below Goal



## Performance Contract 2020

### II. Children Residing with Families

#### Planned Activities

**Statement:** The Regional Center of Orange County ensures that children will reside with their families by providing the needed supports and services regardless of the severity of the child's disability.

**Objectives:** Service Coordinators continue to identify, publicize and facilitate access to supports and services for children with developmental disabilities who are considered at risk for out-of-home placement. RCOC will hold an annual presentation on supports and services for persons served including residential and vocational (day services) and other generic resources.

- Continue to assess current supports and services.
- RCOC will work with the Orange County community in effort to support programs, trainings and services designed to provide equal access to child care for families of children with special needs (autism).
- Continue to develop innovative resources for children 0-3 years old (i.e., respite placement).
- RCOC will ensure that persons served are provided opportunities for safety awareness training through schools and other similar programs available.
- Review and revise services, e.g. respite and family support.
- RCOC will assure that families receive full information about the developmental needs of the persons served and what types of services are available.
- RCOC will assure that persons served and their caregivers receive complete assessments and have the opportunity to ask questions, advocate, and access to services. To be evaluated and monitored by a National Core Indicators (NCI) survey of persons served and their caregivers.



**Progress:** A. During public meetings, RCOC had 208, or 1.96%, children in foster homes.

A. Number and % of regional center children in foster homes.

	Percentage	All children	Children in FH	Goal	%	# Attained
Statewide Average	2.67%	173,363	4,634			
RCOC Public Hearing 8/14/19	1.96%	10,631	208			
RCOC 4/01/20	2.12%	10,806	229	220	2.12%	9
Analysis as of Public Hearing	RCOC % of DD population	6.13%	RCOC % of FH population			4.49%



	Total Children Status 1&2	Goal	Children in Foster Homes	%	Number Attained
Jan-20	10,753	220	231	2.15%	11
Feb-20	10,779	220	230	2.13%	10
Mar-20	10,806	220	229	2.12%	9
Apr-20		220			
May-20		220			
Jun-20		220			
Jul-20		220			
Aug-20		220			
Sep-20		220			
Oct-20		220			
Nov-20		220			
Dec-20		220			



**Progress:** B. During public meetings, RCOC had 10,355, or 97.40%, of children in own home-parent/guardian.

**B. Number and % of regional center children in own home-parent/guardian.**

	Percentage	All children	Children in own home Parent/Guardian	Goal	%	# Attained
Statewide Average	96.75%	173,363	167,729			
RCOC Public Hearing 8/14/19	97.40%	10,631	10,355			
RCOC 4/01/20	97.26%	10,806	10,510	10,500	97.26%	10
Analysis as of Public Hearing		RCOC % of DD population	6.13%	RCOC % of FH population		6.17%



	Total Children Status 1&2	Goal	Children in own home Parent/Guardian	%	Number Attained
Jan-20	10,753	10,500	10,451	97.19%	-49
Feb-20	10,779	10,500	10,484	97.26%	-16
Mar-20	10,806	10,500	10,500	97.26%	10
Apr-20		10,500			
May-20		10,500			
Jun-20		10,500			
Jul-20		10,500			
Aug-20		10,500			
Sep-20		10,500			
Oct-20		10,500			
Nov-20		10,500			
Dec-20		10,500			



**Progress:** C. During public meetings, RCOC had 10,563, or 99.36%, of children in homes.

C. Total number and % of regional center children in homes (This is a total of sections A and B above).

	Percentage	All children	Total Number Children in Homes	Goal	%	# Attained
Statewide Average	99.42%	173,363	172,363			
RCOC Public Hearing 8/14/19	99.36%	10,631	10,563			
RCOC 4/01/20	99.38%	10,806	10,739	10,720	99.38%	19
Analysis as of Public Hearing	RCOC % of DD population		6.13%	RCOC % of FH population		6.13%



	Total Children Status 1&2	Goal	Total Number Children in Homes	%	Number Attained
Jan-20	10,753	10,720	10,682	99.34%	-38
Feb-20	10,779	10,720	10,714	99.40%	-6
Mar-20	10,806	10,720	10,739	99.38%	19
Apr-20		10,720			
May-20		10,720			
Jun-20		10,720			
Jul-20		10,720			
Aug-20		10,720			
Sep-20		10,720			
Oct-20		10,720			
Nov-20		10,720			
Dec-20		10,720			



## Performance Contract 2020

### III. Adults Residing in Home Settings

#### Planned Activities

**Statement:** RCOC works with persons served and their caregivers and advocates to empower and enable them to assert the rights of persons served to determine and control the living arrangements of their choice. This may include owning, renting, or leasing the home where the persons served resides.

**Objective:** Using the Person Centered Thinking (PCT) Individual Program Planning process, Service Coordinators will continue to identify regional center adult persons served who have the hopes and desires to live in a new living arrangement. Cases are reviewed at least annually for the least restrictive environment.

- RCOC will provide service coordinator training to assist families in establishing maintenance plans in the event of temporary caregiver illness/incapacity and for eventual transition plans.
- RCOC will request vendors to include successory maintenance and transitional plans in the event of temporary illness/incapacity and transfer of ownership in their program designs.
- RCOC will ensure that persons served are provided opportunities for safety awareness training on a regular and as needed basis.
- RCOC will review and revise services, e.g. respite and family support.
- RCOC will assure that persons served and their caregivers receive complete assessments and have opportunity to ask questions, advocate, and access services. To be evaluated and monitored by an NCI survey of persons served and their caregivers.





**Progress:** A. During public meetings, RCOC had 94, or 0.82%, of adults residing in Adult FHA.

A. Total number and % of regional center adult caseload residing in an Adult Family Home Agency (FHA).

	Percentage	Total Adults status 2	Adults in FHA	Goal	%	# Attained
Statewide Average	0.96%	169,946	1,630			
RCOC Public Hearing 8/14/19	0.82%	11,434	94			
RCOC 4/01/20	0.84%	11,784	99	103	0.84%	-4
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	5.77%		



	Total Adults Status 2	Goal	Adults in FHA	%	Number Attained
Jan-20	11,725	103	98	0.84%	-5
Feb-20	11,755	103	100	0.85%	-3
Mar-20	11,784	103	99	0.84%	-4
Apr-20		103			
May-20		103			
Jun-20		103			
Jul-20		103			
Aug-20		103			
Sep-20		103			
Oct-20		103			
Nov-20		103			
Dec-20		103			



**Progress:** B. During public meetings, RCOC had 863, or 7.55%, of adults residing in independent living.

B. Total number and % of regional center adults residing in independent living.

	Percentage	Total Adults status 2	Adults in Independent Living			
Statewide Average	10.36%	169,946	17,605			
RCOC Public Hearing 8/14/19	7.55%	11,434	863	Goal	%	# Attained
RCOC 4/01/20	7.54%	11,784	888	895	7.54%	-7
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	4.90%		



	Total Adults Status 2	Goal	Adults in Independent Living	%	Number Attained
Jan-20	11,725	895	885	7.55%	-10
Feb-20	11,755	895	889	7.56%	-6
Mar-20	11,784	895	888	7.54%	-7
Apr-20		895			
May-20		895			
Jun-20		895			
Jul-20		895			
Aug-20		895			
Sep-20		895			
Oct-20		895			
Nov-20		895			
Dec-20		895			

**Progress:** C. During public meetings, RCOC had 7,477, or 65.39%, of adults residing in own home-parent.

C. Total number and % of regional center adults residing in own home-parent.

	Percentage	Total Adults status 2	Adults Residing Own Home - Parent	Goal	%	# Attained
Statewide Average	63.89%	169,946	108,576			
RCOC Public Hearing 8/14/19	65.39%	11,434	7,477			
RCOC 4/01/20	66.08%	11,784	7,787	7,650	66.08%	137
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		6.89%



	Total Adults Status 2	Goal	Adults Residing Own Home - Parent	%	Number Attained
Jan-20	11,725	7,650	7,734	65.96%	84
Feb-20	11,755	7,650	7,750	65.93%	100
Mar-20	11,784	7,650	7,787	66.08%	137
Apr-20		7,650			
May-20		7,650			
Jun-20		7,650			
Jul-20		7,650			
Aug-20		7,650			
Sep-20		7,650			
Oct-20		7,650			
Nov-20		7,650			
Dec-20		7,650			



**Progress:** D. During public meetings, RCOC had 467, or 4.08%, of adults residing in supported living.

D. Total number and % of regional center adults residing in supported living.

	Percentage	Total Adults status 2	Adults Residing Supported Living	Goal	%	# Attained
Statewide Average	5.33%	169,946	9,065			
RCOC Public Hearing 8/14/19	4.08%	11,434	467			
RCOC 4/01/20	3.96%	11,784	467	481	3.96%	-14
Analysis as of Public Hearing		RCOC % of DD population	6.73%	RCOC % of FH population		5.15%



	Total Adults Status 2	Goal	Adults Residing Supported Living	%	Number Attained
Jan-20	11,725	481	463	3.95%	-18
Feb-20	11,755	481	467	3.97%	-14
Mar-20	11,784	481	467	3.96%	-14
Apr-20		481			
May-20		481			
Jun-20		481			
Jul-20		481			
Aug-20		481			
Sep-20		481			
Oct-20		481			
Nov-20		481			
Dec-20		481			



**Progress:** E. During public meetings, RCOC had 8,901, or 77.85%, of adults residing in home-settings.

E. Total number and % of regional center adults in home settings (This is a total of sections A, B, C and D above).

	Percentage	Total Adults status 2	Total Number Adults in Home Settings	Goal	%	# Attained
Statewide Average	80.54%	169,946	136,876			
RCOC Public Hearing 8/14/19	77.85%	11,434	8,901			
RCOC 4/01/20	78.42%	11,784	9,241	9,129	78.42%	112
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	6.50%		



	Total Adults Status 2	Goal	Total Number Adults in Home Settings	%	Number Attained
Jan-20	11,725	9,129	9,129	78.29%	51
Feb-20	11,755	9,129	9,206	78.23%	77
Mar-20	11,784	9,129	9,241	78.42%	112
Apr-20		9,129			
May-20		9,129			
Jun-20		9,129			
Jul-20		9,129			
Aug-20		9,129			
Sep-20		9,129			
Oct-20		9,129			
Nov-20		9,129			
Dec-20		9,129			



## Performance Contract 2020

### IV. Children Residing in Facilities with Seven or More Beds (Excluding Developmental Centers)

#### Planned Activities

**Statement:** RCOC provides for the needs of children with medical issues or challenging behaviors in seven or greater bed facilities for limited time periods when smaller facilities cannot meet needs.

**Objective:** RCOC will place only those children with medical issues or challenging behaviors in seven or greater bed facilities.

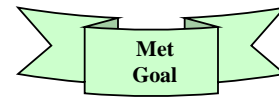
- RCOC will continue seeking appropriate placement in smaller facilities for these children and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports to ensure success for these persons served.
- RCOC will adhere to Trailer Bill Language relating to the use of larger facilities to ensure the least restrictive environment is supported.



**Progress:** A. During public meetings, RCOC had 0, or 0.00%, of children residing in a Community Care Facility (CCF)(7+ beds). Placements to 7+ bed CCF facilities are at family request and/or due to specialized services.

A. Total number and % of regional center children residing in a CCF (7+ beds).

	Percentage	Total Children status 1 & 2	Children Residing in a CCF (7+ beds)	Goal	%	# Attained
Statewide Average	0.01%	171,363	26			
RCOC Public Hearing 8/14/19	0%	10,631	0			
RCOC 4/01/20	0%	10,806	0	0%	0%	0%
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	0%		



	Total Children status 1&2	Goal	Children Residing in a CCF (7+ beds)	%	Number Attained
Jan-20	10,753	0%	2	0.02%	-2
Feb-20	10,779	0%	0	0%	0
Mar-20	10,806	0%	0	0%	0
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



**Progress:** B. During public meetings, RCOC had 2, or 0.02% of children residing in an Immediate Care Facility (CCF)(7+ beds). Placements to 7+ bed ICF facilities are at family request and/or due to specialized services.

B. Total number and % of regional center children residing in an ICF (7+ beds).

	Percentage	Total Children status 1 & 2	Children Residing in an ICF (7+ beds)	Goal	%	# Attained
Statewide Average	0.02%	173,363	33			
RCOC Public Hearing 8/14/19	0.02%	10,631	2			
RCOC 4/01/20	0.02%	10,806	2	0%	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	6.13%	RCOC % of FH population	6.06%		



	Total Children status 1&2	Goal	Children Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	10,753	0%	2	0.02%	-2
Feb-20	10,779	0%	2	0.02%	-2
Mar-20	10,806	0%	2	0.02%	-2
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			





**Progress:** C. During public meetings, RCOC had no children residing in a nursing facility. Placements to nursing facilities are at family request and/or due to specialized services.

C. Total number and % of regional center children residing in a nursing facility.

	Percentage	Total Children status 1 & 2	Children Residing in a Nursing Facility (7+ beds)	Goal	%	# Attained
Statewide Average	0%	171,363	7			
RCOC Public Hearing 8/14/19	0%	10,631	0			
RCOC 4/01/20	0%	10,806	0	0%	0%	0%
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	0%		



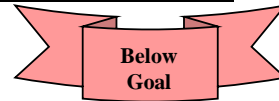
	Total Children status 1&2	Goal	Children Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	10,753	0%	0	0%	0
Feb-20	10,779	0%	0	0%	0
Mar-20	10,806	0%	0	0%	0
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



**Progress:** D. During public meetings, RCOC had 2, or 0.02%, of children residing in a facility with 7+ beds. Placements to 7+ bed facilities are at family request and/or due to specialized services.

D. Total number and % of regional center children residing in a facility with 7+ beds (This is a total of sections A, B and C above).

	Percentage	Total Children status 1 & 2	Total Children Residing in 7+ bed facilities	Goal	%	# Attained
Statewide Average	0.04%	171,363	66			
RCOC Public Hearing 8/14/19	0.02%	10,631	2	Goal		
RCOC 4/01/20	0.02%	10,806	2	0%	0.02%	-2
Analysis as of Public Hearing	RCOC % of DD population	6.20%	RCOC % of FH population	3.03%		



	Total Children status 1&2	Goal	Total Children Residing in 7+ bed facilities	%	Number Attained
Jan-20	10,753	0%	4	0.04%	-4
Feb-20	10,779	0%	2	0.02%	-2
Mar-20	10,806	0%	2	0.02%	-2
Apr-20		0%			
May-20		0%			
Jun-20		0%			
Jul-20		0%			
Aug-20		0%			
Sep-20		0%			
Oct-20		0%			
Nov-20		0%			
Dec-20		0%			



## Performance Contract 2020

### V. Adults Residing in Facilities with Seven or More Beds (Excluding Developmental Centers)

#### Planned Activities

**Statement:** RCOC continues to ensure that individuals with developmental disabilities have more choices in living options regardless of the severity of their disabilities.

**Objective:** RCOC will place only those adults with medical issues or challenging behaviors in seven or greater bed facilities.

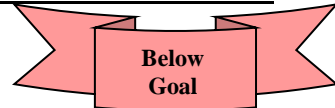
- RCOC will continue seeking appropriate placement in smaller facilities for these persons served and to support creative services and supports which would allow placement in existing small facilities, as well as development of new small facilities as needed, utilizing appropriate services and supports to ensure success for these persons served.
- RCOC will adhere to Trailer Bill Language relating to the use of larger residential facilities to ensure the least restrictive environment is supported.



**Progress:** A. During public meetings, RCOC had 168, or 1.47%, of adults residing in a CCF (7+ beds). Placements to 7+ bed facilities are at family request and/or due to specialized services. RCOC also has several long-term care providers with facilities in this category. RCOC will continue to work with these vendors to implement Trailer Bill Language regarding use of these programs.

A. Total number and % of regional center adult caseload residing in a Community Care Facility (CCF)(7+ beds).

	Percentage	Total Adults status 2	Adults Residing in a CCF (7+ beds)	Goal	%	# Attained
Statewide Average	1.03%	169,946	1,745			
RCOC Public Hearing 8/14/19	1.47%	11,434	168			
RCOC 4/01/20	1.40%	11,784	161	130	1.40%	-31
Analysis as of Public Hearing	RCOC % of DD population	6.73%	RCOC % of FH population	9.63%		



	Total Adults Status 2	Goal	Adults Residing in a CCF (7+ beds)	%	Number Attained
Jan-20	11,725	130	163	1.40%	-33
Feb-20	11,755	130	163	1.40%	-33
Mar-20	11,784	130	161	1.40%	-31
Apr-20		130			
May-20		130			
Jun-20		130			
Jul-20		130			
Aug-20		130			
Sep-20		130			
Oct-20		130			
Nov-20		130			
Dec-20		130			

**Progress:** B. During public meetings, RCOC had 64, or 0.56%, of adults residing in an Intermediate Care Facility (ICF)(7+ beds). Placements to 7+ bed facilities are at family request and/or due to specialized services.

B. Total number and % of regional center adults residing in an ICF (7+ beds).

Statewide Average

RCOC Public Hearing 8/14/19

RCOC 4/01/20

Analysis as of Public Hearing

Percentage	Total Adults status 2	Adults Residing in a ICF (7+ beds)	Goal	%	# Attained
0.57%	169,946	975			
0.56%	11,434	64	30	0.16%	11
0.16%	11,784	19	30	0.16%	11
RCOC % of DD population		6.73%	RCOC % of FH population		6.56%



	Total Adults Status 2	Goal	Adults Residing in a ICF (7+ beds)	%	Number Attained
Jan-20	11,725	30	20	0.17%	10
Feb-20	11,755	30	20	0.17%	10
Mar-20	11,784	30	19	0.16%	11
Apr-20		30			
May-20		30			
Jun-20		30			
Jul-20		30			
Aug-20		30			
Sep-20		30			
Oct-20		30			
Nov-20		30			
Dec-20		30			



**Progress:** C. During public meetings, RCOC had 89, or 0.78%, of adults residing in a nursing facility. Placements to nursing facilities are at family request and/or due to specialized services.

C. Total number and % of regional center adult caseload residing in a nursing facility.

	Percentage	Total Adults status 2	Adults Residing in a Nursing Facility (7+ beds)	Goal	%	# Attained
Statewide Average	0.63%	169,946	1,079			
RCOC Public Hearing 8/14/19	0.78%	11,434	89			
RCOC 4/01/20	0.76%	11,784	89	80	0.76%	-9
Analysis as of Public Hearing			RCOC % of DD population 6.73%			RCOC % of FH population 8.25%



	Total Adults Status 2	Goal	Adults Residing in a Nursing Facility (7+ beds)	%	Number Attained
Jan-20	11,725	80	87	0.74%	-7
Feb-20	11,755	80	86	0.73%	-6
Mar-20	11,784	80	89	0.76%	-9
Apr-20		80			
May-20		80			
Jun-20		80			
Jul-20		80			
Aug-20		80			
Sep-20		80			
Oct-20		80			
Nov-20		80			
Dec-20		80			



**Progress:** D. During public meetings, RCOC had 321, or 2.81%, of adults residing in a facility with 7+ beds. Placements to 7+ bed facilities are at family request and/or due to specialized services.

Total number and % of regional center adults residing in a facility with 7+ beds  
(This is a total of sections A, B and C above).

	Percentage	Total Adults status 2	Total Adults Residing in 7+ bed facilities	Goal	%	# Attained
Statewide Average	2.24%	169,946	3,799			
RCOC Public Hearing 8/14/19	2.81%	11,434	321			
RCOC 4/01/20	2.28%	11,784	269	240	2.28%	-29
Analysis as of Public Hearing			RCOC % of DD population 6.73%		RCOC % of FH population 8.45%	



	Total Adults Status 2	Goal	Total Adults Residing in 7+ bed facilities	%	Number Attained
Jan-20	11,725	240	270	2.30%	-30
Feb-20	11,755	240	269	2.29%	-29
Mar-20	11,784	240	269	2.28%	-29
Apr-20		240			
May-20		240			
Jun-20		240			
Jul-20		240			
Aug-20		240			
Sep-20		240			
Oct-20		240			
Nov-20		240			
Dec-20		240			

## Performance Contract 2020

### VI. Intake Duration

**Planned Activities**

**Statement:** Management and Service Coordinator staff receive a monthly report on the duration of individuals ages 3 and over who are in the intake process.

**Objective:** RCOC will continue to ensure that the duration of individuals ages 3 and over in the intake process is within mandated timeline.

- RCOC will provide persons served and their caregivers/advocates with initial information about developmental needs, and about the services and supports available, inside and outside of RCOC.

**Progress:** A. During public meetings, RCOC had 230, or 100%, of regional center individuals over age 3 with <=120 days.

A. Total number and % of regional center individuals over age 3 with <= 120 days.

	Percentage	Total # Age 3 or Over	Total # Over Age 3 with <=120 days	Goal	% Attained
Statewide Average	89.84%	7,291	6,550		
RCOC Public Hearing 8/14/19	100%	230	230	Goal	% Attained
RCOC 4/01/20	98.56%	208	205	100%	98.56%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with <=120 days	% Attained
Jan-20	194	100%	194	100%
Feb-20	200	100%	198	99%
Mar-20	208	100%	205	98.56%
Apr-20		100%		
May-20		100%		
Jun-20		100%		
Jul-20		100%		
Aug-20		100%		
Sep-20		100%		
Oct-20		100%		
Nov-20		100%		
Dec-20		100%		





**Progress:** B. During public meetings, RCOC had 0, or 0.00%, of regional center individuals over age 3 with 121-240 days.

B. Total number and % of regional center individuals over age 3 with 121-240 days.

	Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 with 121-240 days	Goal	% Attained
Statewide Average	6.05%	7,291	441		
RCOC Public Hearing 8/14/19	0%	230	0		
RCOC 4/01/20	1.44%	208	3	0%	1.44%



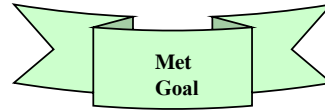
	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 with 121-240 days	%
Jan-20	194	0%	0	0%
Feb-20	200	0%	1	1%
Mar-20	208	0%	3	1.44%
Apr-20		0%		
May-20		0%		
Jun-20		0%		
Jul-20		0%		
Aug-20		0%		
Sep-20		0%		
Oct-20		0%		
Nov-20		0%		
Dec-20		0%		

**Progress:** C. During public meetings, RCOC had 0, or 0.00%, of regional center individuals over age 3 with over 240 days.

C. Total number and % of regional center individuals over age 3 with over 240 days.

Statewide Average  
 RCOC Public Hearing 8/14/19  
 RCOC 4/01/20

Percentage	Total Number Individuals Age 3 or Over	Total Number Individuals Over Age 3 Over 240 days	Goal	%
4.11%	7,291	300		
0%	223	0	Goal	%
0%	208	0	0%	0%



	Total Number Individuals Age 3 or Over	Goal	Total Number Individuals Over Age 3 Over 240 days	% Attained
Jan-20	194	0%	0	0%
Feb-20	200	0%	0	0%
Mar-20	208	0%	0	0%
Apr-20		0%		
May-20		0%		
Jun-20		0%		
Jul-20		0%		
Aug-20		0%		
Sep-20		0%		
Oct-20		0%		
Nov-20		0%		
Dec-20		0%		



## Performance Contract 2020

### VII. National Core Indicators (NCI) Employment

#### Planned Activities

**Statement:** RCOC has adopted an Employment First Policy making integrated competitive employment the first option considered by planning teams for every working adult served by RCOC.

**Objective:** RCOC will implement its Employment First Policy by providing persons served and family members with information regarding the opportunity and support to work in employment settings that are meaningful to them and by annually reviewing those opportunities with individuals to ensure they are engaged in activities of their choosing. RCOC will make incentive payments to vendors who assist individuals obtain competitive, integrated employment and maintain those positions over time.

**Progress:** A. Results from the National Core Indicator Surveys conducted in FY 2011-2012, 46% of the people interviewed who did not have a job in the community, reported wanting one. In FY 2014-2015, 47% of those interviewed indicating a desire for work in the community. Results of recent interviews have not been submitted to regional centers.

A. Percentage of adults who reported having integrated employment as a goal in their IPPs.

	Percentage	
RCOC FY 2010-11	40%	
RCOC FY 2011-12	46%	Goal
RCOC FY 2014-15*	47%	50%

\*NOTE: Surveys are being conducted again in FY 2017-18, results unavailable



**Progress: B.** RCOC will authorize incentive payments to service providers who assist individuals obtaining competitive integrated employment. RCOC will make initial payments based upon hire date, and additional payments will be made upon subsequent milestones related to length of employment.

B. Total number of \$1,000, \$1,250, and \$1,500 incentive payments made within the fiscal year.

Fiscal Year	\$1,000	\$1,250	\$1,500
2016-2017	95	38	0
2017-2018	155	97	78

\*NOTE: Incentive payments started in FY 2016-17, partial year data



**Progress: C.** RCOC will work with local employment agencies and businesses to assist individuals obtain desired hours of employment on a weekly/monthly basis. Individuals will review this during the initial hiring phase when incentive payments are being sought.

C. Average wages and hours worked for adults engaged in competitive, integrated employment when incentive payments have been made on their behalf.

Fiscal Year	Hours Week	Wage
2016-2017	17	\$10.77
2017-2018	23.5	\$11.31



**Performance Contract 2020**

**VIII. Employment Development Department (EDD) Employment**

**Planned Activities**

**Statement:** RCOC service coordinators and vendors are implementing RCOC's Employment First Policy of integrated competitive employment as the first option for persons served.

**Objective:** RCOC service coordinators will implement the Employment First Policy by providing persons served and families information on job preparation and procurement at annual Individual Transition Meetings through the school and Individual Program Planning meetings through RCOC. RCOC will continue to work on development of new programs that will emphasize a focus on competitive employment as a primary outcome. RCOC will work with service providers and employers to move individuals participating in Paid Internship Program (PIP) into Competitive Integrated Employment (CIE).

**Progress:** A. Results from the Employment Development Department (EDD) conducted in 2016 indicate that 2,085 persons served ages 16-64 had earned income. In 2017, 2,341 persons served ages 16-64 had earned income.

A. Number of persons served ages 16-64 with earned income.

	RCOC	Statewide Avg.
2015	2,175	962
2016	2,085	1,201
2017	2,341	1,294



**Progress: B.** Results from the Employment Development Department in 2016 indicate that 22% of persons served ages 16-64 reported having earned income. In 2017, the percentage of persons served ages 16-64 reporting earned income was 21%.

B. Percentage of people ages 16-64 reporting earned income.

	RCOC	Statewide Avg.
2013	12.80%	12%
2014	17.90%	13.10%
2015	27%	16%
2016	22%	17%
2017	21%	17%



**Progress: C.** Results from the Employment Development Department in 2016 indicate that average annual wage for persons served ages 16-64 was \$6,613. In 2017, the average annual wage for persons served ages 16-64 was \$7,580. This measure will also compare average annual wages of all people with disabilities.

C. Annual earnings of age group 16-64 of people with intellectual disabilities, compared with all persons with disabilities in California.

	RCOC	Statewide Avg.
2013	\$6,691	\$6,697
2014	\$6,086	\$7,044
2015	\$5,681	\$7,248
2016	\$6,613	\$8,327
2017	\$7,580	\$9,033





**Progress: D.** In FY 2016-2017, RCOC began working with service providers to place individuals into Paid Internship Program (PIP) opportunities to help develop employment interests, and lead into opportunities for competitive integrated employment. The PIP was initiated in FY 2016-2017. In 2018 RCOC had 1 individual within a paid internship that resulted in employment.

D. Number of adults placed in competitive, integrated employment following participation in a Paid Internship Program.

	Total
2016-2017	0
2017-2018	1



**Progress: E.** RCOC will obtain data related to the overall percentage of adults participating in a paid internship who transition into a competitive employment setting. This program began in FY 2016-17.

E. Percentage of adults who transitioned from internship to competitive employment.

	% of Adults
2016-2017	NA
2017-2018	13%



**Progress: F.** RCOC will monitor the hourly/salaried wages and hours worked per week for persons served who participate in a paid internship. Hours and wages will be competitively based on the job type and market rate for each setting.

F. Average hourly wage and weekly hours worked in Paid Internship Program during the previous fiscal year.

	Hours Wk.	Wage
2016-2017	18	\$10.13
2017-2018	14.25	\$11.25



## Performance Contract 2020

### IX. Reducing Disparities and Improving Equity in Purchase of Service Expenditures.

**Statement:** RCOC works to ensure that support services are flexible and innovative in meeting the family's needs as they evolve over time; are tailored to the preferences of the individual family; and are consistent with their cultural norms and customs.

**Objective:** RCOC service coordinators will work with persons served and families to develop IPP goals and objectives to address their choices of living situations. RCOC will work to develop services in the community that meet the cultural and background preferences of persons served and family members to ensure the availability of resources. RCOC will continue outreach efforts within our community to overcome potential cultural barriers when identifying appropriate services. RCOC is working to expand family outreach and support options by developing new resources within our community. RCOC will continue to develop community programs that allow for a range of options for persons served when selecting those services. RCOC service coordinators will receive initial and ongoing training related to IPP development that ensures meaningful participation of persons served and their families and will focus on Person Centered Thinking skills and outcomes. RCOC will be working to simplify and translate important documents. RCOC continues to outreach with outside agencies such as parent support group leaders, family support groups, social services agencies, faith-based organizations and educational agencies, as well as providing information via e-mail in the primary language of the family.

**Progress:** A. Review of fiscal year 2017-18 purchase of service data and client master file (CMF) for initial data resource. Fiscal year 2018-19 data reflects either an increase or decrease in services and expenditures related to disparity criteria.



**Progress:** A. Review of fiscal year 2018-19 purchase of service data and client master file (CMF). Initial data generation will be compared to subsequent FY information.

A. Percent of total annual purchase of service expenditures by individual's ethnicity and age: Birth to age 2; Age 3-21; 22 and older.

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	10 ↑	0.2% ↑	\$59,684 ↑	66.4% ↑
Asian	977 ↑	21.9% ↓	\$8,598,999 ↑	66.5%
Black/African American	66 ↓	1% ↓	\$404,984 ↓	59.7% ↓
Hispanic	2,051 ↑	33.5% ↑	\$13,139,181 ↑	60.3% ↓
Native Hawaiian or Other Pacific Islander	5 ↑	0.0%	\$14,669 ↑	60.3% ↓
Other Ethnicity or Race / Multi-Cultural	1,368 ↓	23.8% ↑	\$9,336,444 ↑	60.5% ↑
White	1,083 ↑	19.6% ↑	\$7,681,140 ↑	61.6% ↑
<b>Totals</b>	<b>5,560 ↑</b>	<b>100%</b>	<b>\$39,235,099 ↑</b>	<b>62% ↑</b>

**Age 3 Years to 21 Years**

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	14 ↓	0.1% ↓	\$131,305 ↓	66.9% ↓
Asian	1,680 ↑	17.3% ↓	\$16,992,859 ↓	68.1% ↑
Black/African American	178 ↑	2.3% ↑	\$2,310,611 ↓	66.5% ↓
Hispanic	3,637 ↑	31% ↓	\$30,509,833 ↓	64.5% ↓
Native Hawaiian or Other Pacific Islander	8 ↑	0.0%	\$33,228 ↑	54.3% ↑
Other Ethnicity or Race / Multi-Cultural	1,716 ↑	18.5% ↑	\$18,177,715 ↑	64.4% ↓
White	2,196 ↓	30.7% ↑	\$30,248,367 ↑	72.5% ↑
<b>Totals</b>	<b>9,217</b>	<b>100%</b>	<b>\$101,045,979</b>	<b>65.7%</b>

**Age 22 Years and Older**

Ethnicity	Total Persons	Percentage of Expenditures	Total Authorized	Utilized
American Indian or Alaska Native	20	0.3%	\$1,024,276 ↑	88.5% ↑
Asian	1,231 ↑	11.2% ↑	\$34,537,997 ↑	83.3% ↑
Black/African American	225 ↑	2.9% ↑	\$9,056,696 ↑	84.8% ↑
Hispanic	2,314 ↑	18.3% ↑	\$56,732,844 ↑	82.2% ↑
Native Hawaiian or Other Pacific Islander	5	0.1%	\$205,670 ↑	85% ↑
Other Ethnicity or Race / Multi-Cultural	764 ↑	7.9% ↑	\$24,433,171 ↑	84.4%
White	4,480 ↑	59.3% ↓	\$183,531,064 ↑	85.8% ↑
<b>Totals</b>	<b>9,039 ↑</b>	<b>100.0%</b>	<b>\$309,521,717 ↑</b>	<b>84.8% ↑</b>



**Progress:** B. Review of fiscal year 2018-19 purchase of service data and regional center caseload data. Initial data generation will be compared to subsequent FY information.

B. Number of individuals receiving only case management services by age and ethnicity: Birth to age 2; Age 3-21; 22 and older.

**Birth to 2 Years Old**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	10 ↑	0	0.0%
Asian	977 ↑	32 ↑	3.3% ↑
Black/African American	66 ↓	4 ↑	6.1% ↑
Hispanic	2,051 ↑	75 ↓	3.7% ↓
Native Hawaiian or Other Pacific Islander	5 ↑	1	20% ↓
Other Ethnicity or Race / Multi-Cultural	1,368 ↑	52 ↑	3.8% ↑
White	1,083 ↑	48 ↓	4.4% ↓
<b>Totals</b>	<b>5,560 ↑</b>	<b>212 ↓</b>	<b>3.8% ↓</b>

**Age 3 Years to 21 Years**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	14 ↓	2 ↓	14.3% ↓
Asian	1,680 ↑	429 ↓	25.5% ↓
Black/African American	178 ↑	60 ↑	33.7% ↑
Hispanic	3,637 ↑	1,455 ↑	40% ↑
Native Hawaiian or Other Pacific Islander	8 ↑	3 ↑	37.5% ↑
Other Ethnicity or Race / Multi-Cultural	1,716 ↑	480 ↑	28% ↑
White	2,196 ↓	543 ↑	24.7% ↑
<b>Totals</b>	<b>9,429 ↑</b>	<b>2,972 ↑</b>	<b>31.5% ↑</b>

**Age 22 Years and Older**

Ethnicity	Total Eligible	Case Management	Percent No Services
American Indian or Alaska Native	20 ↑	2	10% ↓
Asian	1,231 ↑	242 ↑	19.7% ↑
Black/African American	225 ↑	39 ↑	17.3% ↓
Hispanic	2,314 ↑	525 ↑	22.7% ↑
Native Hawaiian or Other Pacific Islander	5	0	0.0%
Other Ethnicity or Race / Multi-Cultural	764 ↑	118 ↓	15.5% ↓
White	4,480 ↑	511 ↓	11.4% ↓
<b>Totals</b>	<b>9,039 ↑</b>	<b>1,437</b>	<b>15.9%</b>



**Progress:** C. Review of fiscal year 2018-19 purchase of service data and Client Master File. Initial data generation will be compared to subsequent FY information.

C. Per capita purchase of service expenditures by individual's primary language for all ages (30 or more people with language).

<b>Primary Language</b>	<b>Total People</b>	<b>POS Authorized Per Capita</b>	<b>Percentage Utilized</b>
English	18,071 ↑	\$20,498 ↑	79.85% ↑
Spanish	4,394 ↑	\$12,008 ↑	73.34% ↑
Mandarin Chinese	66 ↑	\$14,923 ↓	68.05% ↓
Vietnamese	1,122 ↑	\$13,033 ↓	76.61% ↑
Korean	148 ↑	\$22,728 ↑	79.47% ↑
Tagalog	29 ↓	\$24,774 ↑	79.88% ↑
Arabic	40	\$13,345 ↓	66% ↓

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: May 7, 2020

TO: Board of Directors

FROM: John "Chip" Wright  
Chair, Executive Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Board of Directors' Meeting Schedule for Fiscal Year 2020-21**

BACKGROUND:

The Board of Directors approves its meeting schedule annually. The Board meets at 5:00 p.m. for its Executive (closed to the public) session, which is followed at 6:00 p.m. by its General (open to the public) session.

REASON FOR CURRENT ITEM:

As we approach the end of this fiscal year, the Board approves its meeting schedule for the new fiscal year. Please see attachment of the proposed meeting schedule.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve its meeting schedule for fiscal year 2020-21 as presented.



## Fiscal Year 2020-21 Meeting Schedule for RCOC's Board of Directors

(Updated April 17, 2020)

Board of Directors Meeting 5-8 p.m.  <i>Board Rooms</i>	Board of Directors Training 5-8 p.m.  <i>Board Room C</i>	Board Packet Review 3-4 p.m.  <i>Executive Board/Closed Session Room</i>	Budget & Finance 4-5 p.m.  <i>Board Room C</i>	Peer Advisory 4-5:30 p.m.  <i>Board Room C</i>	Executive 5-6 p.m.  <i>Executive Board/Closed Session Room</i>	Legislative & Community Awareness 5-6 p.m.  <i>Executive Board/Closed Session Room</i>	Policies & Outcomes 6-7 p.m.  <i>Executive Board/Closed Session Room</i>	Board Recruitment & Training 5-6 p.m.  <i>Executive Board/Closed Session Room</i>	Vendor Advisory 2-4 p.m.  <i>Board Room C</i>
<i>Minimum of Six 1<sup>st</sup> Thursdays</i>	<i>1<sup>st</sup> Thursday</i>	<i>1<sup>st</sup> Thursday</i>	<i>1<sup>st</sup> Thursday</i>	<i>3<sup>rd</sup> Wednesday</i>	<i>3<sup>rd</sup> Monday</i>	<i>2<sup>nd</sup> Tuesday</i>	<i>3<sup>rd</sup> Monday</i>	<i>2<sup>nd</sup> Monday</i>	<i>2<sup>nd</sup> Tuesday</i>
<b>Dark</b>	7/9/20*	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	7/20/20	7/14/20	7/20/20	7/13/20	7/14/20
<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>
9/3/20	<b>Dark</b>	9/3/20	9/3/20	9/16/20	9/21/20	<b>Dark</b>	<b>Dark</b>	9/14/20	9/8/20
<b>Dark</b>	10/1/20	<b>Dark</b>	<b>Dark</b>	10/21/20	10/19/20	<i>10/13/20</i>	10/19/20	10/12/20	10/13/20
11/5/20	<b>Dark</b>	11/5/20	11/5/20	11/18/20	11/16/20	<b>Dark</b>	<b>Dark</b>	11/9/20	11/10/20
<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>
<i>1/14/21*</i>	<b>Dark</b>	<i>1/14/21*</i>	<i>1/14/21*</i>	1/20/21	<i>1/19/21**</i>	1/12/21	<b>Dark</b>	1/11/21	1/12/21
<b>Dark</b>	2/4/21	<b>Dark</b>	<b>Dark</b>	2/17/21	<i>2/16/21**</i>	<b>Dark</b>	<i>2/16/21**</i>	2/8/21	2/9/21
3/4/21	<b>Dark</b>	3/4/21	3/4/21	3/17/21	3/15/21	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	3/9/21
<b>Dark</b>	4/1/21	<b>Dark</b>	<b>Dark</b>	4/21/21	4/19/21	4/13/21	4/19/21	4/12/21	4/13/21
5/6/21	<b>Dark</b>	5/6/21	5/6/21	5/19/21	5/17/21	<b>Dark</b>	5/17/21	5/10/21	5/11/21
6/3/21	<b>Dark</b>	6/3/21	6/3/21	6/16/21	6/21/21	<b>Dark</b>	<b>Dark</b>	<b>Dark</b>	6/8/21

\*Scheduled on second Thursday due to holiday

\*\*Scheduled for Tuesday due to Monday holiday

**Regional Center of Orange County  
Board Recruitment and Training Committee  
Monday, March 9, 2020  
Teleconference Minutes**

**Committee Members Present:** Chip Wright, Chair  
Sylvia Delgado  
Alan Martin (*rejoined meeting at 5:12 p.m.*)  
Hilda Mendez

**RCOC Staff Present:** Larry Landauer, Executive Director  
Bette Baber, Chief Financial Officer  
Jerrod Bonner, Information Technology Director  
Bonnie Ivers, Clinical Director  
Christy Petteruto, General Counsel  
Keli Radford, Director of Services & Supports  
Stacy Wong, Director, Human Resources

**Corporate Counsel Present:** David Lester, Esq.

Mr. Chip Wright called the teleconference meeting to order at 4:59 p.m.

Mr. David Lester recommended that the Committee review Ms. Sandy Martin's Board application first so that Mr. Alan Martin could rejoin the meeting once the application had been discussed.

**I. Board Recruitment**

**B. Discuss Recruitment Needs** (*out of agenda order*)

**1. Review Board Applicant**

Ms. Sandy Martin was interviewed on March 5, 2020. The Committee discussed Ms. Martin's application within the context of the Board's current composition and its needs. The Committee recommended the applicant for Board membership for a one-year term. The application will be forwarded to the Executive Committee for approval and determination of the commencement date.

*M/S/C to recommend appointment of Sandy Martin to RCOC's Board of Directors for a one-year term.*

**A. Review Board Members' Terms of Office and Upcoming Turnover**

Mr. Wright reviewed the current Terms of Office and the Committee discussed upcoming turnover. The Committee also discussed recruitment efforts and confirmed

***Board Recruitment and Training Committee Minutes***  
***March 9, 2020***

that the Board continues to be in compliance with the composition requirements of the Lanterman Act. Much discussion ensued about recruitment efforts by individual Board members and the possibility of acquiring new Board applicants. Mr. Landauer suggested the parent who was featured in the Winter 2020 edition of the *Dialogue* as a potential applicant. It was agreed that Ms. Keli Radford will contact her and provide an update at the next Committee meeting.

**II. Board Development and Training**

**A. Discuss Board Training Schedule and Topics for Fiscal Year 2019-20**

Mr. Wright reported that the next Board training scheduled for April 2, 2020, will cover the topic of *Transportation* instead of *Budget and Finance Fundamentals*. Transportation is a timely topic now that Western Transit Services has given notice that its transportation services to 124 persons served will end on March 31, 2020; and, some day program vendors want to discontinue providing transportation to and from their day programs. A draft agenda for this training will be presented at the next Executive Committee meeting.

**III. Community Forum**

No community members were present at the meeting.

Mr. Wright adjourned the meeting at 5:36 p.m.

*Recorder: Sandra Lomelí*

**Regional Center of Orange County  
Board Recruitment and Training Committee  
April 13, 2020  
Videoconference Minutes**

**Committee Members Present:** John “Chip” Wright, Chair  
Sylvia Delgado  
Hilda Mendez

**Committee Members Absent:** Alan Martin

**RCOC Staff Present:** Larry Landauer, Executive Director  
Bette Baber, Chief Financial Officer  
Jerrod Bonner, Information Technology Director  
Bonnie Ivers, Clinical Director  
Christina Petteruto, General Counsel  
Keli Radford, Director of Services and Supports

Mr. Chip Wright called the videoconference meeting to order at 5:02 p.m.

**I. Board Recruitment**

**A. Review Board Members’ Terms of Office and Upcoming Turnover**

Mr. Larry Landauer reported that there were no changes and the Board continues to be in compliance with the composition requirements of the Lanterman Act. Mr. Wright reviewed the Board members’ terms and the Committee discussed members whose terms will end in this fiscal year.

**B. Review of New Board Member Application**

The Committee reviewed and discussed a new Board member application and decided to schedule an interview via videoconferencing with the applicant based on the current composition needs of the Board.

**II. Board Development and Training**

**A. Discuss Board Training Schedule and Topics**

The Committee reviewed the educational training topics. Mr. Wright reported that the next Board training will be on *Budget and Finance Fundamentals* by Ms. Bette Baber. The training will be held Thursday, July 9, 2020. Ms. Baber will provide the Executive Committee with a draft agenda for the Board training.

***Board Recruitment and Training Committee Minutes***  
***April 13, 2020***

**III. Community Forum**

No community members were present at the meeting.

Mr. Wright adjourned the meeting at 5:22 p.m.

*Recorder: Sandra Lomelí*

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: May 7, 2020

TO: RCOC Board of Directors

FROM: John “Chip” Wright, Chair  
Board Recruitment and Training Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Board Membership for Sandy Martin for a One-Year Term Commencing September 1, 2020 and Ending August 31, 2021**

BACKGROUND:

The Board’s Policy on Board Membership and Application Process states that the composition of the Board shall comply with the provisions of the Lanterman Developmental Disabilities Services Act (Welfare and Institutions Code, §4622). In order to achieve balance and diversity, and comply with the mandates of the Lanterman Act, RCOC’s Bylaws state that the Board shall consist of no more than nineteen (19) members and it is very desirable that the Board consist of no less than eight (8) members. In addition to the provisions of the Lanterman Act, the Board may also consider for membership persons whose skills include education, community service, public health, and others as appropriate to the needs of its constituencies.

REASON FOR CURRENT ITEM:

RCOC received an application for Board Membership from Ms. Sandy Martin (see attached). The Committee has reviewed Ms. Martin’s application and completed an interview with Ms. Martin. The Committee feels that Ms. Martin’s membership will be beneficial to RCOC’s constituents and its compliance with the balance, diversity and expertise requirements set forth in the Lanterman Act.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve Board membership for Sandy Martin for a one-year term commencing September 1, 2020 and ending August 31, 2021.

**Regional Center of Orange County**

P.O. Box 22010  
Santa Ana, CA 92702-2010

**Board Member Application**

Date: January 9, 2020

Name: Sandy Martin

Cell Home Phone: [REDACTED]

Home Address: [REDACTED] City: [REDACTED] Zip: [REDACTED]

Occupation: Caregiver/parent Employer: \_\_\_\_\_

Work Phone: n/a Email Address: [REDACTED]

How did you develop your interest in or knowledge of developmental disabilities? Describe your employment, education or other activities which demonstrate your interest or knowledge.

SEE ATTACHMENT #1

Please describe your current or past membership in community and/or professional organizations.

SEE ATTACHMENT #1

Please describe your current or past membership and offices (if any) held on other boards.

SEE ATTACHMENT #1

Please describe your hobbies and interests.

SEE ATTACHMENT #1

Do you have any of the following special skills? If so, please check and describe more fully below.

- Business/Management
- Financial Analysis
- Legal
- Marketing/Public Relations
- Political Activism
- Other: Fundraising
-

SEE ATTACHMENT #1

Are you currently employed by an organization providing services to people with developmental disabilities?

Yes  No If yes, please explain: \_\_\_\_\_

Are you a member of the governing board of any organization providing service to people with developmental disabilities?  Yes  No If yes, please explain: \_\_\_\_\_

Are you a: (Please check one)

- Person with a developmental disability  
 Parent or family member of a person with a developmental disability  
 Representative of the general public

Ethnic Background (optional):

- African-American  Asian/Pacific Islander  Caucasian  
 Hispanic  Native American/Indian  Other (please specify: \_\_\_\_\_)

If you are a person with a developmental disability or the parent or family member of a person with a developmental disability, please indicate the type of disability (e.g., intellectual disability, autism, cerebral palsy, epilepsy or other). Down syndrome & Autism



Please provide the following information for two people who know you well and can provide a personal and/or professional reference.

Name: [REDACTED] Relationship: professional, committees

Complete Address: [REDACTED]

Phone Number: [REDACTED] Best Time to Call: Business hours

Name: [REDACTED] Relationship: professional - [REDACTED]

Complete Address: [REDACTED]

Phone Number: [REDACTED] Best Time to Call: Business hours

- After reviewing the Board Service Roles and Responsibilities Sheet, I understand what my duties would be as an RCOC Board Member.
- I am willing to serve and have attached a statement saying why I wish to serve on the RCOC Board of Directors and why I believe I am qualified.
- After reviewing the RCOC Conflict of Interest Governance Policy and the Title 17 Conflict of Interest Standards and Procedures, I assert that I do not have a potential conflict of interest.

Signature: Sandy Mart

Date: 1/9/20

Please return completed form to: Executive Office  
Regional Center of Orange County  
P.O. Box 22010  
Santa Ana, CA 92702-2010

If you have questions, please call: 714-796-5206

## Personal Statement

Please describe why you wish to serve on the RCOC Board of Directors  
and why you believe you are qualified

See Attachment #2

Sandy Mark 4/9/20  
Signature Date

### Regional Center of Orange County Board Member Roles and Responsibilities Information Sheet

#### Roles

The primary role of an RCOC Board Member is to (1) contribute to the defining of the organization's mission and governing the fulfillment of that mission, and (2) to carry out the functions of the office of a board member and/or officer as stated in the Bylaws.

## **ATTACHMENT #1**

**How did you develop your interest in or knowledge of developmental disabilities? Describe your employment, education or other activities which demonstrate your interest or knowledge.**

My interest began when my oldest son, Alex, was born 25 years ago with Down syndrome and Autism. With a goal of maximizing Alex's life experience, I educated myself on research being conducted, and met experts, educators and administrators in the field of developmental disabilities. I quickly learned that many people were as committed as I was to making progressive change to improve the lives of individuals with disabilities, and I immediately got involved with non-profits and community outreach programs. As detailed below, I have, among other things, served as the President of the Intervention Center for Early Childhood ("ICEC"), and I am currently a committee member for the Chapman University Thompson Policy Institute (CUTPI), and the Orange County Local Partnership Agreement (OCPLA), and have participated in RCOC's Transition Talks Workshops as a discussion facilitator at the caregiver/family table.

For approximately 20 years, I worked in the finance industry. Most recently, I was a Vice President in Commercial Banking with Wells Fargo Bank where my responsibilities included financial analysis, loan structuring, cash management and portfolio management of companies with revenues from \$10 million to \$1 billion. I managed a team that supported my portfolio, as well as trained and mentored portfolio managers. I received my bachelor of arts degree in finance from California State University Fullerton in 1985.

**Please describe your current or past membership in community and/or professional organizations.**

### Current:

#### **Chapman University Thompson Policy Institute Committee Member (2016 to present):**

CUTPI is focused on improving the working relationship between community stakeholders to enhance and create new opportunities for individuals with intellectual disabilities and developmental disabilities. I serve on both the CUTPI committee, as well as multiple sub-committees supporting job development, communication and web development.

#### **Orange County Local Partnership Agreement (OCPLA) Committee Member (2017 to present):**

OCPLA is comprised of members from the local school districts, Department of Rehabilitation (DOR), RCOC, vendors and care providers, who collaborate to streamline service delivery, educate the community and increase competitive integrated employment opportunities for individuals with intellectual disabilities and developmental disabilities.

#### **RCOC Transition Talks Workshops (2018 and 2019):**

I have participated in the Transition Talks Workshops by sharing our family experiences and answering questions that attendees ask. I have participated in 5 workshops over the past two years, as well as attended as a parent.

Past:

**SOC Community Advisory Committee (CAC) (2006 - 2014):**

CAC is a collaborative partnership between parents, educators and community members in the Laguna Beach and Saddleback Valley School Districts. Led by parent volunteers, the committee creates educational programs, voices opinions and suggestions and helps shape programs offered in both school districts.

**Laguna Beach Unified School District (LBUSD) Parent Mentor (2010-2014):**

I was a founding member of the parent mentor program in LBUSD, which connected mentors with parents in the district who needed advice, guidance and support. While involved, I helped create a district-wide Parent Binder which provides instructional material and examples of how to prepare for an IEP, as well provides a description of resources and services that are available.

**LBUSD Medicare Committee - Parent Representative (2008 - 2014):**

Served as the parent representative in semi-annual meetings to determine how medicare health funds would be distributed based upon teacher and staff requests.

**LBUSD Parent Interviewer for Director of Special Education:**

Was asked to be part of the interview team otherwise comprised of educators and administrators from within the district and outside the district. I was the only parent on the committee.

**Please describe your past membership and offices held on other boards.**

**Intervention Center for Early Childhood, President and Board Member (1998-2006):**

During my tenure, the program expanded the number of children served, relocated to one larger facility in Irvine, started an inclusive preschool program, and started fee-based one-on-one services in speech, occupational and physical therapies.

**St. Margaret's Episcopal School Parent Teacher Fellowship Board Member (2007 - 2011):**

Specific positions on the board included:

- **Lower School Liaison to the Administration (3 year commitment)** - Responsible for organizing room parents and serving as the main liaison between parents and school administrators. During this time, I was the parent representative for interviewing applicants for the Lower School Principal position.
- **Grant Director (2 year commitment)** - Responsible for soliciting grant requests from teachers and administrators, overseeing a committee of 15 people that awards the grants, ultimately awarding the grants and confirming the funds were used correctly. Total annual grants were between \$80,000 to \$150,000.

- **Special Camp for Special Kids (2004-2018)** - A weekly day camp for developmentally disabled children aged 5 to 21. The camp provides one-on-one support with camp counselors. I educated the camp counselors on how to support children with developmental disabilities, interviewed staff members and coordinated volunteers.

**March of Dimes Orange County Board Member (1987-1989):**

Served as a Board Member and was a committee member for the annual evening fundraiser.

**Newport Mesa Schools Foundation Board Member:**

Served as a Board Member. Foundation had an annual fundraiser and distributed proceeds to grant requests received by teachers in the Newport Mesa School District. Board members evaluated and granted the requests.

**Please describe hobbies and interests:**

My hobbies include travel, hiking, cooking, reading, going to the beach and mostly, spending time with my family and friends. My interests include decorating, improving programs for individuals with disabilities, sports, politics, and history. I am interested in promoting ABLE accounts.

**Do you have any of the following special skills? If so, please check and describe more fully below.**

**Business/Management/Marketing** - In my banking career and volunteering, I have managed teams of people and have been a committee head/Board Member/Officer for various organizations. I understand the importance of being a team player and focusing on what is best for the group, setting realistic goals and establishing milestones and timelines to reach both short and long term goals. I feel I have done this successfully and, as a result, organizations have asked me to expand my responsibilities, take on special projects, and continue past my term commitment.

**Financial Analysis** - My degree in finance and my corporate banking job enhanced my skills in financial analysis and forecasting. I have analyzed financial statements for private and publicly traded corporations and presented loan requests to senior officials within the bank.

**Public Speaking** - I am comfortable speaking in public whether it is making a speech, leading a meeting, asking questions, or being on a panel. When I do speak, my speeches are prepared and my meetings are led by an agenda so I stay on task and focused to the topic.

**Advocacy** - I feel this is one of my strengths. Through the years, I have been asked by school officials, teachers, employers and doctors to share my story and provide mentoring and guidance to others. I have been on speaking panels, assisted parents in preparation for IEPs or doctor appointments, hosted social support groups and provided one-on-one support.

**Political Activism** - Although I have limited experience in this area, I have presented ideas and programs to the Laguna Beach School Board and the ideas were well received and programs were established. This is an area I would be comfortable participating in and would do the necessary homework to be a valued member of the team.

## ATTACHMENT #2 - PERSONAL STATEMENT

Our son, Alex, is a happy young man with a great social group of friends and has a paying job that he is proud of and is an asset to the company. He is a Special Olympics athlete and a global messenger which allows him to make speeches and represent the program. Additionally, he has a shredding business which he enjoys and efficiently shreds documents for nurses, businesses and individuals. When he was born twenty-five years ago, we were frightened and unsure of his future or how to help him. But, before we left the hospital, we had a visitor from the Regional Center of Orange County. An intake case worker came to the hospital and sat with us and assured us that Alex would be fine and there would be programs and services that will help him develop and grow. She was absolutely right and we left the hospital feeling hopeful. At each transition point for Alex, we were anxious about what the future would hold, but each time members of the RCOC guided us and helped us navigate the next stage.

At three weeks of age, thanks to RCOC's vendor funding, Alex started at the Invention Center for Early Childhood. The program was two days in a clinic group setting, one day at home visit and a group parent discussion program. This comprehensive program allowed us to connect with other families that were experiencing the same feelings and obstacles as us, and we all learned from one another. We were so inspired by ICEC's program that when Alex graduated from the program, I joined the Board of Directors in 1998 and eventually became President of the Board until my term ended in 2006.

During Alex's school years, the RCOC delivered critically important resources to us thru educational programs, funding safety programs like Get SAFE, assisting us with behavior management training thru Coyne and Associates, and provided needed respite care by funding sitting services and camps for Alex to attend.

As he entered his vocational program, the RCOC assisted us in creating a person centered plan that set integrated employment goals and plans for his future. Alex was hired as a dishwasher at a 4-star resort and the RCOC provides job coaching support so that he is successful at his job, which he has now held on to for three years. Alex loves his job and he is an important member of the culinary team.

Every step of Alex's journey has been supported by the tremendous people and programs of the RCOC and because of that, I would like to give back and share my expertise and experience. If I had the privilege and opportunity to serve on the Board of the RCOC, I feel that I can contribute in the Board's effort to address future challenges and continue to provide progressive programs and educational opportunities to enhance the lives of the approximately 22,000 individuals RCOC serves.

Thank you for your consideration.

**Regional Center of Orange County  
Policies and Outcomes Committee  
April 20, 2020  
Videoconference Minutes**

**Committee Members Present:** Cliff Amsden, Chairperson  
Meena Chockalingam (*joined at 11:04 a.m.*)  
Mine Hagen  
Alan Martin  
Chip Wright

**RCOC Staff Members Present:** Larry Landauer, Executive Director  
Bette Baber, Chief Financial Officer  
Jerrod Bonner, Information Technology Director  
Bonnie Ivers, Clinical Director  
Christina Petteruto, General Counsel  
Keli Radford, Director of Services and Supports  
Stacy Wong, Human Resources Director

**Corporate Counsel Present:** David Lester, Esq.

Mr. Cliff Amsden called the videoconference meeting to order at 11:03 a.m.

**I. Governance Policies**

**A. Review of Proposed Revisions to the Employment First Policy**

The Committee reviewed and did not propose any revisions to the policy other than to update it for consistency with the guiding principle.

*M/S/C to recommend that the Board approve the Employment First Policy, as discussed.*

**B. Review of Proposed Revisions to Transportation Mobility Policy**

The Committee reviewed and accepted the proposed revisions to the policy.

*M/S/C to recommend that the Board approve the Transportation Mobility Policy, as discussed.*

**II. Outcomes**

**A. Person Centered Thinking (PCT) Update**

Mr. Landauer reported that a medical one-page description will be made available for Service Coordinators to generate quickly when a person served is hospitalized due to COVID-19. Because visitation is restricted for COVID patients, this form will include vital information about health concerns, medications, and other important information

that hospital staff may need. If the person served is non-verbal and requires full support, this medical one-page description will be even more important.

**B. Health and Wellness Project Update**

Dr. Bonnie Ivers, RCOC's Clinical Director, reported that the third phase of the *Healthy Life, Happy Life!* program is continuing as best it can during the shelter-in-place order.

Dr. Ivers also reported that Dr. Sam Ho, RCOC's Clinical Pharmacist, will be resuming the Health, Wellness and Safety Advisory Council, which is a representative group of stakeholders who will discuss the implementation and outcomes of RCOC's Health, Wellness and Safety initiatives and related activities.

**C. National Core Indicators (NCI) Update**

Mr. Landauer reported that Disability Voices United (DVU), an advocacy network for individuals with developmental disabilities and their families, has surveyed persons served about their regional center services during the time that California has been ordered to shelter-in-place due to COVID-19. This survey is reflecting negatively on regional centers and some families have complained that they are not receiving services. Mr. Landauer stated that he has recommended to the Department of Developmental Services (DDS) that they work with NCI to create a survey. It is important that the system have accurate data about services provided during this time. Mr. Landauer stated, if necessary, he will request that the Board make the same recommendation to DDS.

**III. Community Forum**

No community members were present.

Mr. Amsden adjourned the meeting at 11:19 a.m.

*Recorder: Sandra Lomeli*



REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: May 7, 2020  
TO: Board of Directors  
FROM: Clifford Amsden, Chair  
Policies and Outcomes Committee  
SUBJECT: **Approval of the Employment First Policy**

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

BACKGROUND:

The Policies and Outcomes Committee is charged with reviewing and/or drafting policies that are necessary to meet the organization’s Mission. The Committee is also charged with annually or biennially reviewing policies for their continued usefulness and clarity. At its meeting on Monday, April 20, 2020, the Policies and Outcomes Committee reviewed the Employment First Policy.

REASON FOR CURRENT ITEM:

After review, the Policies and Outcomes Committee recommends that the Board approve revisions to the Employment First Policy as indicated in the attachment.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the revisions to the Employment First Policy as presented.

## **XX. EMPLOYMENT FIRST POLICY**

### **BACKGROUND**

The Regional Center of Orange County (RCOC) recognizes the importance of meaningful employment for the working age adults we serve. Assembly Bill 1041, also known as Employment First Policy, an act to amend Sections 4646.5 and 4868 of the Welfare and Institutions Code (WIC), and to add Section 4869 to WIC, was effective January 1, 2014. These statutory changes, in part, are as follows:

*4646.5 (a) (4) When developing an individual program plan for a transition age youth or working age adult, the planning team shall consider the Employment First Policy...*

*4869. (a) (1) In furtherance of the purposes of this division to make services and supports available to enable persons with developmental disabilities to approximate the pattern of everyday living available to people without disabilities of the same age, to support the integration of persons with developmental disabilities into the mainstream life of the community, and to bring about more independent, productive, and normal lives for the persons served, it is the policy of the state that opportunities for integrated, competitive employment shall be given the highest priority for working age individuals with developmental disabilities, regardless of the severity of their disabilities. This policy shall be known as the Employment First Policy.*

*(3) Integrated competitive employment is intended to be the first option considered by planning teams for working age individuals, but individuals may choose goals other than integrated competitive employment.*

*(c) Regional centers shall provide consumers 16 years of age or older, and, when appropriate, their parents, legal guardians, conservators, or authorized representative with information, in an understandable form, about the Employment First Policy, options for integrated competitive employment, and services and supports, including postsecondary education, that are available to enable the consumer to transition from school to work, and to achieve the outcomes of obtaining and maintaining integrated competitive employment.*

*4868. (d)(1), “Competitive employment” means work in the competitive labor market that is performed on a full–time or part–time basis in an integrated setting and for which an individual is compensated at or above the minimum wage, but not less than the customary wage and level of benefits paid by the employer for the same or similar work performed by individuals who are not disabled.*

*(2) “Integrated employment” means “integrated work” as defined in subdivision (o) of Section 4851.*

*4851. (o) “Integrated work” means the engagement of an employee with a disability in work in a setting typically found in the community in which individuals interact with individuals without disabilities other than those who are providing services to those individuals, to the same extent that individuals without disabilities in comparable positions interact with other persons.*

## **POLICY**

Integrated competitive employment will be the first option considered by planning teams for every working age adult we serve.

## **GUIDING PRINCIPLES**

- Persons served have the opportunity and support to work in integrated employment settings that are meaningful, valued by the community, and in which they are appropriately compensated and respected.
- Persons served make decisions about all aspects of their lives.
- Persons served live, work, learn and socialize in settings that maximize opportunity to be with persons not paid to be with them.

REGIONAL CENTER OF ORANGE COUNTY

BOARD OF DIRECTORS

AGENDA ITEM DETAIL SHEET

DATE: May 7, 2020  
TO: Board of Directors  
FROM: Clifford Amsden, Chair  
Policies and Outcomes Committee

ACTION	X
ACTION/CONSENT	
DISCUSSION	
INFO ONLY	

SUBJECT: **Approval of Revisions to the Transportation Mobility Policy**

BACKGROUND:

The Policies and Outcomes Committee is charged with reviewing and/or drafting policies that are necessary to meet the organization’s Mission. The Committee is also charged with annually or biennially reviewing policies for their continued usefulness and clarity. At its meetings on February 18, 2020 and April 20, 2020, the Policies and Outcomes Committee reviewed the Transportation Mobility Policy.

REASON FOR CURRENT ITEM:

After review, the Policies and Outcomes Committee recommends that the Board approve revisions to the Transportation Mobility Policy as indicated in the attachment.

FISCAL IMPACT:

None.

RECOMMENDATIONS:

That the Board approve the revisions to the Transportation Mobility Policy as presented.

## VII. TRANSPORTATION MOBILITY POLICY

### BACKGROUND

The Regional Center of Orange County (RCOC) is responsible for coordinating services for people with developmental disabilities who reside in Orange County. As established in the Lanterman Developmental Disabilities Services Act, RCOC is committed to assuring that the services and supports provided to those we serve maximize opportunities and choices, utilize all possible sources of funding, including generic resources, and result in the maximum benefit possible.

### POLICY

RCOC will serve the mobility needs of the individuals it serves by assuring an effective and efficient mix of accessible and safe ~~courteous, responsive, and customer-oriented~~ transportation services to and from an eligible individual's primary day service/activity. These services shall enhance opportunities for persons served to access supports, services, and other community resources.

In meeting the mobility needs of those we serve, RCOC will:

- Use generic resources before expending regional center funds.
- Advocate for the maximum access to and utilization of public transit services for people with developmental disabilities.
- Encourage measurable improvement in the efficiency and effectiveness of transportation services by gathering feedback from persons served who use public and specialized transportation services.
- Improve access to services by improving communication about and coordination of available transportation resources.
- Promote the efficient use of resources by eliminating duplication wherever possible.
- Promote the consideration of transportation issues and costs in all decisions.
- ~~Establish joint purchasing arrangements where feasible and cost-effective.~~

### SERVICE CRITERIA

The individual transportation needs of the person served will be determined by the Multidisciplinary/Planning Team.

The following criteria will be applied when authorizing transportation service. Exceptions may be made on a case-by-case basis.

1. Whenever feasible, public transportation will be utilized first.
2. All adults requesting transportation will be assessed for mobility training.
3. ~~RCOC may purchase transportation services to the closest appropriate primary day service/activity identified in the Individual Program Plan/Person Centered Plan (IPP/PCP) that is able to meet the individual's needs when the day service/activity does not have a transportation component and public transportation is not available.~~
4. ~~Vendored private transportation (e.g., Western Transit) will be funded when a person:~~
  - ~~Has been assessed and found inappropriate for mobility training; or~~
  - ~~Is awaiting mobility training; or~~
  - ~~When there is no appropriate or viable public transportation.~~
5. Transportation services are typically purchased for one primary day service/activity (e.g., place of employment, day program). However, additional transportation may be purchased on an individual basis, but not as part of the primary program's transportation obligation (e.g., day program and/or college classes).
6. Those served by RCOC, parents of minor children and residential service providers are expected to provide routine transportation to medical, dental, or other appointments or functions. RCOC may fund incidental transportation on an exception basis in the following circumstances:
  - An individual is not financially capable of independently funding their own or their child's transportation.
  - The parent or surrogate has a disability which prevents them from transporting the person served by RCOC.
  - The individual's medical and/or physical condition requires the use of specialized transportation to accommodate transport.

## **CHILDREN UNDER AGE THREE**

To maximize safety and quality assurance, parents and residential service providers are expected to transport infants to the primary day service/activity. Transportation for infants may be funded when there is documented exceptional need and the parent/residential service provider cannot accompany the child.

Authorized infant transportation will be reviewed every six months.

## **~~CONTRACT TRANSPORTATION STANDARDS~~**

~~RCOC strives to meet the following minimum standards in all modes of transportation:~~

~~**Travel Time:** RCOC-funded trips shall not exceed 90 minutes one-way. Exceptions to this time limit may occur only when the person served, and, as appropriate, parents/conservator agree.~~

~~**Pick-up/Drop-off Times:** Those transported will not be dropped off more than 30 minutes prior to and 15 minutes after day service/activity start times. They will not be picked up prior to end of day service/activity and will be picked up within 30 minutes of the end of day service/activity.~~

~~**Transportation to Employment:** It is the expectation that those working competitively or in individual supported employment will get to their job independently. Transportation implications should be considered in all day service/activity and employment decisions to assure that such settings can be successfully supported by cost effective, reliable, safe, and timely transportation.~~

~~**Transportation Safety, Quality Assurance and Driver Training:** RCOC strives for a safe, comfortable transportation system for all served, and as a consequence, RCOC will:~~

- ~~● Require transportation service providers to adhere to Title 17 of the California Code of Regulations, §58520 with regard to standards for drivers and transportation aides.~~
- ~~● Require transportation service providers to maintain a minimum of \$1 million liability insurance and shall name RCOC as additional interested party.~~
- ~~● Require that contracts with transportation service providers outline, in the scope of work, details about the employment and training of drivers, aides, dispatchers and administrative personnel necessary to provide the required levels of services, including, but not limited to:
  - ~~☐ Full compliance with all applicable State and Federal laws and regulations, including those addressing driver and vehicle licensing~~
  - ~~☐ Pre-employment screenings that include, but are not limited to, criminal background checks, drug testing, driving records, operator safety performance histories and motor vehicle records~~
  - ~~☐ Attainment of at least annual DMV reports on all drivers.~~~~

- ~~• Require transportation service providers to assure that all drivers possess valid, legally required certificates, including a certificate for transportation of individuals with developmental disabilities (i.e., Vehicles for Developmentally Disabled Persons (VDDP)) issued by the DMV.~~
- ~~• Require transportation service providers' drivers to successfully complete regular training in sensitivity to the needs of people with developmental disabilities and emergency procedures.~~
- ~~• Require operating air conditioning and heat on all contracted vehicles used to transport individuals RCOC serves.~~
- ~~• Incorporate vehicle inspection requirements into all contracts.~~

~~RCOC will periodically review transportation rates in an effort to support providers in maintaining the above standards and will make adjustments as funds permit.~~

## **GUIDING PRINCIPALS**

- Persons served and their families have knowledge of, access to and opportunity for participation in any community activities and resources of their choosing.
- Persons served live, work, learn and socialize in settings that maximize opportunity to be with person not paid to be with them.
- Services and supports for families recognize, facilitate and build on family strengths, natural supports and existing community resources.
- RCOC will maximize all alternative sources of funding for necessary services and supports including federal and generic funding.

*Last Policy Review Date: April 16, 2018*

*Date Revisions Approved by Board: May 3, 2018*

*Date of Next Review: on or before May 3, 2020*



**Regional Center of Orange County  
Vendor Advisory Committee  
March 10, 2020  
Minutes**

**Members:**

**Adult Behavior Management Programs**

Chair, Hector Navarro, absent  
Co-Chair, Atrem Behmanesh, absent

**Adult Day Programs**

Chair, Rick Perez, present  
Co-Chair, Member Pending

**Adult Family Home/Foster Family Agency**

Chair, Marie Sañudo, absent  
Co-Chair, Mark Antenucci, present

**Behavior Services**

Chair, Junie Lazo-Pearson, absent  
Co-Chair, Cindy Hebert, absent

**Community Care Facilities**

Chair, Rebekah Hayes, absent  
Co-Chair, Member Pending

**Early Intervention**

Chair, Tiffany Bauer, present  
Co-Chair, Junie Lazo-Pearson, absent

**Habilitation**

Chair, Roland Fernandez, absent  
Co-Chair, Tim Chervenak, present

**Independent/Supported Living**

Chair, Janice Retz, present  
Co-Chair, Member Pending

**Intermediate Care Facilities**

Chair, Rich Mraule, absent  
Co-Chair, Member Pending

**Support Services/Allied Health**

Chair, Lizette Ceja, absent  
Co-Chair, Yvette Staggs, present (*arrived at 2:04 p.m.*)

**Liaisons:**

**CalOptima**

Liaison Pending, absent

**Orange County Transit Authority**

Jack Garate, absent  
Christina Blanco, present

**RCOC Staff Present:**

Larry Landauer, Executive Director  
Bette Baber, Chief Financial Officer  
Lilliana Castillo, Accounting Manager  
Arturo Cazares, Associate Director of Employment

**Vendor Advisory Committee Minutes**  
**March 10, 2020**

Jyusse Corey, Peer Advocate  
Bonnie Ivers, Clinical Director  
Cristina Mercado, PCT Coordinator  
Christina Petteruto, General Counsel  
Keli Radford, Interim Services and Supports Director  
Jack Stanton, Associate Director of Housing  
Marta Vasquez, Associate Finance Director  
Sean Watson, Risk Management, QA Manager

**Guest:** Liza Krassner, RCOC Board Member (*departed at 2:17 p.m.*)

**I. Call to Order**

Ms. Tiffany Bauer welcomed all attendees and called the meeting to order at 2:02 p.m. She then asked all Committee members and guests to introduce themselves.

**II. Coronavirus Disease (COVID-19) (*out of agenda order*)**

Ms. Liza Krassner, who is a member of RCOC's Board of Directors and within UCI's Program in Public Health is the Manager of Facilities and Academic Programs, gave a presentation on Coronavirus Disease 2019 (COVID-19), universal precautions and showed a video on how to properly wash one's hands.

**III. Vendor Chair and Co-Chair Selections**

Mr. Jack Stanton reminded the Committee that new chairs and co-chairs must be identified by the end of April 2020 for the following subcommittees: Adult Day Programs, Behavior Services, Early Intervention, Intermediate Care Facilities (ICF) and Support Services/Allied Health. The VAC Chair will then present nominees to the Board of Directors for approval and their terms can commence on June 1, 2020, in accordance with the VAC Commission.

**IV. RCOC Update**

Mr. Landauer reported on the following highlights:

- *Governor's 2020-21 Budget* – The Assembly Budget Subcommittee No. 1 on Health and Human Services met on March 4, 2020. The items to be heard included various issues regarding the Governor's proposed budget such as the provider rates, performance incentives for regional center services, specialized caseload ratios and subminimum wages for consumer workers.
- *Developmental Services (DS) Task Force* – The DS Task Force workgroups will hold their first meetings throughout the months of February and March 2020. The workgroups include Community Resource, Oversight, Accountability & Transparency, Services

*Vendor Advisory Committee Minutes*  
*March 10, 2020*

Access & Equity and System & Fiscal Reform, which have been designed to look at ways to strengthen community services.

- *DDS Deaf/Hard of Hearing Focus Group* – Mr. Landauer reported that DDS hosted a meeting on January 31, 2020, at Fairview Developmental Center, to discuss how to improve support to those persons served who are also deaf.
- *Coronavirus Disease 2019 (COVID-19)* - RCOC is working with the Department of Developmental Services (DDS) to respond to the outbreak of COVID-19, and participating regularly in teleconference meetings with DDS. DDS has stated that they will issue directives soon on how to proceed in this State of Emergency.
  - CalOptima will now allow early prescription refills and 90-day supplies of medications.
  - Community Care licensees are encouraged to have a plan and ample supplies to respond to a COVID-19 outbreak in their homes. Some facilities are already cutting into their 30-day supply of personal protective equipment (PPE) and are not able to resupply due to shortages. Requests have been made to DDS to see if the State of California can supply PPE in addition to the masks already provided to regional centers.
  - DDS will be tracking the number of individuals including persons served and employees of regional centers and providers who have been diagnosed with or exposed to COVID-19 and will be reporting that information to the California Health & Human Services Agency.
  - DDS is working on directives related to telemedicine as well as non-residential programs.
- *2020 Spotlight Awards* –The Spotlight Awards dinner-dance was canceled. RCOC will present the Spotlight Awards to the individuals and organizations chosen to receive the honor later this year.
- *Employment* – Mr. Arturo Cazares reported that ARC Mid-Cities closed its Orange County behavior management and supported employment programs due to low rates and higher insurance premiums.
- *Disparity Public Meeting* - Mr. Landauer reported that the next public meeting is scheduled for Wednesday, March 11, 2020, at 6:30 p.m.
- *Self-Determination Program (SDP)* - Mr. Landauer reported that the next SDP Local Advisory Committee meeting is scheduled for Monday, March 30, 2020, at 6:30 p.m.

**V. Board Report**

Ms. Bauer reported that RCOC's Board of Directors met on Thursday, March 5, 2020, and commemorated the closure of the Fairview Developmental Center (FDC) after 61 years. The Board recognized staff, vendors and community members who were all part of achieving this monumental goal.

**VI. Community Forum**

Ms. Kathleen Kolenda, Vice President Adult Day Services for Easterseals Southern California, said that the 2020 Easterseals Disability Film Challenge will be from April 3<sup>rd</sup> to 5<sup>th</sup>. For more information on how to register and submit a film, please visit Easterseals website at [www.easterseals.com](http://www.easterseals.com).

**VII. Peer Advisory Committee (PAC) Report**

Mr. Jyusse Corey stated that the next PAC meeting will be held on March 18, 2020. Mr. Corey reported that CalABLE is hosting various informational webinars that are available on its website at [www.calable.ca.gov](http://www.calable.ca.gov).

**VIII. Liaison Reports**

**A. CalOptima – Liaison pending**

No representative from CalOptima was present and no report was provided.

**B. Orange County Transportation Authority (OCTA) – Mr. Jack Garate (absent)**

In Mr. Jack Garate's absence, Ms. Christina Blanco reported the following OCTA highlights:

- *COVID-19* - OCTA has met with health care officials and participated in webinars with transit professionals from across the country to determine best practices and share knowledge on how to approach COVID-19. OCTA is disinfecting ACCESS vehicles daily with a chemical approved by the Centers for Disease Control and Prevention (CDC); and, drivers are required to sanitize their cabs daily.
- *OCTA's Community Survey* - OCTA's Transportation Needs Assessment – Community Survey is now available at <http://www.OCTAsurvey.com>.
- *The Transit Connection* – the Spring 2020 issue is now available at [http://octa.net/pdf/SMPNewsLetter\\_Spring2020.pdf?n=202003](http://octa.net/pdf/SMPNewsLetter_Spring2020.pdf?n=202003).

**IX. Member Reports**

- A. Adult Behavior Management – Hector Navarro (absent)**
- B. Adult Day Programs – Rick Perez (present)**

Mr. Rick Perez reported that the two subcommittees met and discussed their concerns regarding the closure of programs due to COVID-19. They also received an update on the Choking Prevention Taskforce and the new prevention information added to the Individual Program Plan (IPP). Mr. Perez also reported that they will hold two vendor fairs, one at RCOC's West Office in Cypress on March 25, 2020, and another one on March 26, 2020 at the Central Main Office.

- C. Adult Family Home Agency/Foster Family Agency (AFHA/FFA) – Marie Sañudo (absent)**

In Ms. Marie Sañudo's absence, Mr. Mark Antenucci reported that the subcommittee discussed their presentation to RCOC's Service Coordinators about AFHA/FFA programs, services and the referral process.

- D. Behavior Services – Junie Lazo-Pearson (absent)**

In Ms. June Lazo-Pearson's absence, Mr. Jack Stanton, RCOC's Associate Director of Housing, reported that the subcommittee did not meet.

- E. Community Care Facilities (CCF) – Rebekah Hayes (absent)**

In Ms. Rebekah Hayes' absence, Mr. Stanton reported that the subcommittee did not meet.

- F. Early Intervention – Tiffany Bauer (present)**

Ms. Bauer reported that their subcommittee did not meet; their next meeting will be on April 30, 2020.

- G. Habilitation – Roland Fernandez (absent)**

In Mr. Roland Fernandez's absence, Mr. Tim Chervenak reported that their subcommittee met and discussed working with the California Disability Services Association (CDSA) to advocate for implementation of the vendor rate study.

*Vendor Advisory Committee Minutes*

*March 10, 2020*

**H. Independent Living/Supported Living (IL/SL) – Janice Retz (present)**

Ms. Janice Retz reported that the subcommittee met and discussed the Anaheim Housing Authority's hold on HUD vouchers. The also discussed COVID-19 universal precautions and shared protocols when a person served gets sick.

**I. Intermediate Care Facilities (ICF) – Rich Mraule (absent)**

In Mr. Rich Mraule's absence, Mr. Stanton reported that the subcommittee did not meet.

**J. Support Services/Allied Health – Lizette Ceja (absent)**

In Ms. Lizette Ceja's absence, Ms. Yvette Staggs reported that their subcommittee met and discussed COVID-19, the possibility of revenue loss, and reviewed universal precautions.

**X. Adjournment**

Ms. Bauer adjourned the meeting at 3:05 p.m.

The next VAC meeting is scheduled for Tuesday, April 14, 2020.

*Recorder: Sandra Lomelí*

**Regional Center of Orange County  
Peer Advisory Committee  
April 15, 2020  
Videoconference Minutes**

**Committee Members Present:** Sylvia Delgado, Chairperson  
Marcell Bassett (*joined at 3:47 p.m.*)  
Jyusse Corey, Peer Advocate  
Amy Jessee  
Peter Kuo  
Fernando Peña

**Committee Members Absent:** Sam Durbin  
Steven Gersten  
John Godlasky  
Yvonne Kluttz

**RCOC Staff Members Present:** Larry Landauer, Executive Director  
Cristina Mercado, PCT Coordinator

Ms. Sylvia Delgado called the meeting to order at 3:06 p.m.

**I. Welcome and Introductions**

Ms. Delgado welcomed everyone to the Peer Advisory Committee (PAC) meeting and asked members and guests to introduce themselves.

**II. RCOC Peer Advocate Report**

Mr. Jyusse Corey, RCOC's Peer Advocate, reported that the U.S. Treasury Department is issuing stimulus checks under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. For those individuals who receive Supplemental Security Income, the stimulus check will not count as income and will be excluded from the resource limit for 12 months.

Mr. Corey also reported that the U.S. Internal Revenue Service (IRS) has extended the due date for filing federal taxes until July 15, 2020.

**III. Coronavirus Disease 2019 (COVID-19)**

Mr. Corey presented information on COVID-19 for people with disabilities, including how to stay safe and what to do when one is ill.

Ms. Delgado also provided information from the Centers for Disease Control and Prevention (CDC) on the use of face coverings to help slow the spread of COVID-19. The information also included instructions on how to make face coverings.

**IV. Video and Tele-Conferencing Suggestions**

Ms. Cristina Mercado, RCOC's PCT Coordinator, provided the Committee with suggestions on how to conduct oneself when on a video or tele-conference. The suggestions included testing out one's equipment, especially when videoconferencing to ensure one is able to log-in and deal with any technical difficulties prior to the start of the meeting, being well groomed and dressing appropriately for a videoconference, and locating oneself in a quiet room with a clean and bright background for a videoconference.

Mr. Larry Landauer provided information on the Zoom app for video conferencing and the various functions that can be utilized such as the ability to use different backgrounds and how to chat with the group or individuals during a meeting.

**V. Community Forum**

No community members were present at the meeting.

**VI. Other**

**VII. Next Scheduled Meeting**

The next PAC meeting is scheduled for Wednesday, May 20, 2020, from 3:00 p.m. to 4:00 p.m.

The meeting was adjourned at 4:07 p.m.

*Recorder: Sandra Lomelí*



**Regional Center of Orange County  
Legislative and Community Awareness Committee  
April 14, 2020  
Videoconference Minutes**

**Committee Members Present:** Liza Krassner, Chairperson  
Alan Martin  
Hilda Mendez  
John “Chip” Wright

**Committee Members Absent:** Tiffany Bauer  
Meena Chockalingam

**RCOC Staff Members Present:** Larry Landauer, Executive Director  
Bette Baber, Chief Financial Officer  
Jerrod Bonner, Information Technology Director  
Bonnie Ivers, Clinical Director  
Kathleen McFarlin, Manager, Comfort Connection Family  
Resource Center  
  
Keli Radford, Interim Director of Services and Supports  
Stacy Wong, Director of Human Resources

**Guests:** Linda Blankenship, Consultant  
Anh Nguyen, Consultant

Ms. Liza Krassner called the meeting to order at 5:03 p.m.

**I. COVID-19 Update**

**A. Review Draft of Proclamation of Appreciation**

Mr. Larry Landauer reported that RCOC will release a *Proclamation of Appreciation* to show RCOC’s recognition of the amazing work that vendors are doing for our persons served during COVID-19.

**II. Public Relations**

**A. Dialogue**

Ms. Linda Blankenship reported that the Spring issue of the *Dialogue* will focus on Coronavirus Disease 2019 (COVID-19) and RCOC’s ability to meet the needs of persons served and their families through its flexibility and preparedness to work remotely.

**B. News Media Outreach**

Ms. Blankenship reported that all the current media outreach is focused on COVID-19. Some of the features, such as the closure of Fairview Developmental Center and RCOC’s own employees with developmental disabilities as employment success

***RCOC Legislative and Community Awareness Committee Minutes***  
***April 14, 2020***

stories, are all on hold until the stay-at-home order is lifted. Ms. Blankenship shared some recent successes, prior to COVID-19, including: the news release announcing the appointment of Ms. Frances Hernandez to RCOC's Board of Directors, an email interview with Board member Mine Hagen with *Autism Parenting Magazine* that appeared in the February 2020 issue, and an email interview with Mr. Arturo Cazares, RCOC's Associate Director of Employment, with *HR Executive Management* on employment success stories that appeared in the January - February 2020 issue.

**C. Social Media**

Ms. Anh Nguyen reported that RCOC's social media strategy continues to be a very successful tool for reaching out to the community, especially during this time of COVID-19. Ms. Nguyen stated that she has been working with Ms. Kathleen McFarlin and the Family Resources Center team sending email messages with information and resources about COVID-19 to persons served and their families.

Ms. Nguyen also shared media highlights from *Facebook*, *Twitter* and *Instagram* which featured RCOC's persons served.

**D. Spotlight Awards**

Mr. Landauer stated that the Board of Directors would like to honor and present the awards to the Spotlight Award winners as soon as the Board is able to hold an in-person meeting. Ms. Blankenship stated that she will try to get a news release and possible media coverage on the day the Board is able to honor the Spotlight Award winners.

**III. Legislative Outreach**

**A. ARCA Update**

Mr. Landauer mentioned an article in CalMatters entitled *Coronavirus ravages services for people with disabilities, leaving many at risk*. CalMatters is a nonpartisan, nonprofit journalism venture committed to explaining how California's state Capitol works and why it matters. The story was written by Anita Chabria who is a Los Angeles Times staff writer based in Sacramento and Dan Morain who is a contributing writer to CalMatters. They wrote that persons "with intellectual and developmental disabilities received state assistance through a network of 21 regional centers that funded programs that provided home health aides and other services. Those programs are now closed, and they could remain so for months." Ms. Judy Mark, co-founder and President of Disability Voices United (DVU) was quoted in the article. This article received legislative attention; a teleconference meeting was held with legislative staff and ARCA to discuss it. Mr. Landauer stated that ARCA is preparing a summary of all the work that regional centers have done during this difficult time to keep persons served and employees safe.

**B. ARCA Statewide Community Relations**

Ms. Krassner reported that ARCA's Board of Directors meeting was canceled and had no updates.

**C. Relationship Building with Delegation**

Mr. Landauer reported that RCOC continues to send the *Dialogue*, in three languages (English, Spanish and Vietnamese) to its state legislators' district offices along with Ms. Nguyen providing updates on RCOC's services.

**IV. Community Outreach**

**A. Disparity-Focused Activities and Analytics**

Ms. McFarlin reported that February was a busy month with many community events. FRC has since shifted its strategy from community events to providing persons served and their families with information about protecting themselves from COVID-19 and resources such as where to get diapers, rent, food and financial assistance.

Dr. Bonnie Ivers, RCOC's Clinical Director, reported that many vendors are using *Telehealth*, the provision of healthcare remotely by means of telecommunications technology.

**V. Community Forum**

No community members were present at the meeting.

Ms. Krassner adjourned the meeting at 5:55 p.m.

*Recorder: Sandra Lomelí*